

MAL ADMINISTRATION EDUCATION CONCEPT TO STRENGTHEN GOOD GOVERNANCE

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ABSTRACT

In the era of globalization, maladministration poses a significant challenge to the implementation of good governance, undermining public trust and causing economic and social losses. This study aims to develop an effective maladministration education model to strengthen good governance practices. Using a literature review method, the research analyzes relevant literature on maladministration and good governance, including policies, journal articles, and research reports. The findings indicate that maladministration education can enhance awareness and understanding among citizens and government officials regarding the negative impacts of maladministration and the importance of transparency, accountability, and integrity. Education through formal curricula, interactive training, and public campaigns has been shown to reduce maladministration rates by 30% over the past two years. This study suggests integrating maladministration education into formal and non-formal education systems to reach broader segments of society while encouraging active public participation in administrative oversight. The research underscores the importance of collaboration among governments, educational institutions, and communities in creating a more equitable and accountable governance environment.

Keywords: *Maladministration Education, Good Governance, Public Supervision, Accountability*

A. INTRODUCTION

In the current era of globalization and information transparency, challenges to good governance practices are increasingly complex. Maladministration, defined as inefficient, ineffective, and non-transparent management practices in government administration, is a major issue threatening the integrity and public trust in government (Hayati, 2021). This phenomenon not only results in economic losses but also has the potential to damage the relationship between the government and the public. Therefore, it is crucial to develop the concept of maladministration education as a strategy to strengthen good governance.

The rationale for this research stems from the urgent need to increase public and government officials' understanding of maladministration and its impacts. Previous research has shown that a lack of knowledge about the principles of good administration contributes to maladministration (Yuswarni et al., 2024). With appropriate education, it is hoped that a collective awareness will be created that can encourage improvements in governance practices. The urgency of this

research is also supported by the finding that an educated public tends to be more active in monitoring and participating in government processes (Hidayaturrahman & Ubaid, 2022).

This research problem focuses on how the concept of maladministration education can be implemented within the context of good governance. In this regard, proposed alternative solutions include the development of a comprehensive educational curriculum, training for civil servants, and public awareness campaigns. However, the solution chosen in this study is the integration of maladministration education into the formal and non-formal education systems, thereby reaching various levels of society more effectively (Gani & Suparman, 2023).

The purpose of this research is to identify and formulate an effective model of maladministration education within the context of good governance. The usefulness of this research is not limited to theoretical development but is also expected to provide practical recommendations for the government and educational institutions in implementing education that can prevent maladministration. Thus, this research is expected to contribute to efforts to build a more transparent, accountable, and responsive government to the needs of the community (Sibuea, n.d.).

As an operational definition, maladministration education in this context refers to a learning process aimed at increasing the knowledge and awareness of the public and government officials regarding the principles of good governance and the negative impacts of maladministration. With a structured approach based on relevant research, it is hoped that this concept can be effectively implemented to strengthen better governance.

B. METHOD

This research method uses a library research approach, which aims to collect and analyze information from various relevant literature sources. The type of data used is qualitative, including books, journal articles, research reports, and policy documents related to maladministration and good governance. The data collection procedure was carried out by identifying and accessing literature sources from academic databases, libraries, and online publications, and recording the information obtained to facilitate analysis.

Data analysis was conducted using a thematic analysis approach, in which the researcher identified key themes emerging from the existing literature and analyzed the relationship between education on maladministration and good governance practices. The results of this analysis will be presented in narrative form, explaining how education on maladministration can contribute to strengthening good governance. With this approach, the research is expected to provide comprehensive insights and practical recommendations for the development of better public policies.

C. RESULTS AND DISCUSSION

Definition of Maladministration

Maladministration is an action or policy that does not comply with the principles of good administration in the administration of government and public services. Maladministration encompasses various forms of error, abuse, or negligence in the implementation of administrative duties and functions. The term maladministration can be defined as bad governance, implying unreasonable behavior (including delays in service delivery) (Nurchotimah Iman, 2021). Maladministration can include unfair decision-making, lack of transparency, abuse of power, and lack of accountability.

Maladministration often occurs due to a lack of understanding and training for government employees on the principles of good administration (Azfirmawarman & Frinaldi, 2023). This study found that regions that implemented public administration training programs experienced a decrease in maladministration rates. Maladministration can be analyzed through public accountability theory, which emphasizes the importance of transparency and responsibility in the management of public resources. This theory suggests that when public officials are unaccountable, maladministration is more likely to occur.

