



## Performance model of regional device operators in the perspective of good governance in Takalar regency

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### ABSTRACT

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#### Keywords

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The purpose of the study is to analyze the performance model of regional apparatus operators in realizing good governance. The research method used is qualitative research, where understanding social phenomena in depth focuses on the meaning and experience related to the characteristics of the research in accordance with the title of the research. It is used to examine the condition of natural objects, where researchers are key instruments to formulate and draw conclusions from the results of the information obtained in the study. The research findings show that both models, the Indonesian performance model and the general performance model, are better used in the study, pointing to the performance model in terms of quality and quantity of work in realizing good governance. In accordance with various data and information, the findings tend to emphasize the reform-based bureaucracy model. The reform-based bureaucracy model can create a clean, effective, and efficient bureaucracy so that regional device operators, in inputting data on the application, can act in accordance with the goals and objectives of the organization as expected and previously planned. Many studies related to performance exist, but the models displayed are not the same, and this study does not discuss the influence of organizational performance, but only determines the organizational performance model. The practical implications are: 1) the existence of research results that can improve operator performance to be developed; 2) becoming input for local governments in order to implement the operator performance model more effectively.

**Contribution/Originality:** The primary reason for originality is to generate new ideas, methods, and concepts to solve unsolved problems, while fostering critical thinking and avoiding plagiarism, while ensuring novelty compared to previous research. This research distinction provides a logical analysis of quality and quantity by generating a reform-based performance model formula.

## 1. INTRODUCTION

Performance is the work results obtained by individuals or groups within an organization in achieving predetermined goals and objectives. Performance measurement requires achieving optimal results in accordance with organizational expectations (Suryanti, 2020). Meanwhile, organizational performance dimensions are measured by assessing predetermined organizational outcomes as benchmarks for achieving maximum work quality (Husein & Putri, 2023).

The performance of a driving organization has the authority to complete a job (Dilla & Irma, 2021). All types of work can be completed well because of cooperation that facilitates the completion of all work; a model is needed to improve organizational performance in achieving goals (Soelton, 2022). The implementation of the performance of Regional Device Operators who have been given input directions by the Planning Service to date is still very minimal or has not maximized the performance expected by the organization, because in reality, there are various problems (Erlianti & Fajrin, 2021).

Takalar Regency Regent Regulation Number 47 of 2021 regulates the position, composition, organization, duties, functions, and work procedures of the Human Resources and Personnel Development Agency. It is known that the Takalar Regency Planning Agency must handle approximately 50 Agencies/Departments in entering data as needed, and has become a work program. Each Agency/Department in Takalar Regency assigns 2 or more people to act as operators, a small example is the Health and Education Agency which handles the most problems so that the work program must be as detailed as possible to carry out exploitation, every operator who is late in entering input into the application is often given directions and policies to be able to complete the work, this is because there is a family element in it so that it makes it easier for operators to be able to complete their work (Ita, Affrian, & Hasbiyah, 2024).

The Takalar Regency Planning Office provides a more efficient and effective policy, namely by providing a period of 3 days to be able to upload, but this policy is not well considered so that special attention is needed for each operator who can carry out the tasks as expected, therefore, the general operator performance assessment is not yet optimal (Agustin, Handoko, & Wahyudi, 2024).

Organizational performance indicators are quantitative and qualitative measures used to assess an organization's success in achieving its stated goals. These indicators help organizations measure operational effectiveness and efficiency, as well as monitor progress toward desired goals (Ardtech, 2024). Organizational performance indicators include: a) Work quality: How well employees produce quality work according to company standards. b) Work quantity: The amount of work produced. c) Timeliness: How timely employees complete tasks. d) Effectiveness: How effective the organization is in achieving its goals. e) Productivity: The ratio between input and output that indicates the efficiency and effectiveness of services. f) Communication: Smooth communication within the company can affect the smooth running of work.

Organizational performance theory examines how an organization is structured, functions, and develops to achieve its goals. Organizational performance refers to the extent to which established goals and objectives are achieved, as well as the organization's effectiveness in carrying out its mission (Abdulah, 2024). Various theories and concepts are used to understand and improve organizational performance, including scientific management theory, human relations theory, and quantitative flow theory (Baderan, 2018). Organizational performance is a description of the level of achievement of task implementation within an organization, in an effort to realize the organization's goals, objectives, mission, and vision (Muthia, Apriliyani, Muhtar, & Rahmawati, 2024).

Performance can also be defined as the level of success of an organization in achieving its goals, both in terms of efficiency, effectiveness, service quality, and customer satisfaction (Faqih & Suwarno, 2024). Therefore, in this study, the operator performance model is linked to *Good Governance* in Takalar Regency by conducting an initial design stage to determine the performance model to be used, followed by the processing and determination stages (Wahongan, Ogi, & Tielung, 2024). It is generally known that *Good Governance* is a government that is able to create better and more effective changes than before.

