

# THE INFLUENCE OF GOOD GOVERNMENT GOVERNANCE AND IT KNOWLEDGE MANAGEMENT ON THE PERFORMANCE OF EMPLOYEES OF THE REGIONAL OFFICE OF THE MINISTRY OF LAW AND HAM LAMPUNG

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## ABSTRACT

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*This study aims to analyze the impact of Good Government Governance (GGG) and IT Knowledge Management on employee performance at the Regional Office of the Ministry of Law and Human Rights in Lampung. The background of this research is based on the increasing importance of implementing good governance principles and information technology knowledge management to enhance organizational efficiency and effectiveness. The study employs a quantitative approach using multiple linear regression analysis, with data collected from 40 employees at the office. The results indicate that both Good Government Governance and IT Knowledge Management significantly influence employee performance. The regression analysis reveals that the beta coefficient for Good Government Governance is 0.308, while IT Knowledge Management has a beta coefficient of 0.324, suggesting a strong positive relationship between these variables and employee performance. These findings highlight the critical role of governance principles and technological knowledge in improving work quality, accountability, and efficiency in public sector organizations. The study contributes to the existing literature by providing empirical evidence on the importance of integrating governance and knowledge management strategies in government institutions. The implications of this research suggest that policymakers should focus on strengthening governance mechanisms and IT infrastructure to foster a more productive and accountable workforce.*

**Keywords:** *Good Government Governance, IT Knowledge Management, Employee Performance, Public Sector, Multiple Linear Regression Analysis.*

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## INTRODUCTION

Human resources (HR) play a crucial role in the success of an organization, especially in the public sector which faces various complex challenges (Nugroho, 2022). The Lampung Regional Office of the Ministry of Law and Human Rights (HAM) is an institution that has responsibility for managing legal and human rights policies in the region (Raudeliūnienė & Meidutė-Kavaliauskienė, 2014). In carrying out its functions, this office is required to have competent and competitive human resources in order to provide optimal public services (Ariss & Sidani, 2016). Quality human resources are not only determined by technical capabilities, but also by an understanding of ethical values, professionalism, and adaptation to changing policy and technological developments. Therefore, an appropriate strategy

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in HR management is needed to improve overall organizational performance and create a conducive and highly efficient work environment (Mahsun & Rizal, 2021).

Human resources (HR) play a crucial role in the success of an organization, especially in the public sector which faces various complex challenges. The Lampung Regional Office of the Ministry of Law and Human Rights (HAM) is an institution that has responsibility for managing legal and human rights policies in the region. In carrying out its functions, this office is required to have competent and competitive human resources in order to provide optimal public services. Quality human resources are not only determined by technical capabilities, but also by an understanding of ethical values, professionalism, and adaptation to changing policy and technological developments. Therefore, an appropriate strategy in HR management is needed to improve overall organizational performance and create a conducive and highly efficient work environment.

Although Good Government Governance and IT Knowledge Management have been implemented in various sectors, their effect on improving HR performance is still an issue that needs further research (Wardhani et al., 2017). The implementation of these two concepts often faces challenges in terms of organizational readiness, infrastructure availability, and employee digital literacy levels. The relationship between the implementation of GGG principles and the application of IT Knowledge Management to HR performance at the Regional Office of the Ministry of Law and Human Rights Lampung still requires in-depth analysis to understand the extent to which these two factors contribute to creating a productive and quality work environment. Therefore, this research will explore how the integration between the principles of good governance and technology-based knowledge management can create added value for the organization in achieving its strategic goals.

Based on this background, some of the main problems that are the focus of this research are as follows: (1) How does the implementation of Good Government Governance principles affect HR performance at the Regional Office of the Ministry of Law and Human Rights Lampung? (2) How does the implementation of IT Knowledge Management affect HR performance at the agency? (3) What is the simultaneous relationship between the principles of Good Government Governance and IT Knowledge Management in improving HR performance? The answers to these questions are expected to provide a more comprehensive insight into the effectiveness of the application of these principles in the environment of government organizations.

