



ISSN: 0975-833X

Available online at <http://www.journalcra.com>

INTERNATIONAL JOURNAL
OF CURRENT RESEARCH

International Journal of Current Research
Vol. 11, Issue, 05, pp.3866-3874, May, 2019

DOI: <https://doi.org/10.24941/ijcr.35335.05.2019>

RESEARCH ARTICLE

ANALYSIS OF GOOD GOVERNANCE SYSTEM TO IMPROVE GOVERNMENT PERFORMANCE IN THE OFFICE OF SERVICOS MUNICIPAIS REGISTO, NOTARIADO E CADASTRO MUNICIPIO BOBONARO

¹Faustina da Costa., ²Lucas da Costa and ³Fernando Dias Gusmao

¹Graduate Program for Master of Public Administration (MPA), Universidade da Paz, Dili, Timor-Leste

²Economist and Rector of Universidade da Paz, Timor-Leste

³Dean of Social Science & Humanity Faculty, Universidade da Paz, Dili, Timor-Leste

ARTICLE INFO

Article History:

Received 08th February, 2019

Received in revised form

29th March, 2019

Accepted 15th April, 2019

Published online 30th May, 2019

Key Words:

Good Governance,
Passport, Performance,
Desentralization,
Participation,
Transparency,
Accountability.

ABSTRACT

Concerns for user passport and border pass trust in government are at the core of Timor-Leste Government. Public distrust is often blamed on the bad functioning of public services, and in political discourse well functioning public services are said to create trust in government and many communities that do not have a passport and using the national identification and border pass during visit to Indonesia for ten days maximal living in Indonesia. The link between performance and good governance can only be made when very specific conditions are present. The core of the discussion deals with causality it is obvious that performance of the government has a certain impact on trust in people, but existing levels of trust in government may also have an impact on perceptions of government performance. This research aims to know the principle of implementing Good Governance and obstacles faced in the context of participation, transparency and responsibility of the local governments in the Municipio of Bobonaro, Timor-Leste. The methods used in this research is a qualitative method for analyzing case appears. The variable in this study was Good Governance (X) with indicator for participation, transparency and accountability to improved performance of Government (Y) and using the regression and correlation to analyze the data. Technique analyse data using collection data, data presentation, data reduction and verification, is a technique to process and simplify the data that has been retrieved into a form that is easily read and interpreted. The results of the study indicated the rules of the passport service of process, cost and transportation, lack of friendliness in serving, lack of human resources, and the director has no authority to sign the passport, the passport very urgent users must take their own electronic passport in Dili, may benefit its users because there is no problem when the over the limit or the Immigration Office, security guaranteed, a total of user passports available on 1022 people. Users of the Border Pass to visit to the neighboring country only by foot, without having to go through the Immigration Office. Passport service of process in accordance with the rules of human resources have not yet adequate, there are still many communities that do not have a requirement to take care of passport fees, passport does not reach take care of society, yet no authorization from the Ministry of Justice, the community snapping passport himself in Dili. Manners and ethics in serving the public is less satisfying, the availability of facilities and infrastructure supporting the Office still less become obstacles for the realization of Good Governance.

*Corresponding author:

Copyright © 2019, Faustina da Costa et al. This is an open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Faustina da Costa., Lucas da Costa and Fernando Dias Gusmao. 2019. "Analysis of good governance system to improve government performance in the office of servicosp municipais registo, notariado e cadastromunicipio bobonaro", *International Journal of Current Research*, 11, (05), 3866-3874.

INTRODUCTION

The lack of consensus arises from the range of dimensions of performance available and public institution. Public administration scholars tend to shy away from the use of border pass and passport to the political way. Effectiveness is the actual achievement of formal service objectives. The performance is a formal system that is regularly used for evaluating the performance of individuals in the exercise of his duties. Performance appraisal is a process that consists of the identification, measurement and management.

Performance (performance) is the quantity and quality of work or an individual or a group within the Organization in performing basic tasks and functions based on the norm, standard operational procedures, criteria and measures that have been set or that applies in your organization (Suwanto, 2011). The public service is an activity or series of activities in the framework of the fulfillment of the needs of the service in accordance with the regulations for each citizen and resident of goods or services, and administrative services provided by the organizers of public servants. To that end, the Ministry of the public sector in local governance greatly help society solve various polemics.

This is the main prerequisite of Good Governance embodies the aspirations of the community in achieving the goals and ideals of the nation and the State. Therefore, Good Governance is needed in the development and application of the system of participation, transparency and proper governmental and development can be empowered in order to, successfully, and was responsible for a corruption-free and the Cronyism and Nepotism. While the meaning of good in good governance contains two notions as follows first value that upholds the people and the value can increase the ability of the people in the achievement of national goals, independence, sustainable development and social justice (Sedarmayanti, 2012).