In creating *Good Governance*, it can be seen from the leadership itself, which is able to make better changes and can realize the achievement of predetermined organizational goals (Sanrego & Muhammad, 2013). Previously, the process of entering work programs into the application directed by the Planning Office to the regional apparatus operators of Takalara Regency was less than optimal. This was influenced by leadership factors due to the lack of evaluation of the work results obtained, so that the work results were less than optimal both in terms of quality and

quantity of work. There was a shift from the previous leadership towards new leadership so that it could provide nuances to obtain higher quality performance (Putra, 2025).

Gradually, the work results obtained will be taken into consideration to achieve maximum work quality, hopefully with the formation of a performance model designed to realize the achievement of organizational goals. The new Takalara Regency Planning Office will strive to be able to determine the performance model of Regional Device Operators so that in the future it can provide input and inspiration for each Regional Device Organization in achieving the achievement of its goals.

The research problem-solving approach is in accordance with the predetermined stages to achieve organizational goals (Satya Pras, 2025). The research problem-solving approach is 1) The initial stage of the empirical approach, namely using primary data, which aims to find the problems that occur, namely the Analysis of the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency. 2) The second stage of the comparative approach is used to answer the problems in the research according to the existing reality, namely the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency.

The performance of Regional Device Operators in realizing *Good Governance*, especially in the data input process, seems to still depend on family relationships (Embang, Saleh, & Jamal, 2025). Therefore, the Regional Development Planning, Control, and Evaluation Office of Takalar Regency must be wiser in making policies so that all emerging problems can be resolved properly. Previously, the leadership of the Takalar Regency Planning Office was considered less wise in decision-making, so that operators who entered data according to the work program were not optimal; this can be seen from the input results in the application.

Given the problems that occur, it is very important to conduct a more in-depth study related to operator performance in realizing Good Governance in Takalar Regency. In accordance with the theory explained above, it is more likely to use the organizational performance indicators proposed by Gibson in Sedarmayanti, which are seen in terms of quality and quantity of work. The conceptual framework in this study tends to refer to: a) in terms of work quantity, how well the operator carries out his work, which is assessed from the level of ability and neatness according to work standards; and b) in terms of work quality, how much input is carried out by regional apparatus operators in accordance with work standards. This study has a special section that will review the public sector performance model (Rahman, 2024).

This research focuses on organizational performance as proposed by Gibson, emphasizing the quality and quantity of work. It is hoped that, in the future, organizational performance in terms of quality and quantity can become more effective than expected by the organization. Additionally, the study aims to determine a more specific performance model within an organization.

The performance of Regional Device operators is highly expected to be able to realize the organization's goals because the performance results of Regional Device operators in Takalar Regency still require supervision or assistance, so that, in terms of work quality, can be achieved by completing the input on the application provided by the Takalar Regency Planning Office. From the explanation above, the formulation of the problem is how to "Analyze the Performance Model of Regional Device Operators in Realizing *Good Governance* in Takalar Regency?"

## 2. RESEARCH METHODS

In this study, there are two types of data required according to the research needs: 1) primary data, which is data obtained directly in the field by the researcher as the object of writing, for example, data obtained through interviews. 2) secondary data, which is data that does not directly provide data to the researcher, for example, research must go through other people or search through documents. Researchers also use data obtained from the internet.

The research design uses qualitative research that understands social phenomena in depth, focusing on meaning and experiences related to the characteristics of research that are in accordance with the title of the research, namely, qualitative research. As stated by Sugiyono (2023), qualitative research is research used to examine the condition of

natural objects, where researchers are key instruments to formulate and draw conclusions from the results of information obtained in research related to the title of the research, namely "Analysis of the Performance Model of Regional Device Operators in realizing Good Governance in Takalar Regency".

The determination of the research is focused on the formulation of the problem and the selection of 42 informants consisting of 1) Head of Planning Division, 2) 3 Planning Division Employees, operator representatives in each Regional Device Organization consisting of: 1) Education and Culture Office, 2) Health Office, 3) H. Padjonga Daeng Ngalle Regional Hospital, 4) Public Works, Spatial Planning, Housing and Residential Areas Office, 5) Civil Service Police Unit, Fire and Rescue, 6) Regional Disaster Management Agency, 7) Social Service for Community and Village Empowerment, 8) Cooperatives, Small and Medium Enterprises, Manpower and Transmigration Office, 9) Population Control, Family Planning, Women's Empowerment and Child Protection Office, 10) Department of Food Crops, Horticulture, Plantations and Food Security, 11) Department of Environment and Land Affairs, 12) Department of Population and Civil Registration, 13) Department of Transportation, 14) Department of Communication and Informatics, Statistics and Cryptography, 15) Department of Investment and One-Stop Integrated Services, 16) Department of Tourism, Youth and Sports, 17) Department of Library and Archives, 18) Department of Fisheries, 19) Department of Animal Husbandry and Animal Health, 20) Department of Industry and Trade, 21) Regional Secretariat, 22) Secretariat of the Regional People's Representative Council, 23) Regional Development Planning, Research and Development Agency, 24) Regional Finance and Assets Agency, 25) Regional Revenue Agency, 26) Personnel and Human Resources Development Agency, 27) Regional Inspectorate, 28) Pattalassang District, 29) Sanrobone District, 30) South Polongbangkeng District, 31) North Polongbangkeng District, 32) Mangarabombang District, 33) Mappakasunggu District, 34) Galesong District, 35) South Galesong District, 36) North Galesong District, 37) Tanakeke Islands District, 38) National Unity and Politics Agency. Which is done with the method of collecting data through interviews, observations, and understanding the meaning that is processed inductively with a deep understanding.