This study aims to analyze the effect of the implementation of Good Government Governance principles on HR performance at the Regional Office of the Ministry of Law and Human Rights Lampung, evaluate the impact of IT Knowledge Management in improving HR performance in the organization, and examine the relationship between Good Government Governance principles and IT Knowledge Management in supporting employee work effectiveness. Thus, this research is expected

to provide academic insights into the relationship between Good Government Governance and IT Knowledge Management on HR performance in the public sector, provide references for policy makers in designing strategies to increase HR capacity based on good governance and the use of information technology, and make a practical contribution to the Regional Office of the Ministry of Law and Human Rights Lampung in optimizing the implementation of Good Government Governance principles and IT Knowledge Management to improve the quality of public services.

Furthermore, this research also plays a role in identifying inhibiting and supporting factors in the implementation of Good Government Governance and IT Knowledge Management in the government environment (Rahmatika, 2014). By understanding the challenges faced, it is hoped that more adaptive and applicable solutions can be formulated to optimize the implementation of these principles. In addition, the results of this study can serve as a reference for other government agencies that want to adopt technology-based governance and knowledge management models to improve employee performance and operational effectiveness. Through this research, it is expected that strategic solutions can be found that can improve overall organizational performance and have a positive impact on the wider community. Thus, this research not only contributes to academic aspects, but also to the development of better policies and managerial practices in the public sector.

## LITERATURE REVIEW

### a. The concept of Good Government Governance (GGG) and IT Knowledge Management

Good Government Governance (GGG) is a concept that emerged in response to the need for good governance, especially in the public sector. GGG emphasizes fundamental principles such as transparency, accountability, public participation, effectiveness, and fairness in government decision-making and policy implementation (Andrews, 2008). According to Stojanović et al., (2016) effective implementation of GGG contributes to improving bureaucratic efficiency and strengthening public trust in government institutions. On the other hand, IT Knowledge Management (ITKM) refers to an organization's strategy in managing, storing, and disseminating knowledge through the use of information technology. According to Jafari et al., (2014) ITKM plays a role in facilitating faster information transfer, increasing innovation, and supporting data-based decision making. Optimal implementation of ITKM in the government sector enables increased efficiency of public services and more effective management of human resources.

### b. Implementation of IT Knowledge Management in Public Organizations

The application of ITKM in public organizations includes several main aspects, namely the collection, storage, processing, and distribution of information relevant to the institution's operations (Meyer, 2018). In the context of government, ITKM is used to improve data accessibility, support cooperation

between work units, and accelerate evidence-based decision making. A study conducted by Kuzu & Özilhan, (2014) shows that the successful implementation of ITKM is highly dependent on the readiness of technological infrastructure, knowledge sharing culture within the organization, and leadership support in adopting information technology-based systems. In Indonesia, various government agencies have adopted ITKM in order to improve employee performance and strengthen public administration capacity.

### **c. Principles of Good Government Governance (GGG)**

The GGG is based on several key principles that government institutions should apply in order to create effective governance (Al Ahbabi et al., 2019). These principles include transparency, accountability, public participation, effectiveness, and law enforcement. Transparency refers to the government's obligation to provide clear, accurate, and easily accessible information to the public in order to increase accountability in the management of public policies (Ghani Al-Saffar & Obeidat, 2020). Accountability emphasizes that every policy and decision taken by the government must be accountable to the public and oversight institutions. Public participation means that the public should be given the opportunity to contribute to the decision-making process as well as policy evaluation. Effectiveness and efficiency in governance aim to produce optimal policies with efficient use of resources (Stojanović et al., 2016). Meanwhile, the rule of law ensures that applicable regulations are applied fairly and consistently to ensure fairness in various aspects of governance. These five principles interact with each other in forming a governance system that is oriented towards quality public services and improving the performance of public sector organizations.

### **d. Implementation of GGG in Government Environment**

The implementation of GGG in the public sector aims to create a more responsive and professional government system. According to research conducted by Meyer, (2018) good GGG implementation correlates with improved organizational performance, both in terms of public services and government administration efficiency. In Indonesia, various initiatives have been undertaken to improve the implementation of GGG, including digitization of government services, bureaucratic reforms, and strengthening the role of oversight institutions. However, challenges such as low digital literacy of employees, limited technological infrastructure, and resistance to change are still obstacles in optimizing GGG implementation.