Based on this understanding of good governance-oriented ideal orientation, which is directed at the achievement of the national goal. This orientation dotted decline on democratization in the life of a country with its constituents with Government legitimacy in select and won the trust of the people, accountability, the securing of human rights, autonomy and devolution of power, and assurance of civilian control. The second orientation depending on the Government had competence, and structure and the political and administrative mechanisms to function effectively and efficiently. Good Governance is the most central issue to the forefront in the management of public administration nowadays. His vigorous demands made by the community to the Government to implement the Organization of good governance is in line with the increased level of knowledge and the education of the community, in addition to the presence of the influence of globalization. The old pattern of organization of the Government, has now been incompatible with public order has changed. These demands are reasonable and it is supposed to be in the response by the Government of Timor-Leste by performing directional changes in the realization of the Government's holding of the good. In terms of the functional aspects of governance can be reviewed if the Government has to function effectively and efficiently in order to achieve the objectives outlined in the Constitution of Republic Democratic de Timor-Leste (RDTL) State function create a legal and political environment that is conducive to private sector, create jobs and income, while the society was instrumental in the interaction of positive social, economic and political, including inviting the public to participate in the activities economic, social and political. Based on the observations of the researchers in the District of Bobonaro pointed out that participation in the management of the passport in Bobonaro Sub District Maliana is still lacking, since there are still many communities that do not have a passport and there is still the community of Timor-Leste to visit Indonesia Border just by using Pas, pas applies to border communities, a company based at the border area of Timor-Leste and Indonesia. Ownership of the Border Pass is given only to the communities that live around the border between Indonesia and East Timor, which was recognized for the State visiting Indonesia but with distance and the length of time that has been agreed together, use border PAS just visiting the territory of Indonesia like Belu and Malacca with long visits a maximum ten days. For a society that has no Border and passport only Fitting to pay Rp.50,000,-on the borders of Timor-Leste and Indonesia, the terms of which must be reached by visitors from Timor-Leste is distorting its identity card like National Electoral card in POS Indonesia national army to return visitors. Cross-border that occurred during a visit there by using the identity but there are also doing cross-border often called illegal, whether it's a visit

or transaction items, visit that often occur in the citizens at the border with a mileage of less than 30 minutes, often used to buy daily necessities, any illegal goods transactions often occur such as: onions, petrol and kerosene are often traded in cross boarding area. A passport is an official document issued by the official authority of a country that contains the identity of the holder and applies to travel between countries. The passport contains the personal information holder which includes, among others, photo holder, signature, place and date of birth and sometimes also some of the other information about the identification of the individual. Sometimes also a Passport includes the list of countries that should not be accessed by the passport holder was. Starting from dotted background as set forth above, then the outline of the problem be how public participation in taking care of your passport or passport electronic, is transparency in the management of the Passport and servicing how do public service in the management of the Passport.

LITERATURE REVIEW

Definition of Performance

Performance is performance or performance. Performance may also be at work or achievements as interpreted in the execution of the work or performance. August w. Smith (1983) States that: "the performance is out derives from processes, human otherwise," the performance is the result of a process that is done to man. According to Moendy and Noe (1993) performance is a formal system that is regularly used for evaluating the performance of individuals in the exercise of his duties.

The Management of Government Performance

According to Dharma (2011) performance management is "a way to get better results for the organizations, groups and individuals understand and manage performance in accordance with the planned targets, standards and competency requirements that have been determined. From the above it can be concluded that the opinion of performance management can be a process to achieve and maintain employee achievements and continue to enhance the potential and capabilities and ultimately can strengthen the structure the organization changed the work culture at the Organization for the better.

Theory Good Governance

Governance is a series of processes of social and political interaction between the Government with the community in a variety of fields related to the interests of the community and Government intervention over the interests of the such. Governance is the mechanisms, processes and institutions through articulate their citizen interests, mediate their differences and use their legal rights and obligations. Governance is the process of service institutions, manage public resources and ensure the reality of human rights. In this context good governance have the appropriate fact that is free from abuse of authority and corruption and by the recognition of rights based on the rule of law (Koiman, 2009; Mardiasmo, 2005; Sedarmayanti, 2009; Mardiasmo, 1999; Wahab, 2002; Rochman, 2003; Widodo, 2011; Moenir, 2008). The concept of Governance involving not only Governments and countries but also the role of the various actors outside the Government and the State, so that the parties involved are also very spacious. It further expressed that Governance is the mechanism of

resource management involving economic and social influence of the State sector and governmental sectors in a collective activity.

Governance is the mechanism of resource management involving economic and social influence of the State and non-State sector in one collective effort (Rochman, 2009). According to the document the United Nation Development Program (UNDP: 2004), good governance is "the use of economic political and administrative authority to manage a variety of State Affairs at any level and is instrumental State policy to encourage the creation of welfare conditions of integrity, and social society. Based on explanation above, it can be concluded that Good Governance is governance, is the use of economic, political authority, and the Administration in order to manage the Affairs of the State at all levels. These include the entire governance mechanisms, processes and institutions by which citizens and community groups expressed their interest, using the legal rights, obligations and meet the bridge the differences between them.

Definition of Government: According to Syafii (2011), the Government comes from the word "command" that after the prefix plus the "Pe" to the Government, and when added the suffix "an" to the Government, in this case the difference between "Government" and "governance" is because the Government is the agency or organization concerned, while the Government means the subject or thing relating to the Government itself. The Government according to the Wilson Government in last analysis, is organized force, not necessary or invariably organized armed force, but two a few man, man of many, or of a community prepared by the organization to realize its own purposes with references to the common Affairs or the community. Government in the end of the explanation, was an organizing force, not necessarily related to the Organization of the powers of the armed forces, but the two or a group of people of the many groups of people that are prepared by an organization to realize their common goals and purpose, with things that give a description for the public affairs community. Based on the above description of Government within the meaning of the activity can be seen as a narrow ruling made by the Government (Executive) and several order to achieve the objectives of the country. While the governance in the broad sense can also be viewed as government activities carried out by the organs or agencies of the legislative, Executive, and judiciary, in achieving the objectives of the country.