The existence of qualitative research instruments used in research to obtain information according to research needs includes interviews, observations, field notes, and documentation or literature studies. These tools are essential for gathering qualitative data effectively.

Research monitoring is the guarantee of data validity and the process of establishing an in-depth methodology to understand the phenomena in the research in accordance with the presentation, which focuses on observation and in-depth interviews.

Research supervision focuses on testing the validity of data or conducting data validation through member check techniques to ensure objectivity and process supervision that ensures the methodology through in-depth interviews in accordance with the research title, namely "Analysis of Data Analysis". Performance Model of Regional Device Operators in Realizing Good Governance in Takalar Regency.

Research evaluation is carried out by taking a systematic approach to assessing the program by understanding the context and process through in-depth interviews and observations that focus on producing an understanding related to the research title, namely "Analysis of Performance Model of Regional Device Operators in Realizing Good Governance in Takalar Regency".

### **3. RESEARCH RESULTS AND DISCUSSION**

Organizational performance depends on employees who have carried out the tasks and responsibilities given in achieving the goals or objectives of the organization, so it can be concluded that the success of the organization depends on people who have expertise and competence in that field. While the performance of an employee can be known through the work results obtained during the period, it is very easy to know the results of their work; however, people who have abilities in certain fields are not all able to do it as expected, but with the learning process, they will gradually get work results that are easier to understand.

Based on Figure 1 *Results of Inputting Document File Delivery for Takalar Regency, 2024* above, it can be seen that it is related to the performance of the Organization operator in the data input process in the application by the Regional Development Planning, Control and Evaluation Division of Takalar Regency in terms of work quality related to document fulfillment or completeness of documents in accordance with the work program in the application that must be fulfilled before the input deadline which is considered very minimal or is still said to be not optimal, while in terms of work quantity related to document fulfillment or completeness of documents in accordance with the work program in the application that must be fulfilled before the input deadline which is considered to still have to be more active in carrying out tasks in accordance with the responsibilities given.

It is known that the results of the analysis of the Regional Device Operator Performance Model in Realizing *Good Governance* in Takalar Regency depend on the leadership itself, so leadership intervention is very necessary in supervising and controlling the implementation of tasks and responsibilities, so that they can easily achieve the goals that have been set together. Performance Model of Regional Device Operators in Realizing *Good Governance* in Takalar Regency can be seen starting from the acquisition of operator work results in 2020 until now or the current year 2025 which is considered not to have experienced a significant increase as expected, but from the slow process there is a change but not explicitly, therefore it is very much hoped that the intervention of leaders and people who have an interest in it can advance the goals of the organization so that the review in Realizing *Good Governance* Takalar Regency can be done well.

Based on the type of input and use of applications used in entering data by the Regional Development Planning, Control and Evaluation Sector of Takalar Regency to be able to realize *Good Governance* in Takalar Regency, for more details, please see attachment 1 and Table 1.

Appendix 1, Table 1, explains that there are seven types of application input that must be carried out by each Regional Device Operator, and as many as three applications are used by operators in each Regional Device Operator in Takalar Regency to carry out the tasks and responsibilities assigned to each operator. In the process of inputting application data and the applications used, a significant assessment is then carried out regarding the results of data input on the fastest, standard, and slowest applications.

Based on data related to the number of Regional Device Operators of Takalar Regency in the process of inputting application data and significant assessments related to the input results on the fastest, standard and slowest applications, so that in the summary of the Performance Assessment of Regional Device Operators in Inputting Application Data by the Division of Planning, Controlling, and Evaluation of Regional Development of Takalar Regency in 2022 to 2024, for more details regarding the Performance Model of Regional Device Operators in realizing *Good Governance* in Takalar Regency can be seen in attachment 1 Table 2 and in accordance with the results of the interview by informant "II" as the head of the planning division who stated that:

"Regarding input into the application, so far we have assessed it using a tick mark process to make it easier to assess operator performance, however, so far it is still far from perfect due to laziness and often relying on friendships and family elements so that operators often feel that work can still be done later even though the input period has passed, it can still be done."