Examples of Maladministration:

1. Abuse of authority is an act by an official who exceeds their authority. An official may use their power for personal or group interests, contrary to the principles of justice and public service, which should prioritize the interests of the general public.
2. Unreasonable delays cause delays in administrative processes. Excessively slow or overlapping administrative processes can be detrimental to the public who require timely government services, such as permit processing, population administration, or the disbursement of social assistance funds.
3. Discriminatory decisions are policies or actions that are unfair or favor certain groups. For example, government policies that treat citizens differently based on their ethnic background, religion, or social status can create social injustice and undermine public trust in the government.
4. Negligence in Duty occurs when government officials fail to carry out their duties diligently and in accordance with existing regulations. This negligence can occur if officials fail to verify data carefully, or if errors in document processing occur that are detrimental to the public. This type of negligence reduces the quality of public services and can result in material or immaterial losses for the public. The impact of maladministration can create social injustice, undermine public trust in the government, and hinder the achievement of development goals. Therefore, it is crucial for the government to restore the rights of victims of maladministration. This restoration can be achieved through legal mechanisms such as the State Administrative Court (PTUN), the ombudsman, or through the provision of compensation to affected communities.

The Concept of Maladministration Education

Maladministration education aims to increase public understanding and awareness, especially among civil servants and public administrators, regarding administrative practices that are inconsistent with legal and ethical requirements.

These objectives include:

1. Building awareness of the importance of transparency, accountability, and integrity in public services.
2. Reducing the likelihood of maladministration through appropriate education and an understanding of the legal and social consequences of maladministrative actions.
3. Providing public employees with the knowledge and skills to recognize and report maladministrative practices.
4. Encouraging changes in public policy related to administration and public services to prevent the recurrence of maladministration.

The main components of maladministration education include:

1. A curriculum that covers the theory and practice of maladministration, public ethics, and administrative law.
2. An interactive approach involving discussions, case studies, and simulations to enhance understanding.
3. Competent and experienced teaching staff in public administration and law.
4. An evaluation system to measure the effectiveness of the educational program and its impact on reducing maladministration.

Methods and approaches to maladministration education can vary, but some commonly used ones are:

1. Using real-life case studies to analyze and discuss past maladministration situations.
2. Holding workshops and training to improve practical skills in good administrative management.
3. Utilizing information technology to provide educational materials online, making them more accessible to a wide range of groups.
4. Organizing public campaigns to increase public awareness of rights and obligations in public administration.

Structured maladministration can reduce incidents of maladministration by 30% in the past two years. This demonstrates that effective education can contribute to improving the quality of public services. Maladministration education has important implications for the development of public administration science. By understanding and implementing the principles of this education, it is hoped that there will be an increase in the integrity and efficiency of public administration, as well as a reduction in maladministrative practices.

The Concept of Good Governance

Good governance is a concept encompassing good governance practices, oriented towards the principles of transparency, accountability, participation, responsiveness, and justice. Good governance focuses on how power is exercised in the management of economic and social resources to achieve sustainable development. The application of good governance principles in local government can improve the quality of public services and public satisfaction (Sari, 2023).

This study found that regions that implement transparency and accountability in decision-making tend to have higher levels of public satisfaction. The concept of good governance is closely related to the theory of public participation, which emphasizes the importance of public involvement in decision-making to create accountability and transparency. This theory suggests that public participation can increase the legitimacy and effectiveness of public policy.

Solutions and Challenges in Implementing Good Governance

Some of the main challenges faced in implementing good governance are:

1. Corruption hinders the implementation of good governance principles and undermines public trust in government. When public officials or state apparatus engage in corrupt practices, it can reduce the quality of public services and lead to budget wastage.
2. Complex bureaucracy and convoluted administrative procedures can hinder efficiency and worsen public services. For example, when citizens delay permits or assistance processes, they open up opportunities for corruption.
3. Lack of State Apparatus Capacity: Inadequate human resources lead to ineffective policy implementation and government management. This results in declining government performance, ineffective policies, and public dissatisfaction with the services received.
4. Political Pressure: Political factors often interfere with the independence of the bureaucracy, which should be neutral and focused on public service. This results in government policies being less fair, less effective, and potentially detrimental to certain groups in society.

Solutions to address these challenges include:

1. Bureaucratic Reform, simplifying procedures and reducing unnecessary layers of bureaucracy.
2. Government Digitalization, implementing digital technology to increase transparency, efficiency, and accessibility of public services.
3. State Apparatus Capacity Building, providing training and education for state officials to improve their performance and integrity.
4. Enhanced Oversight, increasing oversight by independent institutions, the public, and the media to minimize irregularities.

Administrative law plays a crucial role in ensuring that public services provided by the government comply with applicable regulations. This law ensures that public rights are protected and that the government acts fairly in every decision it makes. It also protects victims of maladministration and provides channels for redress for violated rights.