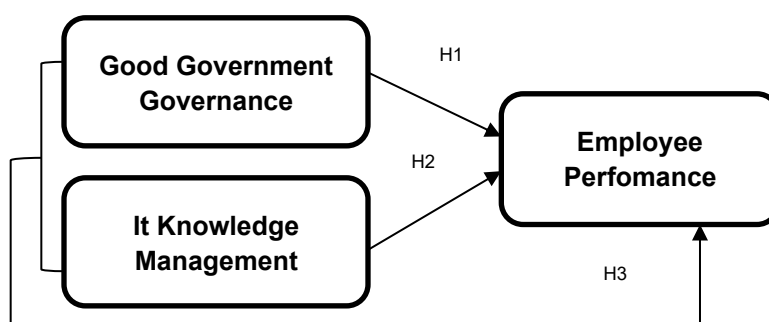
### **e. Effect of GGG Implementation on Human Resource Performance**

The implementation of GGG has a direct impact on the performance of human resources (HR) in the public sector. According to Rahmatika & Afiah, (2014) good GGG implementation can increase employee motivation, create a conducive work environment, and reduce the potential for irregularities in government administration. Research by Nofianti & Suseno, (2014) shows that in government

organizations that consistently apply GGG principles, the level of employee job satisfaction increases, which in turn has a positive impact on the quality of public services. This indicates that the effectiveness of GGG implementation should be a top priority in HR management strategies in government agencies.

#### f. Conceptual Framework

Figure 1. Conceptual Framework



H1: There is a positive and significant influence between the application of the principles of Good Government Governance on HR performance.

H2: There is a positive and significant influence between the application of IT Knowledge Management on HR performance.

H3: The application of the principles of Good Government Governance and IT Knowledge Management simultaneously has a significant effect on HR performance.

## METHODOLOGY

### a. Research Method

This research uses a quantitative approach with a cross-sectional survey design to analyze the effect of the application of Good Government Governance (GGG) principles and IT Knowledge Management on the performance of human resources (HR) at the Regional Office of the Ministry of Law and Human Rights Lampung (Barusman, 2019). This method was chosen because it allows data collection in one specific time period to identify the causal relationship between the independent variable and the dependent variable. The population in this study were all employees at the Regional Office of the Ministry of Law and Human Rights Lampung. The sampling technique was carried out using proportional probability sampling method, where the number of samples taken from each division was adjusted to the proportion of the number of employees in the division. This aims to ensure proportional representation from each part of the organization.

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### b. Data Collection Techniques

Data collection was conducted through three main methods, namely questionnaires, interviews, and document analysis.

1. Questionnaire - The main instrument of this study was a Likert scale-based questionnaire, which consisted of statements related to GGG implementation, IT Knowledge Management implementation, and HR performance. The Likert scale was used to measure the respondents' level of agreement to various statements in the range of 1 to 5, as shown in Table 1.
2. Interviews - Semi-structured interviews were conducted with several key employees, including managers and administrative staff, to gain deeper insights into the implementation of related policies.
3. Document Analysis - Secondary data was obtained from official organizational documents, such as annual reports and internal policies related to governance and information management.

Table 1. Likert Scale Used in Research

Description	Likert Scale
Strongly disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly agree	5

Source: Data Processed, 2024

### c. Research Instrument Test

Before data analysis is carried out, validity and reliability tests of research instruments are carried out to ensure that the questionnaires used have accuracy and consistency in measuring the variables under study. The validity test was carried out using the Pearson Product Moment correlation method to measure the extent to which each question item in the questionnaire reflects the theoretical construct being measured. Meanwhile, the reliability test was conducted using Cronbach's Alpha, with values above 0.70 considered to indicate good internal consistency.

#### d. Data Analysis Methods

The collected data were analyzed using descriptive and inferential statistics. Descriptive statistics are used to describe the distribution of data based on respondent characteristics. Meanwhile, multiple regression analysis was used to test the simultaneous influence between the independent variables (GGG and IT Knowledge Management) on the dependent variable (HR performance). In addition, hypothesis testing was conducted with the t test to measure the individual effect of each independent variable, and the F test to test the simultaneous effect of both variables on HR performance.