Definition of Human Resources

Human resource management contains notions closely related to human resource management or employees within the company. Human resources can also be referred to as personnel. Labor, workers, employees, human potential as the driving force of the Organization in realizing the existence of, or potential, is an asset and serves as non capital material in business organizations, which can be transformed into a real potential physical and non physical in realizing the Organization's existence (Nawawi, 2011; Hasibuan, 2013; Mangkunegara, 2002; Gomes, 2003; Simamora, 1999; Handoko, 2000; Rival, 2005; Sofyandi, 2009; Bohlarander and Snell, 2010; Fathoni, 2009). From the definition or understanding of human resource management, according to experts at the top, then it can be inferred that human resources management is part of the organizational management that emphasizes the element of human resource and has become the human resource management tasks for managing the human

element in good order for retrieved the right workforce fits her job, so it's able to work optimally in order to achieve the objectives of the company or organization.

Frame Thinking and Concept of Research: The focus of this research is to attempt to enforce good governance (Good Governance) in the context of participation, transparency, and accountability in order to improve the performance of local governments. A description of the focus of the research is based on the theory of Good Governance (Sedarmayanti, 2012). Decentralization based on theory according to Webster (in Prakoso, 1984). Human resources based on the theory (Gomes: 2003). This research will be conducted on Department of Passport District Bobonaro to know things that be impact on the application of good governance or a clean governance in department Passport in District of Bobonaro through this research will also find out as long the application of the principles of good governance in implementing procedures and services and human resources that exist in order to run the context of good governance and particularly at Passport Department in District of Bobonaro for the sake of improved performance of the Government General in Timor-Leste. The strands of thought in this research can be illustrated as shown below.

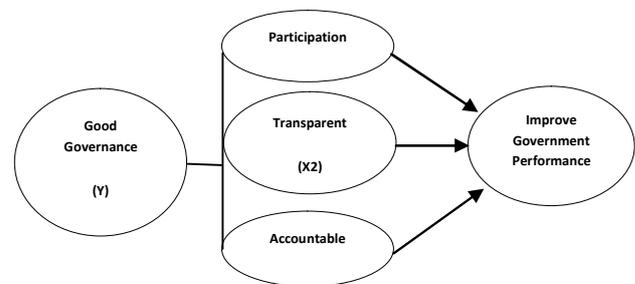


Figure 1. The Model of Frame Thinking

THE METHODE

The empirical literature of performance governments was located in the public administration journals listed in the Argadhika Web of Science Social Sciences Citation Index (SSCI). We examined these studies in greater depth, and implemented the following decision rules for inclusion in the review the unit of analysis was an organization, or part thereof studies at the individual level of the Director as principle of implementing Good Governance and obstacles faced in the context of participation, transparency and responsibility of the local governments in the District of Bobonaro, Timor-Leste.

Type of the Research: Performance was operationalized as the dependent variable; and data interview presented statistical results in the form of multiple regressions that could be used in the "support score" meta-analytic technique used in this study. The type of Research used in this study is a qualitative method for researchers to analyze about descriptions, words and pictures (Sugiyono 2017).

Location of the Research: Research will be conducted by researchers at the Office of District Registos e Notariado Servicos Cadastro District in Bobonaro district especially in the year 2018 the Department of Passport, and be the site in

this study i.e., Director, parts or service unit Passport, Passport users as much as 3 people

Data Source: According to Sugiyono (2017), the data sources used in the research is the primary data and secondary data.

Procedure of Data Collection: Method of data collection in the form of a statement (statement) about the nature, circumstances, activities and the like. Data collection was conducted in order to obtain the information needed in order to achieve research objectives Gulo (2002). Technically, in this study, researchers using the methods of observation, interviews, literature studies.

Data Analysis: Miles and Huberman (1984), suggested that activity in the analysis of qualitative data is done interactively and lasted continuously until it has been completed, so that the data is saturated. The size of the data saturation is characterized by not getting more data or new information. Activity in the analysis include the reduction of data (data reduction), the presentation of data display and the withdrawal and verification of conclusions.

Data Reduction: Used as a symbol or a summary, the code built in a certain structure, code built with a certain level of detail, entirely built in an integrative system.

Data Presenting: At this stage the researcher involved in the activities of the presentation or appearance (display) of the data collected and analyzed before, given that many qualitative researchers devised a narrative text. The display is a format that presents information in a thematic to the reader. Miles and Huberman (1984) introduces two kinds of format, i.e. the diagram context (context chart) and the matrix.

Conclusion and Verification: If the conclusions put forward in the early stages is supported by evidence which is strong in the sense consistent with conditions found when researchers returned to the field then the conclusion obtained is a credible conclusion. The verification steps done researchers should still remain open to receive input data, although the data is the data that belongs to is not meaningful. However, researchers at this stage should have been decided between the data which has meaning with data that is not needed or not meaningful. The data can be processed further in the analysis of such accusations, weighted, and powerful are other data did not support, weak, and stray away from the habit should be separated.