(Interview results, September 15, 2025)

There was also something put forward by the informant "BS" as an administrative employee in the planning sector, who stated that:

"There are still many operators from regional government organizations who indirectly do not understand their duties and functions, but, for the sake of work demands, they are forced to carry them out.

(Interview results, September 15, 2025)

This was also different from what was stated by the informant "AS" as a regional apparatus organization from the Health Service, who stated that:

“Sometimes there is too much input to be done while the work is not yet finished, so there are still policies from the planning sector that do not complicate our work.”

(Interview results, September 16, 2025)

Based on the results of interviews with several informants above, it can be concluded that the performance of regional apparatus operators has not been fully achieved due to a lack of understanding and the existence of policies that make work easier, so that operators feel lazy to input this because there are elements of family and organizational culture that can damage the image.

Based on attachment 1 Table 2, it is known that the number of Regional Device Operators in the data input process in the application is a maximum of 2 people who are responsible for completing the assigned tasks and a minimum of 1 person who is responsible for completing the assigned tasks, the results of the operator performance assessment are closely related to the fastest, standard, and late data input in the application so that it can make it easier to know the results of their work in the recapitulation of the Regional Device Operator Performance Assessment in Data Input in the Application by the Regional Development Planning, Control and Evaluation Sector of Takalar Regency from 2022 to 2024.

Based on the data above, the Performance Model of Regional Device Operators in realizing *Good Governance* in Takalar Regency shows that the Regional Device Operators who are the fastest to enter data into the application are 2 Regional Device Operators, including 1) the Population and Civil Registration Service, 2) Pattalassang District and the Regional Device Operators who are the slowest to enter data into the application are 6 Regional Device Operators, including 1) the Civil Service Police Unit, Fire and Rescue, 2) the Transportation Service, 3) the Communication and Informatics, Statistics and Cryptography Service, 4) Polongbangkeng Selatan District, 5) Mangarabombang District, 6) Galesong Selatan District. Meanwhile, other agencies use standard assessments to input data into the application.

Performance Model of Regional Device Operators in realizing *Good Governance* in Takalar Regency seen from the aspect of quality and quantity of work results obtained (Sanrego & Muhammad, 2013) so that the filling or input of data by Regional Device Operators in Takalar Regency can be seen in terms of the quality and quantity of work, namely the completeness of documents in entering work programs in the 2025 application, so that, for more details, it can be seen in attachment 2 Figure 1.

Based on the data above, it can be seen that this is related to the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency in terms of work quality related to document fulfillment or completeness of documents in accordance with the work program in the application that must be fulfilled before the submission deadline which is considered very minimal or is still said to be not optimal, while in terms of work quantity related to document fulfillment or completeness of documents in accordance with the work program in the application that must be fulfilled before the submission deadline which is considered to still have to be more active in carrying out tasks in accordance with the responsibilities given.

Assessment related to the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency has never been done at all; only the Regional Development Planning, Control, and Evaluation Office of Takalar Regency took the initiative to be able to conduct an assessment through the results of the progress list for each activity carried out, especially input data into the application provided. Assessment related to the performance of the Regional Device Operator of Takalar Regency in the process of inputting data into the application provided by the Regional Development Planning, Control, and Evaluation Office of Takalar Regency. For more details, please see attachment 2, Figure 2.

Performance is the work results obtained by individuals or groups in an organization in achieving predetermined goals and objectives. In measuring performance, maximum results are required according to organizational expectations (Suryanti, 2020). Meanwhile, the dimensions of organizational performance are measured by assessing the final results of the organization that have been previously determined as a benchmark for achieving maximum work quality (Husein & Putri, 2023). The performance of an organization that moves has the authority to complete a

job (Dilla & Irma, 2021); all types of work can be completed well because of cooperation that facilitates the completion of all work. A model is needed to improve organizational performance in achieving goals (Soelton, 2022).

Organizational performance indicators are quantitative and qualitative measures used to assess an organization's success in achieving its stated goals. These indicators help organizations measure operational effectiveness and efficiency, as well as monitor progress toward desired goals. These indicators can be used at various levels within an organization, from individuals, teams, departments, to the entire organization. Selecting the right indicators is crucial to ensuring that the organization can focus on the most relevant areas and measure progress effectively (Rahman, 2024). In addition to key performance indicators (KPIs), organizations can also use other, more specific indicators tailored to their individual needs and objectives. It is important to choose indicators that are relevant, measurable, achievable, and time-bound. By using the right performance indicators, organizations can:

- a. Monitor performance regularly and identify areas for improvement.
- b. Make better decisions based on accurate data and information.
- c. Improve operational efficiency and effectiveness.
- d. Achieve organizational goals better.
- e. Improve organizational competitiveness and sustainability.