## RESULT AND DISCUSSION

#### a. Characteristics of Respondents

The characteristics of respondents in this study reflect the diverse backgrounds of employees working at the Lampung Regional Office of the Ministry of Law and Human Rights (HAM). A total of 40 respondents from various divisions of the organization have participated in this study. Each respondent has different characteristics, which can be categorized based on gender, age, and education level. Data regarding the characteristics of respondents is important to provide an initial understanding of the profile of individuals involved in this research, as well as how demographic factors can affect the results of further analysis. In more detail, the distribution of respondents by work division shows that the Administration Division has 14 respondents (35%), the Immigration Division has 4 respondents (10%), the Legal and Human Rights Services Division consists of 16 respondents (40%), and the Corrections Division includes 6 respondents (15%). This difference in distribution reflects different roles in the organization, which may have an impact on the pattern of application of Good Government Governance principles and the effectiveness of IT Knowledge Management in supporting employee performance. The characteristics of the respondents were also analyzed based on the aspects of age and education level. In this study, the majority of respondents were in the age range of 30-39 years, which reached 48.65%, while the age range of 20-29 years and 40-49 years each had a percentage of 24.32%. Only 2.70% of respondents were in the 50-59 years age category. This data shows that most employees are still in the productive stage of work, which can have implications for their readiness to accept changes and implement new policies in the organization.

Table 2: Age Proportion of Respondents

Age (Years)	Percentage (%)
20-29	24,32
30-39	48,65
40-49	24,32

50-59	2,70
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Source: Data Processed, 2024

#### b. Validity Test

Table 3. Test Results r Count Good Governance

Item No	r count	r table at 95% confidence level	Result of r count > r table
1	0.689	0.312	Valid
2	0.532	0.312	Valid
3	0.542	0.312	Valid
4	0.594	0.312	Valid
5	0.404	0.312	Valid
6	0.362	0.312	Valid
7	0.326	0.312	Valid
8	0.342	0.312	Valid
9	0.322	0.312	Valid
10	0.521	0.312	Valid

Source: Data Processed, 2024

The validity test for the Good Governance variable evaluates the correlation value (r count) of each question item against the critical correlation value (r table) at a 95% confidence level. The findings indicate that all question items have an r count exceeding the predetermined r table value. Therefore, it can be inferred that every question item measuring the Good Governance variable is valid. This confirms that each item has a meaningful correlation with the Good Governance variable, aligning with the objective of the validity test.

Tabel 4. Test Results r Count IT Knowledge Management

Item No	r count	r table at 95% confidence level	Result of r count > r table
1	0.435	0.312	Valid
2	0.435	0.312	Valid
3	0.442	0.312	Valid
4	0.522	0.312	Valid
5	0.519	0.312	Valid
6	0.414	0.312	Valid
7	0.400	0.312	Valid

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8	0.340	0.312	Valid
9	0.518	0.312	Valid
10	0.384	0.312	Valid

Source: Data Processed, 2024

The validity test results for the IT Knowledge Management variable indicate that the correlation coefficient (r count) for each question item surpasses the critical correlation threshold (r table) at a 95% confidence level. Consequently, all question items related to IT Knowledge Management are deemed valid. This signifies that each question is significantly associated with the IT Knowledge Management variable, aligning with the intended objective of the validity test.

Tabel 5. Test Results r Count Employee Performance

Item No	r count	r table at 95% confidence level	Result of r count > r table
1	0.629	0.312	Valid
2	0.426	0.312	Valid
3	0.624	0.312	Valid
4	0.704	0.312	Valid
5	0.368	0.312	Valid
6	0.619	0.312	Valid
7	0.686	0.312	Valid
8	0.838	0.312	Valid
9	0.674	0.312	Valid
10	0.581	0.312	Valid

Source: Data Processed, 2024

The validity test results for the HR Performance variable indicate that the correlation coefficient (r count) for each question item surpasses the critical correlation threshold (r table) at a 95% confidence level. Therefore, it can be inferred that all question items related to the HR Performance variable are valid.