Qualitative research conclusions expected withdrawal is the new findings that have never existed. These findings can be either a description or picture of an object that was previously Dim or dark becomes clear once researched. The findings in the form of causal relationships or interactive, it could also be a hypothesis or theory.

RESULT AND DISCUSSION

Result: To ensure that we focus attention on approaches to government performance, which have been subject to sustained investigation, the support score results are presented in tabular form exclusively for those aspects of performance. There are seven performance government approaches form the basis for our review of the evidence on performance effects like organization size, strategy content, planning, staff quality,

personnel stability, representative bureaucracy, and managerial networking. Thus, the majority of the research conducted on the performance of governments has been focused on these questions, rather than on the other concepts of performance that we identify in part of literature review.

Existence of the Staff: The total number of employees working in the Passport Department 9 people, consisting of 1 person and 8 Officer Director of administration. The number of staff implementing services is an important factor in public services on the Passport Services Office in Maliana available on one person. Based on the table above, it can be noted that the distribution of Employees based on the level of education in the Office of the District Registers e Notaria do Cadastral Services in District of Bobonaro year 2018 is composed of Junior High School, 1 person 2 people 3 people, S1 and Master (S2) two people. Based on the table above it can be known that data distribution service of Border Pass starts from the year 2012 year 2013 1260, as much as much as 1093, in 2014 as much as 667, in 2015, the year 404 2016 as much as much as 400, the year 2017 as much as 1032, and year 2018 as much as 16, the increase and decrease of users border pass every year because of the expiration of the border pass is only one (1) year, while electronic passport service starting in 2017, the number of passport users as much as 984 people, the year 2018 up to August, the number of passport users as much as 1022 people. So the number of users of the passport from the opening service on June 2, 2017 until August of 2018 total user passport 1022 people according to secondary data provided by Director Mr. Joao Maupelo da Costa.

Based on the table above, it can be noted that the distribution of the time of service, the cost and the process of Retrieval in the Office District Registers e Notaria do Cadastral Services in District of Bobonaro year 2018 consists of 24 hour time duration and costs \$100.00 process retrieval by users of passport in Dili, the duration time of 3 days at a cost of \$75.00 the process of retrieval by users of passport in Dili, and the duration time of 10 days and costs \$50.00 the process of retrieval by staff on duty in the service of passport in Maliana. Facilities at the Office of District Registers e Notaria do Cadastral Services of Bobonaro year 2018 consists of regular print Hp LaserJet 7 fruit to support the administrative service, print forgo 1 piece for the Ministry of BI, print delete EE 600i servicing for 1 piece of Border pass, computer administration service supports 10 pieces, the CPU 10 pieces supporting the administrative service, laptops 1 berries for the Director, a great server 2 support services administration, couch 1 set serving guests in the Chamber Director, tables and chairs 11 fruit for service to the community, place 4 pieces of wood chairs waiting for service, four-wheeled vehicles 1 piece for the Director, and the two-wheeled vehicle 1 piece to support administrative service.

The Main Responsibility of Director of District Registers e Notaria do Cadastral Services Bobonaro: Success in the public service are subject to the implementation against the duties and authorities which have been specified in the legislation. According to Decreto-lei n. ° 52/2016 de 28 de Dezembro Novo Regime Juridico de Passport s. In government organizations, service to the community is the main objective that has become a liability in a hosted service by creating the best services to the community. In addition, the Government also has an important role to provide public services for the community of vibrant start from service in the form of the

arrangement or other services in order to meet the needs of the community. To support the smooth implementation of the duties and service to the community towards good governance then the Government through the Minister of Justice's decision in the journal da Republic (www.mj.gov.tl/?q=node/1198,

Notariado Servicos Cadastro Bobonaro District in accordance with rules issued by the Ministry of Justice and the applicant must complete the document in accordance with the provision has been enacted on the basis of Decreto-lei n.º 52/2016 de 28 de Dezembro Novo Regime Jurídico de Passaporte

Table 1. Total Staff in Office of District Registers e Notaria do Cadastral Services in Bobonaro Year 2018

No	Name	NIF	Position
1	Joao Maupelo da Costa	16692-8	Director
2	Deolindo G dos Santos	6794-6	Staff
3	Candida Santos Amaral	6795-4	Staff
4	Faustino Henriques	23968-2	Official Recure
5	Rui Barreto	23974-7	Staff Passport Service
6	Luisa Borges	23975-5	Staff
7	Filipe Moniz	24029-0	Staff
8	Agostinho Bau Lopes	24960-7	Staff
9	Ponciano Maia	Non level	Notaria do

Data Source: District Registers e Notaria do Cadastral Services, 2018.

Table 2. Distribution of staffs base on academic level in office District Registers e Notaria do Cadastral Services in Bobonaro Year 2018

Leve of Education	Total (person)
Secondary School	1
High School	3
Licentiate	3
Masters	2

Data Source: District Registers e Notaria do Cadastral Services, Year 2018.

Table 3. The Distribution Data of Border Pass and Pass Port Service from 2012-2018.

Type Document	Year						
	2012	2013	2014	2015	2016	2017	2018
Border pass	1260	1093	667	404	400	1032	16
Passport	-	-	-	-	-	984	1022

Data Source: District Registers e Notaria do Cadastral Services, 2018.