Based on various explanations according to the title in this study, using organizational performance indicators put forward by Gibson in the book Sedarmayanti (2001) entitled "Human Resource Management and Work Productivity", it can be measured through a) Quality of work: How well it produces quality work results in accordance with applicable standard provisions. b) Quantity of work: The number of work results produced. The Regional Device Operator Performance Model, in realizing *Good Governance* in Takalar Regency, in terms of work quality, is related to the fulfillment of documents or completeness of documents in accordance with the work program in the application that must be fulfilled before the submission deadline, with the performance indicators used in accordance with the performance theory put forward by Gibson.

The stages or phases *of the roadmap* in the research can be determined to facilitate the implementation of control and supervision of the level of success and progress expected by the Regional Government Organization, especially in the Field of Regional Development Planning and Evaluation in Takalar Regency, as follows:

1. Phase 1 is to conduct a visit and create a performance model design.
2. Phase 2 is to determine the performance design model.
3. Phase 3 is monitoring and implementing the performance model.
4. Stage 4 is carrying out work supervision.
5. Phase 5 is to conduct a performance evaluation.

By understanding and implementing the right organizational performance model, organizations can achieve better performance, adapt to environmental changes, and achieve long-term success. Achieving organizational performance is related to human resource management. The Regional Device Operator Performance Model in realizing *Good Governance* of Takalar Regency in implementing the data input process directed by the Regional Development Planning, Control, and Evaluation Division of Takalar Regency must be further improved in order to realize the organizational goals as expected (Embang et al., 2025). Based on the organizational performance indicators used in this study, it refers to the theory put forward by Gibson in the book by Sedarmayanti (2001), namely work quality and work quantity.

- 1) Quality of work

Regional Device Operator Performance Model in Realizing *Good Governance* in Takalar Regency is highly dependent on the results of work by entering the required data in the application that has been provided, so that from the application, the level of progress of the agency in entering data can be known. It would be better for each Regional Government Agency to improve the results of superior work so that it can be a better reflection for other agencies. Each Regional Leader can be more active in controlling their members to be able to enter data according to what is

needed in the application. Of the many Regional Device Operators in Takalar Regency, according to data from the Takalar Regency Regional Development Planning, Control and Evaluation Office, only a few operators enter data according to what is needed in the application.

Before entering data into the application provided, the Takalar Regency Regional Development Planning, Control, and Evaluation Agency has conducted training, so that with the training activities that have been carried out, the work can be done more easily. The Takalar Regency Regional Development Planning, Control, and Evaluation Agency did not enter data into the application before conducting training because not all operators in each Agency/Department can carry out the required work as needed; this also requires extraordinary energy and thought to be able to carry it out.

Regional Device Operators in Services in Takalar Regency are aware that so far, the performance of Application input is only a portion of the Operators who input it, so it can be assessed that the performance of Regional Device Operators in Takalar Regency is still minimal, so that hard work is needed to be able to produce effective work quality and in accordance with organizational expectations. Around 38 Regional Device Organizations in Takalar Regency must undergo training to be able to input data into the application that has been provided. Of the many Regional Device Operators who input data into the application as the spearhead of the work program to be implemented, this can be a process of change that will be better than before.

The Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency related to the data input process in the application can be known through the results of the data summary in the application by the Regional Development Planning, Control, and Evaluation Service of Takalar Regency which is considered to still require hard work to be able to realize organizational goals (Nurhajati, 2010). The Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency can make changes, namely by improving operator performance to be more qualified so that it can be more effective, by creating and giving birth to an organizational performance model. It is hoped that it will realize *Good Governance*. can provide and realize performance achievements in accordance with organizational goals and objectives (Widiastuti, 2023).

## 2) Quantity of Work

The quantity of work is the amount of work produced by a member in realizing the achievement of organizational goals. The performance of operators in the organization is very dependent on how much and how large the results of the work are obtained within a predetermined time period. Performance Model of Regional Device Operators in realizing *Good Governance* in Takalar Regency, based on the data obtained, it shows that performance assessment still requires improvement and progress in realizing work targets and work programs to be implemented.

Regional Device Operator Performance Model in Realizing *Good Governance* in Takalar Regency, seen from the quality of the work produced, it can be concluded that in general the expected performance has not been met and has not been achieved, so that by making changes in research to be able to improve work results, assistance is needed for practitioners to be able to solve various problems faced, especially in management.

Regional Device Operator Performance Model in Realizing *Good Governance* in Takalar Regency is considered to still need to be improved, so that by producing a picture of the organizational performance model carried out either from a combination of performance models in Indonesia or performance models in general from the combination of existing models, it can be determined that the performance model used in Takalar Regency is more significant, it is clear that in realizing *Good Governance* In Takalar Regency, employee cooperation needs to be implemented, namely by using a better performance model than before.