### c. Reliability test

table 6. reliability test results

Reliability Statistics			
Cronbach's Alpha	Nilai Alpha	Keterangan	N of Items
0.766	> 0.7	Reliabel	30

Source: Data Processed, 2024

The results of the reliability test showed an alpha Cronbach value of 0.766, with a total of 30 items in the research instrument. The Cronbach's alpha value obtained shows a fairly good level of reliability, because the alpha value that is considered good is usually above 0.70. This shows that the research instrument has sufficient consistency in measuring the same construct. This shows that the research instrument has sufficient consistency in measuring the same construct. Thus, it can be concluded that the research instruments used in this study have acceptable reliability.

#### d. Determination Coefficient Test

Table 7. Determination Coefficient Test

<b>Model Summary</b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.417 <sup>a</sup>	0.174	0.129	3.63308
a. Predictors: (Constant), <i>IT_Knowledge</i> , <i>Good_Governance</i>				

Source: Data Processed, 2024

The R Square value presented in the table above is 0.174, signifying that approximately 17.4% of the variation in the dependent variable (Performance) can be attributed to the independent variables (IT Knowledge and Good Governance) included in the model. Meanwhile, the Adjusted R Square value, which accounts for the number of independent variables and the sample size, is recorded at 0.129. This suggests that, after considering these factors, the model explains about 12.9% of the variation in the dependent variable. Additionally, the Standard Error of the Estimate is 3.63308, reflecting the extent to which the actual data points deviate from the regression line. A lower Standard Error of the Estimate implies a more accurate model in predicting the observed values.

#### e. Multiple Linear Analysis Test

Table 8. Multiple Linear Analysis results

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

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1	(Constant)	-1.330	15.575		-.085	.932
	Good_Governance	0.454	0.222	0.308	2.043	0.048
	IT_Knowledge	0.584	0.272	0.324	2.148	0.038
a. Dependent Variable: Kinerja						

Source: Data Processed, 2024

The multiple linear regression model derived from the analysis is represented by the equation:  $Y = -1.330 + 0.454X_1 + 0.584X_2 + e$ , where Y denotes Performance,  $X_1$  corresponds to Good Governance,  $X_2$  represents IT Knowledge, and e accounts for random error. From the findings, the following conclusions can be drawn:

1. The t-value for  $X_1$  is 2.043, while the critical t-value at a 95% confidence level ( $\alpha = 0.05$ ) is 1.6838. Since the computed t-value for Good Governance exceeds the critical value and has a significance level of 0.048, which is less than 0.05, the variable has a statistically significant influence.
2. Similarly, the t-value for  $X_2$  is 2.148, surpassing the critical t-value of 1.6838 at a 95% confidence level. The significance level for IT Knowledge is 0.038, which is below 0.05, confirming that this variable also has a meaningful effect.
3. Based on these results, the research hypothesis is supported, indicating that both Good Governance ( $X_1$ ) and IT Knowledge Management ( $X_2$ ) have a significant impact on Performance.

#### **f. T-Statistic Test (Partial)**

1. The t-value of 2.043 demonstrates the statistical significance of Good Governance's impact on Performance. Furthermore, the significance value (0.048) is below the threshold of 0.05, confirming that Good Governance has a meaningful and significant influence on Performance.
2. The t-value of 2.148 demonstrates the statistical significance of IT Knowledge's impact on Performance. Additionally, the significance value (0.038) is below the threshold of 0.05, confirming that IT Knowledge has a meaningful and significant effect on Performance.

**g. f-statistics test (simultaneous)**

Table 9. f-statistic test results

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	102.602	2	51.301	3.887	.029 <sup>b</sup>
	Residual	488.373	37	13.199		
	Total	590.975	39			
a. Dependent Variable: Kinerja						
b. Predictors: (Constant), IT_Knowledge, Good_Governance						

Source: Data Processed, 2024

The table provides evidence that hypothesis testing was conducted to evaluate the combined effect of Good Governance and IT Knowledge Management on Performance at the Regional Office of the Ministry of Law and Human Rights in Lampung. The results indicate that the F-count value is 3.887, while the F-table value, determined at DF1 = 2, DF2 = 95 with a 5% significance level ( $\alpha = 0.05$ ), is 3.232. A comparison between these values shows that 3.887 is greater than 3.232. Additionally, the significance test yields a p-value of 0.029, which is below the 0.05 threshold. Given this outcome, H1 is accepted, confirming that Good Governance and IT Knowledge Management jointly exert a significant influence on Human Resource Performance in the Regional Office of the Ministry of Law and Human Rights, Lampung.