"Ministry justice to attending passport electronic District in Bobonaro ") of the public service in an environment of local Government was inaugurated the opening of the District passport services of Bobonaro electronics on 2nd June 2017 by Minister of Justice Mr. Ivo Valente. Service in electronics Bobonaro District Passport by reason of borders with neighboring countries of the Republic of Indonesia in order to facilitate the management of documents and facilitate the public to travel to neighboring countries, economic interests, social, cultural, tourism, security and more. In bearing the responsibility and duty to implement policies in order to achieve the Good governance needs to improve service performance passport to suit the needs of the community.

DISCUSSION

Analysis respondent regarding to implementation of good governance through improve the Governments Service in Bobonaro (Department Passport Maliana): This interview held on Maliana with Director of Passport

Thinking about role of passport, how would your role to attend passports service ?: The role of passports attendance available on several step. First is based on important document like BI with national birth of certificate with other documents, second is the user right to have passport. Based on the results of the interview with Managing Director of Department Passport Maliana on 19 September 2018, (Mr. Joao Maupelo da Costa) about how the service passport office District Registers e Notaria do Cadastral Services District Bobonaro year 2018 then researchers can conclude that the passport service of process at the Office of District Registos e

How would you attend the passports service in your department? : The attendance of the passport process not more the 50 people for daily and same criteria as mentioned in above. All document authentic and administration payment must be submit to Justice Conservatory and do the direct payment in BNTL (National Bank Timor-Leste) in Maliana with category:

- Normal \$. 50.00 with blue map color
- Urgent \$. 75.00 with yellow map color
- Very Urgent \$. 100.00 with red map color

After do the all payment in banks BNTL, the applicant must be return the receipts conservatory office. The District passport officer will transmit all document to Dili as a center National Passport Service under Ministry of Justice which is normal category will help on Maliana but if Very Urgent must be held on Dili and brought document by applicant. Based on the results of the interview with Managing Director of Department Passport Maliana on 19 September 2018, (SR. João da Costa Maupelo) about how the process of service passport office District Registers e Notaria do Cadastral Services District Bobonaro then researchers can conclude that the passport service of process at the Office of District Registos e Notariado Servicos Cadastro District Bobonaro and transportation cost to serve, because the distance to take care of passport at the Ministry of Justice should be to Dili and Director no competence to sign the passport, limitations of cost and effort could be hindered the process of management of the passport.

According to your describes how about political evolution from Manual to Electronic passports?: The evolution political to change your hand written a passport only is accused for those who travel, difficult to visit a foreign, the Government due to the difficulties of our citizens of Timor-Leste for Passport manual do people's travel cost to stranger always have remained difficult times does not detected our land so to end the Government decided to make the electronic passports with all security. Based on the results of the interview with Managing Director of Department Passport Maliana on 19 September 2018, (SR. Joao Maupelo da Costa) about the process of changing passport manual to electronic passport office District Registers e Notaria do Cadastral Services District Bobonaro so researchers can conclude that the changes to the manual of the electronic passport can facilitate the users because there is no problem when passing the limits or State immigration offices that will be targeted and not forgery documents by another person, electronic passport thus can guarantee the security of the identity of the owner.

How many people have passports and what benefit they acquire from using the passport?: Based on the results of the interview with Managing Director of Department Passport Maliana on 19 September 2018, (SR. Joao Maupelo da Costa) about the number of the passport and passport benefits users for users in an Office District Registers e Notaria do Cadastral Services District Bobonaro then researchers can note that on the date of the opening of the passport service on June 2, the year 2017 to 2018 there is August headdress 1022 people who have been taking care of the passport office in Maliana conservatoria. The community can take care of Bobonaro District passport in District no need arrange to Dili. The benefits derived from having a passport is a passport users of a country and the existence of security assurance for users while being in the country without any charge.

Even the people has a right for passport, the Government implemented Border pass, what benefit?: Based on the results of the interview with Managing Director of Department Passport Maliana (SR. Joao Maupelo da Costa) about the benefits of border pass at District Registers e Notaria do Cadastral Services District Bobonaro so researchers can conclude that the benefits from the Border Pass to the community at the border can visit to neighboring countries only by foot, without having to go through the Immigration Office, but can through land boundaries where there is security, border pass does not cost any time apply finishes.

This interview with administration and human resources officer Department Passport District Bobonaro, Maliana

Thinking about role and mechanism of your department, what the role and mechanism of passport service?: Based on the results of interviews with official human resource Department Passport Maliana September 20, 2018, (SR. Faustino Henrique) about how the passport services office, researchers can then conclude that the passport service of process at the Office of Bobonaro District in accordance with rules issued by the Ministry of Justice and must be equipped with documents from people who want to take care of passport ownership and to children under that do not yet have an identity such as BI and Electoral must be equipped with a document of a parent. The lack of human resources that run services in the Division of tasks becomes a factor that unexpected service passport office District Registers e Notaria do Cadastral Services District Bobonaro.

Thinking about passport service in your Department, how about the roman of your daily activity?: Based on the results of interviews with Official Human Resource, Finance and Administration, (SR. Faustino Henrique), dated September 20, 2018, about how the process of passport services at the Office of District Bobonaro so researchers can conclude that the passport service of process at the Office sometimes inhibit the service due to lack of manpower, transportation and fees available the specified time so that sometimes exceed the limit.