The work results of Regional Device Operators in realizing *Good Governance* in Takalar Regency, entering data into applications that still require gradual improvements, will experience significant changes. This process truly requires roles and cooperation within the organization to achieve the goals in accordance with mutual agreements. So far, all training programs implemented by the Regional Development Planning, Control, and Evaluation Service

of Takalar Regency, attended by all Regional Device Operators, aim to enable data entry into applications. These efforts are highly expected to align with the directions of the activities carried out.

As far as the eye can see, the reality on the ground is very different from expectations, so that higher-quality performance improvements are still needed to ensure the work programs planned so far can run optimally. The following graph relates to the assessment of the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency, which was carried out in accordance with the fulfillment of document requirements. For further details, please see attachment 2, Figure 3.

Based on Appendix 2 Figure 3, the results of the analysis and summary of the performance assessment of Regional Device Operators in entering data into the application by the Takalar Regency Regional Development Planning, Control and Evaluation Service can be seen in 2022, there was an increase, but this could not last long, in 2023 to 2024 there was a decline, this can increase again after the new leadership so that the graph that was slowly decreasing can increase again although not the same as in 2022. With the new leadership, the Takalar Regency Regional Development Planning, Control and Evaluation Service really hopes that the performance of Regional Device Operators will continue to improve; it can be said that it has not increased significantly, but has experienced very good changes and can continue to experience improvements as expected.

Based on the results of field observations and analysis, it was found that there were several obstacles in implementing the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency in the Application Data Input by the Regional Development Planning, Control, and Evaluation Office of Takalar Regency, namely: 1) minimal level of understanding, 2) less responsible in work, 3) having a lazy nature, 4) lack of discipline, 5) high level of kinship but only as a reliable status. The Regional Device Operator performance model in the data input process is in accordance with the results of field observations and analysis that from the various models that have been put forward above, then in accordance with the title of the research which refers to the performance model from Indonesia and the performance model in general is a combination of various models so that it requires clearer and deeper accuracy as a formulation of research problems.

The importance of the ability to determine an organization's performance model is 1) to identify areas that need improvement, 2) better decision-making, 3) increased efficiency and effectiveness, 4) increased productivity, and 5) organizational goals (Nurhajati, 2010). The Takalar Regency Regional Device Operator Performance Model can at least include the following:

- 1) Better identification: Performance models help organizations identify areas where performance is low and requires special attention.
- 2) Decision Making: With a better understanding of performance, organizations can make more informed and strategic decisions.
- 3) Increased Efficiency and Effectiveness: Performance models help organizations optimize resource use and increase efficiency in achieving goals.
- 4) Increased Productivity: By identifying and addressing performance issues, organizations can improve overall productivity and operations.
- 5) Achieving Organizational Goals: Performance models help organizations ensure that all efforts are focused on achieving established goals.

The Performance Model of Regional Device Operators in realizing *Good Governance* in Takalar Regency will always do the best and make changes from the previous one to be better (Widiastuti, 2023) so it takes hard work so that the quality and quantity of work from the performance obtained can be achieved in accordance with the expectations and goals of the organization (Sanrego & Muhammad, 2013). Based on research data, field observation results, analysis results, and research results explain that the Performance Model of Regional Device Operators in realizing *Good Governance* in Takalar Regency can be more easily understood, so for more details, can be seen in Appendix 2, Figure 4 of the research concept framework.

In terms of the quality and quantity of work in realizing *Good Governance* in Takalar Regency, according to the various data above, the Regional Device Operator Performance Model tends to emphasize the reform-based bureaucratic model.

The reform-based bureaucratic model can create a clean, effective, and efficient bureaucracy so that Regional Device Operators in inputting data into the application can be in accordance with the goals and objectives of the organization as expected and planned previously.

#### 4. CONCLUSION

The Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency, based on the results of application data input, is assessed from the quality of work based on the completeness of the work program input files, which are deemed not to meet the standards related to document requirements. Meanwhile, from the quantity of work, the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency is assessed from the completeness of the work program input files in the application, which are still minimal and have not achieved the mutually agreed-upon goals.

In terms of quality and quantity of work in realizing *Good Governance* in Takalar Regency, more emphasis is placed on the reform-based bureaucratic model because with the reform-based bureaucratic model, it can create a clean, effective and efficient bureaucracy so that Regional Device Operators in inputting data into the application can be in accordance with the goals and objectives of the organization as expected and planned previously. Judging from the quality and quantity of work, as well as the completeness of the required documents for applications in accordance with the work program, it is still minimal.

Therefore, it is clear that the Regional Device Operator Performance Model in realizing *Good Governance* in Takalar Regency requires greater thoroughness and a better understanding of assigned tasks and responsibilities so that all types of work can be completed effectively.