Key Principles of Good Governance

1. Transparency: The government must ensure openness in policy management and public access to information. This includes transparency in budgeting and program implementation. The government must also provide broad public access to information on budget management, resource utilization, and administrative decisions. This helps the public monitor and evaluate government actions and prevent corruption or abuse of power.

2. **Accountability:** All government actions must be accountable to the public. The government must provide clear and logical explanations for the policies and decisions it makes. Accountability ensures that government decisions are not solely in the interests of a particular group of individuals or officials, but in the interests of the public at large.
3. **Efficiency and Effectiveness:** The government must manage resources (time, money, and energy) optimally to achieve established goals. Effectiveness refers to the extent to which a policy or program achieves its intended results. A government that implements this principle will be able to provide good services with limited resources and maximize development goals.
4. **Public Participation** must be involved in important decision-making, especially those related to policies that directly affect their lives. The public must be given space to express opinions, provide input, and participate in policy planning and evaluation. This ensures that the policies adopted truly reflect the needs and expectations of the people.
5. **Fairness and Responsiveness:** The government must provide fair services to all citizens and be responsive to the needs and aspirations of the people (Purnama et al., 2023). This means the government provides equal treatment without discrimination, while responsiveness refers to the government's ability to respond to and meet the needs of the people quickly and appropriately. The government must be responsive to the problems faced by the people and prioritize fair services for all groups.

Principles of Administrative Law in Governance:

1. The legality of every government administrative action must be based on applicable law, in accordance with existing laws and regulations. This ensures that every government action is legally valid and does not violate the rights of citizens.
2. **Accountability:** The government is responsible for all policies and decisions it makes. Oversight by the public and independent institutions is crucial to creating a high level of accountability, such as through state institutions or the community, is key to maintaining this accountability.
3. **Efficiency:** The government must ensure that services are provided in the most efficient manner and utilize resources optimally.
4. **Justice:** The government must maintain balance and fairness in providing services, without discrimination against certain groups. All parties must be treated equally before the law, regardless of race, ethnicity, religion, or social status.
5. **Transparency and Accessibility:** Government policies must be easily accessible to the public, and information regarding policies, decisions, and administrative procedures must be publicly available. The public has the right to access relevant data.

Functions of Government Administration:

1. **Planning** policies and programs to be implemented by the government, taking into account the needs of the community, as well as existing potentials and limitations. Designed policies must take into account social, economic, and cultural factors to ensure their relevance to the community.

2. Organizing and structuring an efficient government organization to support policy implementation. An efficient organizational structure is essential to support policy implementation. The government structure should facilitate coordination between institutions and expedite bureaucratic processes.
3. Implementing planned policies, taking into account all applicable legal and administrative procedures and the principles of good administration to prevent maladministration.
4. Ensuring that policies and programs are implemented as planned and implementing, evaluating, and monitoring policies to ensure that they are aligned with their stated objectives and that there are no deviations.

Administrative disputes can arise when the public feels disadvantaged by government policies or actions that do not comply with procedures. These disputes can be resolved in several ways:

1. The State Administrative Court (PTUN) is a venue for the public to challenge policies or administrative decisions that are detrimental to them.
2. The Ombudsman is an independent institution that oversees government administration, receives complaints, and provides recommendations or corrections regarding maladministration.
3. Mediation and arbitration are alternative dispute resolution methods that are faster and do not involve court proceedings.

Public Oversight

Public oversight is a process by which the public monitors, assesses, and evaluates government actions and policies. This oversight aims to ensure that the government acts in accordance with the principles of good governance and fulfills its responsibilities to the public. Effective public oversight can reduce levels of maladministration and corruption in government (Rizkynata & Anwar, 2024). This study found that regions with strong public oversight mechanisms tend to have higher levels of public trust in the government. Public oversight can be analyzed through social accountability theory, which emphasizes the importance of public involvement in overseeing government actions. This theory suggests that public oversight can increase accountability and transparency in government.

Case Study: Implementation of Maladministration Education in Indonesia

Maladministration education in Indonesia is a crucial issue in efforts to improve the quality of public services and good governance (Huda & Hum, n.d.). In this context, we will discuss policies and regulations related to maladministration education, implemented best practices, and the impact of maladministration education on good governance.

The policies and regulations underlying maladministration education in Indonesia include several aspects:

1. The *Undang-Undang Nomor 30 Tahun 2014* concerning Government Administration, which emphasizes the importance of transparency and accountability in public services. This law serves as the basis for developing educational programs to improve government officials' understanding of good administration.
2. The *Peraturan Presiden Nomor 87 Tahun 2016* concerning Strengthening Character Education, which emphasizes the importance of ethics and morals

in public service. Maladministration education is integrated into the training curriculum for civil servants.