According to your describes how about political evolution from Manual to Electronic passports?: The electronic passport as international standard must be handle and whoever does not pretend to provide system and only as previously due to hand must be handle by passport officer, if not the user some time toward a problem when their visit to Singapore or Australia, so system services can also be used effectively. Even a day as a national staff, we have carried out under the national attendance from Monday to Thursday. Beside that there is no morning picked receive afternoon came photo also we received only Friday, because we must be Friday reflexing for standard to afford to enforce it, then we watched four trouble, in this area is not limited to rely on men only sometimes from distant Lolotoe, Atabae, Bobonaro, Suai, Ainaro, Ermera, Liquica, due to reasons we ask Ermera and Liquica and Dili not to come back this way further four distant Maliana, they said there is no entry but Dili, staff has not only has an woke up There is no reason to come photo process we pay, paid to provide this us then take the lives of our number phones before two days come and get contact sometimes we have ample to even we are late. Political evolution: a very good part is very nice because the Passport manual secret, then when only an advanced land not detected in international airport always has problem people think false documents. A very nice Electronic Passport can be used for Europe. Based on the results of interviews with Official Human Resource, Finance and Administration, (SR. Faustino Henrique) that service of process on the passport office District Bobonaro so researchers can infer that the process of the change from manual to electronic passport users to travel or visit to a foreign country but must Hand out in order to detect users identity when passing the boundaries of a country, and its existence outside the country be guaranteed, only it costs to take care of passport is expensive for people who want to have a passport. For those who take care of with a 24-hour period have to sacrifice time to take in Dili.

Thinking about benefit for using passport, how many people have passports and what benefit they acquire from using the passport?: Based on the results of interviews with Official Human Resource, Finance and Administration, (SR. Faustino Henrique), about the number of the passport and passport benefits users for users can be inferred that although electronic passport in District of Bobonaro new two years but showed an increase in ownership of a passport. Users benefit from the passport is able to visit a country with guarantees of security, when the period of time runs out bias in the extend in the Immigration Office in the country of visit (\pm 30 days), a visit to the country legally without having to issuing costs. Management of the border pass is also still served because low-income communities who prefer a border pass from on the passport, and the difference between a passport and border pass strongly felt by the public, could enter the region border pass Indonesia without having to go through immigration, used to meet needs that are suddenly.

This interview with Passport User

Thinking about role of passport, how would your role to attend passports service: Based on the results of interviews with users of Passport Maliana September 21, 2018, according to the users how the passport services in District Bobonaro we can conclude that the passport service of process at the Office of Bobonaro District in accordance with rules issued by the Ministry of Justice and must be equipped with documents from people who want to take care of passport ownership and to children under that do not yet have an identity such as BI and electoral must be equipped with a document of a parent. If the parents do not have the document then someone still under can't take care of passport and sometimes speak in communication by the public servant is too rough.

Thinking about passport service in your Department, how about the roman of your daily activity?: Based on the results of interviews with users of Maliana Passport date 21 September 2018, about how the process of service passport office Bobonaro researchers can then conclude that the passport service of process can toward some problem in the process take care because of cost, transport and views the existing criteria of the type of passport a day and three days taken by the users themselves to Dili.

According to you describes how about political evolution from Manual to Electronic passports?: Based on the results of interviews with users of Passport Maliana September 21, 2018, according to the user say that the process of changing passport manual to electronic passport available for could conclude that the process of the change from manual to electronic passport to facilitate users ' passport for touring or visits to foreign countries, and its existence outside the country be guaranteed, only it costs to take care of passport is expensive for people who want to have a passport. For those who take care of with a 24-hour period have to sacrifice time to take in Dili.

Thinking about benefit for using passport, how many people have passports and what benefit they acquire from using the passport?: Based on the results of interviews with users of Maliana Passport date 21 September 2018, the benefits of passport for users in an Office District Registers e Notaria do Cadastral Services in District Bobonaro then researchers could conclude that there was an increase in community awareness and to take care of passport even though new two year community can take care of Bobonaro, District passport in District no need arrange to Dili. The benefits derived from having a passport is a passport users over the edge of a country and guarantee security for users while being in that country.

Thinking about using the Border Pass in District Bobonaro, even the people has a right for passport, the Government implemented Border pass, what benefit?: Based on the results of interviews with users of Passport Maliana, about the benefits of border pass at District Registers e Notaria do Cadastral Services in District of Bobonaro on border pass for users in the District Registers e Notaria do Cadastral Services in District of Bobonaro then it can be inferred that the management of the border pass is also still served because of the extension of the border pass does not cost money, and the difference between a passport and border pass very felt by society, border area could pass Indonesia without having to go through immigration, used to meet needs that are suddenly, but the distance is not too far from the

border, while the passport used in accordance with the needs or desires of the user.