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**Transparency:** The authors state that the manuscript is honest, truthful, and transparent, that no key aspects of the investigation have been omitted, and that any differences from the study as planned have been clarified. This study followed all writing ethics.

**Data Availability Statement:** The corresponding author can provide the supporting data of this study upon a reasonable request.

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## Appendix 1. Table.

Table 1. Types of data input and applications used in Takalar Regency.

No.	Application Input Types	Applications Used
1	PD main work plan	SIPD RI
2	Changes to the professional development work plan	Krishna DAK
3	PD Strategic Plan	Monitoring and Evaluation of PD Work Plans
4	PD Quarterly Monitoring and Evaluation Data	
5	DAK PD proposal	
6	Community Proposal Review	
7	Study of the Regional People's Representative Council (DPRD) Members' Proposals	

Source: PPEPD Data for Takalar Regency 2024.

Table 2. Number of operators and performance assessment of regional device operators in application data input to achieve *good governance*.

No.	Regional device organization	Number of operators	Year			Information		
			2022	2023	2024	Fastest	Standard	Late
1	Department of education and culture	2	√	√	√		√	
2	Public Health Office	2	√	√	√		√	
3	H. Padjonga Daeng Ngalle Regional Hospital	2	√	√	√		√	
4	Department of Public Works, Spatial Planning, Housing and Settlement Areas	2	√	√	√		√	
5	Civil Service Police, Fire, and Rescue Unit	2		√	√			√
6	Regional Disaster Management Agency	2	√	√	√		√	
7	Department of Social Services, Community Empowerment and Villages	2	√	√	√		√	
8	Department of Cooperatives, Small and Medium Enterprises, Manpower, and Transmigration	2	√	√	√		√	
9	Population Control, Family Planning, Women's Empowerment, and Child Protection Services	2	√	√	√		√	
10	Department of Food Crops, Horticulture, Plantations, and Food Security	2	√	√	√		√	
11	Department of Environment and Land Affairs	2	√	√	√		√	
12	Population and Civil Registration Services	2	√	√	√	√		
13	Department of Transportation	2	√		√			√
14	Department of Communication and Information, Statistics, and Cryptography	2		√	√			√
15	One-Stop Integrated Investment Services Office	2	√	√	√		√	
16	Department of Tourism, Youth and Sports	2	√	√	√		√	
17	Library and Archives Services	2	√	√	√		√	
18	Fisheries Services	2	√	√	√		√	
19	Department of Animal Husbandry and Animal Health	2	√	√	√		√	

20	Department of Industry and Trade	2	√	√	√		√	
21	Regional Secretariat	2	√	√	√		√	
22	DPRD Secretariat	2	√	√	√		√	
23	Regional Development Planning, Research, and Development Agency	2	√	√	√		√	
24	Regional Finance and Assets Agency	2	√	√	√		√	
25	Regional Revenue Agency	2	√	√	√		√	
26	Human Resources and Personnel Development Agency	2	√	√	√		√	
27	Regional Inspectorate	2	√	√	√		√	
28	Pattalassang District	1	√	√	√	√		
29	Sanrobone District	1	√	√	√		√	
30	South Polongbangkeng District	1	√	√	√			√
31	North Polongbangkeng District	1	√	√	√		√	
32	Mangarabombang District	1		√				√
33	Mappakasunggu District	1	√	√	√		√	
34	Galesong District	1	√	√	√		√	
35	South Galesong District	1	√	√				√
36	North Galesong District	1	√	√	√		√	
37	Tanakeke Islands District	1	√	√	√		√	
38	National Unity and Politics Agency	2	√	√	√		√	

Source: PPEPD Data for Takalar Regency 2024.

Appendix 2. Images.

LIST OF REGIONAL DEVICES THAT SEND THE PD WORK PLAN DOCUMENT FILE				
No	Regional Device Organization	DOCUMENT AVAILABILITY		
		Draft changes to the 2025 PD work plan	Draft Regional Work Plan for 2026	Draft Regional Government Strategic Plan 2025-2029
1	Department of Education and Culture	Green	Red	Red
2	Public Health Office	Green	Red	Red
3	H. Padjonga Daeng Ngalle Regional Hospital	Green	Red	Red
4	Department of Public Works, Spatial Planning, Housing and Settlement Areas	Green	Red	Red
5	Civil Service Police, Fire, and Rescue Unit	Green	Red	Red
6	National Unity and Politics Agency	Red	Red	Red
7	Department of Social Services, Community Empowerment and Villages	Green	Red	Red
8	Department of Environment and Land Affairs	Red	Red	Red
9	Population Control, Family Planning, Women's Empowerment, and Child Protection Services	Green	Green	Green
10	Department of Food Crops, Horticulture, Plantations, and Food Security	Green	Red	Green
11	Department of Transportation	Green	Red	Red
12	Population and Civil Registration Services	Green	Red	Red
13	Department of Cooperatives, Small and Medium Enterprises, Manpower, and Transmigration	Green	Green	Green
14	Department of Communication and Information, Statistics, and Cryptography	Green	Red	Green