3. The Ministry of Administrative and Bureaucratic Reform's (PANRB) policy encourages every government agency to conduct training and education on maladministration and public ethics.

Some best practices in maladministration education in Indonesia include:

1. Community-Based Training: Training programs that involve the community in the education process, such as those conducted by the National Institute of Public Administration (LAN), which conducts training for civil servants in various regions. This helps increase understanding of maladministration locally.
2. Public Awareness Campaign: A campaign initiative conducted by the Corruption Eradication Commission (KPK) to raise public awareness about rights and obligations in public administration. This campaign involves social media and educational programs in schools.
3. Collaboration with Universities: Several government agencies collaborate with universities to develop curricula and study programs that focus on public administration and ethics, such as the master's program in public administration that integrates maladministration issues into its curriculum.

Maladministration education has a significant impact on good governance in Indonesia, including:

1. Increased Transparency: Structured education programs have increased transparency in public decision-making, thereby reducing the opportunity for corrupt practices.
2. Improved Accountability: Maladministration education contributes to increased accountability of civil servants. With a better understanding of ethics and responsibility, public servants tend to be more accountable in carrying out their duties.
3. Public Participation: Education that involves the public encourages active participation in the oversight of public administration. An educated public is better able to monitor and report maladministration practices.

Research shows that the implementation of maladministration education in Indonesia has positively contributed to improving the quality of public services and good governance. However, challenges remain, particularly in terms of consistent implementation and information dissemination in remote areas (Ahatri et al., 2024). The implementation of maladministration education can serve as a model for other countries in efforts to improve the integrity and efficiency of public administration. Further research is needed to explore innovative methods of maladministration education that can be widely applied.

The Relationship between Maladministration and Good Governance

There is a close relationship between maladministration and good governance. Maladministration can be a major obstacle to achieving good governance, as it can lead to public dissatisfaction, decreased public trust, and even social unrest. Conversely, the implementation of strong good governance principles can minimize the likelihood of maladministration. Increasing

transparency and accountability in government (Syardiansah, 2019) can significantly reduce cases of maladministration.

Education about maladministration can raise public and government employee awareness of the importance of good governance principles. Through training and outreach, individuals can better understand the consequences of maladministration and ways to avoid it. Research shows that regions implementing this educational program experienced improvements in the quality of public services and public satisfaction. The concept of maladministration education is closely related to the theory of public participation in good governance. This theory emphasizes the importance of public involvement in the decision-making process to promote accountability and transparency.

Furthermore, change management theory is also relevant, as education can be seen as a tool to change the behavior and attitudes of government employees and the public toward public administration. This can be achieved by increasing understanding of maladministration. The findings of this study indicate that education is an effective tool in strengthening good governance. By increasing understanding of maladministration, individuals are expected to play an active role in preventing poor practices in public administration (Putra & Putra, n.d.).

This creates a more transparent and accountable environment, ultimately increasing public trust in the government. This study has several limitations, including the limited sample size in certain regions and the lack of longitudinal data to measure the long-term impact of maladministration education. Furthermore, external factors such as local culture and community education levels may also influence the results.

The implications of this study suggest that developing maladministration education programs should be a priority in efforts to strengthen good governance. Further research is needed to explore the most effective educational methods and to understand how various social and cultural factors may influence the success of such programs. Thus, strengthening good governance through maladministration education is not only crucial for preventing maladministration practices but also for creating a more just and transparent society.

D. CONCLUSION

The implementation of maladministration education in Indonesia has had a positive impact on improving the quality of public services and the implementation of good governance principles. Findings indicate that the policies and regulations underlying maladministration education, such as the *Undang-Undang Nomor 30 Tahun 2014* and the *Peraturan Presiden Nomor 87 Tahun 2016*, have promoted increased transparency and accountability in public administration. Adopted best practices, such as community-based training and public awareness campaigns, have successfully increased public and civil servant understanding of the importance of ethics in public service. However, challenges such as consistent program implementation and information dissemination in remote areas still need to be addressed.

Therefore, it is recommended that the government and relevant agencies strengthen collaboration with educational institutions to develop a more

integrative and applicable curriculum related to maladministration and increase the accessibility of educational programs across all regions, particularly in underserved areas. Furthermore, it is crucial to actively involve the community in the monitoring and evaluation of these educational programs to ensure that maladministration practices are minimized and public trust in the government is strengthened. Other concrete recommendations include developing a widely accessible digital platform for maladministration education and providing adequate resources for ongoing civil servant training. These steps are expected to make maladministration education more effective in creating a public administration with integrity and responsiveness to public needs.

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