The Implication of Novelties or Result of this Research

Implication of Theory: Contingency theory indicates that the broad strategic orientation of an organization (strategy content) and its use of and commitment to formal analytical processes of planning play a vital part in determining levels of performance. Research results related to the analysis of the application of good governance in order to improve the performance of local Government showed a relationship between participation, transparency and accountability as has been elaborated within the framework of thinking. The theory of representative bureaucracy suggests that public organizations are more responsive to service users' needs when their workforce reflect the demographic characteristics of those users. So the results of this research received the frame of mind that has been put forth theories support such as:

The theory of Participation and the main of aspiration, making policies or the formulation of a plan that created a Government, is also seen on community involvement in the implementation of various government policies and plans, including the supervision and evaluation. Participation in the sense of encouraging all citizens to use its right to deliver directly or not, the proposals and opinions in the decision-making process. Especially giving freedom to the people to assemble, organize and actively participate in determining the future (Sedarmayanti, 2009). Participation means that every citizen had a voice in decision-making, either directly or through intermediary institutions legitimacy of representing his interests. From the description, it can be drawn in an understanding that participation is often also called the role or participating communities, defined as the presence of the motivation and engagement of the community actively and are organized in all stages development, since the stages of preparation, planning, implementation, maintenance, evaluation to the development or its extent. According to Andrianto (2007) stated that transparency is: openness in earnest, thorough, and provide a place for active participation from all walks of life in the process of management of public resources.

According to Hafiz (2000): "transparency is openness and honesty to the public based on the consideration that the public has a right to know in an open and thorough upon the liability of the Government in the resources entrusted to him and his loyalty on legislation. " According to Suherman (2007) Accountability, namely the proper functioning of all components of the company's activities, the operations of the mover according to the task and its respective. According to Mardiasmo (2004), explained that accountability is the obligation of the parties the mandate holder (agent) to give responsibility, presenting, reporting and reveals all the activities and events which became his responsibility to party has the right and authority to ask the responsibility. According to the OECD and the World Bank (2001) in the Sedarmayanti (2009), Good Governance as conducting management development solid and responsible are in line with the democracy and an efficient market, the avoidance of incorrect allocation of investment funds rare, and the prevention of corruption in politics and administration, budget discipline and the running of the creation of a political and legal framework for the growth of entrepreneurial activity. According to Mardiasmo (1999) Good Governance is a concept-oriented

approach to the development of the public sector by good governance. According to the World Bank quoted Wahab (2002) mentions the Good Governance is a concept in the management of the construction of a solid and responsible in line with democracy and an efficient market, the avoidance of incorrect allocation and investment a rare and prevention of corruption both politically and administrative, budgetary discipline and running the creation of legal and political frame work for the growth of entrepreneurial activity.

Practices Implications

In terms of the practical implications of our study, the findings suggest that government officer are likely to find routes to higher levels of performance when they seek to achieve the highest possible levels of staff quality, and when front-line staff reflect the demographic characteristics of the clientele served. Policies, plans, and practices must be developed to ensure that key staff are retained and that turnover rates remain low. Finally, these practices should be located from these studies does suggest that it matters for efficiency gains. From a resource-based perspective, workforce representativeness therefore constitutes a key human resource to be harnessed by managers seeking to improve results. With the results of this research, is expected to provide benefits for the Government, especially at the offices of the District Registers e Notaria do Cadastral Services of Bobonaro, in improving the Government's performance in Office include:

- Improve infrastructure particularly transport and costs or support the budget service.
- Create the ethical conduct in serving the community,
- Increase human resources in the Office
- Socialisation to the community about the benefits of the passport in order to raise consciousness in taking care of the passport so that it crosses the boundary does not use the Border Pass.

Conclusion

This is an important area of research that can contribute to our knowledge of performance in governments and the policies and practices of delivering services to citizens. We encourage others to make the chamber of evidence richer. Finally based on the results of the analysis of research, there are some conclusions that are drawn as follows:

- Service of process on the passport office District Registers e Notaria do Cadastral Services Bobonaro District in accordance with rules issued by the Ministry of Justice on the basis of Decreto-lei n. ° 52/2016 de Dezembro 28.
- The lack of human resources that affect the quality of service to the community.
- There are still many communities that do not have identity requirements such as Certificate of Birth, National Identification Card or *Billetei Identidade*”
- The cost in the management of the passport did not reach the community
- No authorization from the Ministry of justice so that the process of the management of the passport are all concentrated in the Ministry of Justice in Dili and the community who take care

of passport with the category itself should be snapping urgent they can take it in Dili.

- Conduct and ethics in serving the community less satisfying
- The availability of facilities and infrastructure supporting the Office still lacks the transportation to run particular activities as a man of the State and of society.