**h. Discussion**

the effect of Good Government Governance on employee performance

The results showed that the implementation of Good Government Governance (GGG) has a significant effect on employee performance at the Regional Office of the Ministry of Law and Human Rights Lampung. The principles of transparency, accountability, public participation, and organizational effectiveness are proven to increase employee motivation, job satisfaction, and productivity. Statistical analysis shows that GGG has a positive and significant relationship with HR performance, where the better the implementation, the higher the quality of work, timeliness, initiative, skills, and communication of employees. However, the successful implementation of GGG depends on leadership support, organizational culture, and the availability of adequate resources. Therefore,

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strategic policies such as increasing employee capacity, strengthening the performance evaluation system, and utilizing information technology are needed to create a more productive and professional work environment.

#### Effect of IT Knowledge Management on Employee Performance

Besides GGG, this study highlights the crucial role of IT Knowledge Management in enhancing employee performance, as indicated by a regression coefficient of 0.584 and a significance of 0.038, demonstrating a significant positive relationship between IT utilization and performance. IT-based knowledge management enables employees to access, store, and share information more efficiently while supporting data-driven decision-making to enhance work efficiency. However, its success relies on factors like employee digital literacy, technological infrastructure, and organizational support. Therefore, continuous training on technology use and knowledge management systems is essential to ensure employees fully leverage existing technology.

#### Simultaneous Relationship between Good Government Governance and IT Knowledge Management on Employee Performance

Regression analysis reveals that the combined application of Good Government Governance (GGG) and IT Knowledge Management significantly impacts employee performance, as evidenced by an F-count of 3.887, which exceeds the F-table value of 3.232, and a significance of 0.029, which is below 0.05. This indicates that both variables together enhance work effectiveness and productivity in government settings. The integration of good governance principles and IT utilization fosters a more transparent, efficient, and adaptable work environment, where GGG strengthens discipline and accountability, while IT Knowledge Management accelerates information flow and drives innovation. However, achieving optimal results requires synergy between government policies, employee capacity building, and appropriate technology adoption, ultimately leading to continuous performance improvement and better public services.

## CONCLUSION AND SUGGESTION

### a. Conclusion

The results of this study indicate that Good Government Governance (GGG) and IT Knowledge Management have a significant influence on employee performance at the Regional Office of the Ministry of Law and Human Rights Lampung. The implementation of GGG principles, which include transparency, accountability, effectiveness, and public participation, has proven to be able to improve the quality of work, discipline, and motivation of employees in carrying out their duties. In addition, IT Knowledge Management also contributes to improving work efficiency by facilitating access to information, supporting data-based decision making, and encouraging innovation in the work environment. Regression analysis shows that these two variables together have a positive impact on

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employee performance, with a significance value that meets statistical criteria. However, there are still some challenges in implementing these two concepts, such as the readiness of technological infrastructure, the level of digital literacy of employees, and resistance to change in the organization. Therefore, a more comprehensive strategy is needed to ensure the sustainability and effectiveness of GGG implementation and technology-based knowledge management in the government environment.

### **b. Suggestion**

To increase the effectiveness of the implementation of Good Government Governance (GGG) and IT Knowledge Management, various strategic steps are needed. The government needs to strengthen policies and regulations that support employee transparency and accountability, while ensuring a structured evaluation mechanism. In addition, employee capacity building must be improved through training related to understanding the principles of GGG and the use of information technology so that they are better prepared for digital-based work systems. Improving technology infrastructure is also important, including the development of cloud-based systems, integrated databases, and easily accessible knowledge sharing platforms. A culture of innovation and collaboration needs to be encouraged by creating a work environment that supports discussion, rewards innovation, and cross-divisional work programs. In addition, periodic monitoring and evaluation must be carried out to assess the effectiveness of the implementation of existing policies so that adjustments can be made according to organizational needs. By implementing these steps, it is expected that employee performance in the government environment will increase and public services will become more efficient and accountable..

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