REFERENCES

- Andrianto 2008. Kamus Terbaru Bahasa Indonesia. Penerbit Reality Publisher.
- As'ad (1991:46-47). Manajemen Kinerja, Falsafah Teori dan Penerapannya, Pustaka Pelajar, Yogyakarta.
- August W. Smith 2006. Manajemen Kinerja, Falsafah Teori dan Penerapannya, Pustaka Pelajar, Yogyakarta.
- Bohlarander dan Snell 2014. Organisasi Manajemen, (Perilaku, Struktur, Budaya & Perubahan Organisasi, Cetakan II, penerbit Alfabeta Bandung, Indonesia.
- Bryant 1989. Administrasi Publik: Teori dan Aplikasi Good Governance, Bandung: PT. Reflika Aditama.
- Cohen dan Peterson 1999. Administrasi Publik: Teori dan Aplikasi Good Governance, Bandung: PT. Reflika Aditama.
- Conyers, 1960. *Modern Political Constitution*, Sidgwick & Jackson Ltd., London.
- Decreto-Lei N.º 52 /2016 de 28 de Dezembro Novo Regime *Juridico de Passport s.*
- Dharma, S. 2011. Manajemen Kinerja, Falsafah Teori dan Penerapannya, Pustaka Pelajar, Yogyakarta.
- Dwiyanto 2006. Organisasi dan Manajemen Sumber Daya Manusia, PT RINEKA CIPTA, Jakarta.
- Fathoni 2009. Manajemen Sumber Daya Manusia Dalam Bisnis Moderen. Penerbit Alfabeta Bandung.
- Ganie-Rochman 1996. Administrasi Publik: Teori dan Aplikasi Good Governance, Bandung: PT. Reflika Aditama.
- Gomes, F.C. 2003. Manajemen Sumber Daya Manusia, Andi, Yogyakarta.
- Gulo, 2008. Administrasi Publik: Teori dan Aplikasi Good Governance, Bandung: PT. Reflika Aditama.
- Handoko 2000. Manajemen Sumber Daya Manusia, CV. Andi Offset, Yogyakarta.
- Hasibuan 2002. Manajemen Kualitas Pelayanan, Jakarta, STIA LAN Press.
- Koiman 2009. Organisasi dan Manajemen Sumber Daya Manusia, PT RINEKA CIPTA, Jakarta.
- Mangkunegara 2002. Manajemen Sumber Daya Manusia, CV. Andi Offset, Yogyakarta.
- Mardiasmo 1999. Organisasi dan Manajemen Sumber Daya Manusia, PT RINEKA CIPTA, Jakarta.
- Miles dan Huberman (2007). Manajemen Sumber Daya Manusia, CV. Andi Offset, Yogyakarta.
- Moendy dan Noe 1993. *Modern Political Constitution*, Sidgwick & Jackson Ltd, London.
- Moenir (2008). Manajemen Sumber Daya Manusia Dalam Bisnis Moderen. Penerbit Alfabeta Bandung.
- Nawawi, I. 2013. Budaya Organisasi Kepemimpinan & Kinerja, Proses Terbentuk, Tumbuh Kembang, Dinamika, dan Kinerja Organisasi. Kencana Prenadamedia Jakarta.
- OECD dan *World Bank* 2001. Kinerja Kerja Suatu Pemerintahan Transisi.
- Prakoso 1984. Administrasi Publik: Teori dan Aplikasi Good Governance, Bandung: PT. Reflika Aditama.

- RDTL, Decreto-Lei N.º 52 /2016 de 28 de Dezembro Novo Regime Jurídico de Passport s.
- RDTL, Decreto-Lei N.º 52 /2016 de 28 de Dezembro Novo Regime Jurídico de Passport s.
- Riggs dalam Sarunjang 2000. Organisasi Manajemen, (Perilaku, Struktur, Budaya &Perubahan Organisasi, Cetakan II, penerbit Alfabeta Bandung, Indonesia.
- Rival 2015. Kebijakan Publik dan Transparansi Penyelenggaraan Pemerintah Daerah.
- Rochman 2009. Organisasi dan Manajemen Sumber Daya Manusia, PT RINEKA CIPTA, Jakarta.
- Rondinelli dan Cheema 1983. Budaya Organisasi Kepemimpinan & Kinerja, proses terbentuk, tumbuh kembang, dinamika, dan kinerja organisasi. Kencana Prenadamedia Jakarta.
- Sedarmayanti 2012. Good Governance, Pemerintahan yang baik bagian Pertama Edisi Revisi.
- Simamora 1999. Manajemen Sumber Daya Manusia, CV. Andi Offset, Yogyakarta.
- Simanjuntak 2000. Manajemen Kualitas Pelayanan, Jakarta, STIA LAN Press.
- Sofyandi 2006. Metodologi Penelitian Sosial dan Pendidikan Teori dan Aplikasi, Buni aksara, Jakarta.
- Sugiyono 2017. Metodologi Penelitian Kualitatif, Alfabeta, Bandung.
- Suherman 2007. Mencari Bentuk Otonomi Daerah, suatu solusi dalam menjawab kebutuhan lokal dan tantangan global.
- Suwanto 2011. Manajemen Kinerja, Falsafah Teori dan Penerapannya, Pustaka Pelajar, Yogyakarta.
- Syafiie, K.I. 2011. Etika Pemerintahan, Edisi Revisi. Penerbit, Refika Aditama.
- Syafiie, K.I. 2011. Pengantar Ilmu Pemerintahan, Cetakan Pertama. Penerbit, Rineka Cipta, Jakarta.
- Wahab 2002. Administrasi Publik: Teori dan Aplikasi Good Governance, Bandung: PT. Reflika Aditama.
- Werther dan Davis (1996). *Modern Political Constitution*, Sidgwick & Jackson Ltd., London.
- Widodo 2010. Manajemen Sumber Daya Manusia Dalam Bisnis Moderen. Penerbit Alfabeta Bandung.
- Wirjosoegito 2008. Budaya Organisasi Kepemimpinan & Kinerja, proses terbentuk, tumbuh kembang, dinamika, dan kinerja organisasi. Kencana Prenadamedia Jakarta.