15	One-Stop Integrated Investment Services Office			
16	Department of Tourism, Youth and Sports			
17	Library and Archives Services			
18	Fisheries Services			
19	Department of Animal Husbandry and Animal Health			
20	Department of Industry and Trade			
21	Regional Secretariat			
22	DPRD Secretariat			
23	Regional Development Planning, Research, and Development Agency			
24	Regional Finance and Assets Agency			
25	Regional Revenue Agency			
26	Human Resources and Personnel Development Agency			
27	Regional Inspectorate			
28	Regional Disaster Management Agency			
29	Pattalassang District			
30	Sanrobone District			
31	South Polongbangkeng District			
32	North Polongbangkeng District			
33	Mangarabombang District			
34	Mappakasunggu District			
35	Galesong District			
36	South Galesong District			
37	North Galesong District			
38	Tanakeke Islands District			
Notes:				
	There is	29	2	8
	There isn't any	9	36	30

Figure 1. Results of the collection of input document files for Takalar Regency, 2024.

Document availability is displayed in three columns: 1) the 2025 PD work plan amendment, 2) the 2026 PD work plan, and 3) the 2025-2029 PD strategic plan. Different colors indicate input results, with green for available documents and red for unavailable documents.

Based on the data above, it can be seen that the performance of the Regional Warfare operators in the data input process in the application by the Regional Development Planning, Control, and Evaluation Division of Takalar Regency, in terms of work quality related to document fulfillment or completeness of documents in accordance with the work program in the application that must be fulfilled before the input deadline, is considered very minimal or still not optimal. Meanwhile, in terms of work quantity related to document fulfillment or completeness of documents in accordance with the work program in the application that must be fulfilled before the input deadline, it is considered that they still need to be more active in carrying out tasks in accordance with the responsibilities given.

Regional apparatus organizations in Takalar Regency that send regional apparatus document files according to the application are indicated by colors: red shows that data has not been entered, while green indicates data has been entered. The data presented is clear and understandable, and aligns with the application's requirements. Some regional apparatus organizations have not input any data into the application at all. This highlights that the assessment of operator performance in achieving good governance still requires special attention and systematic guidance to more effectively realize organizational goals. It is highly expected that performance can be improved. Therefore, this study focuses on determining a performance model to enhance task and responsibility execution. Despite many regional apparatus organizations, only two have input data as directed in the application, while others have not.

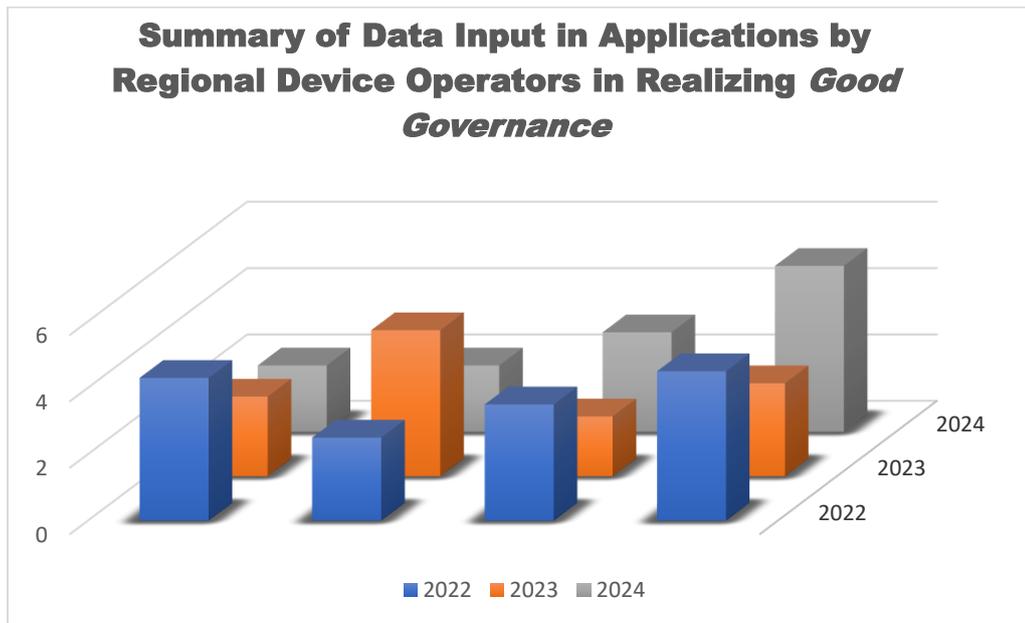


Figure 2. Summary graph of input results from regional device operators of Takalar regency, 2024.

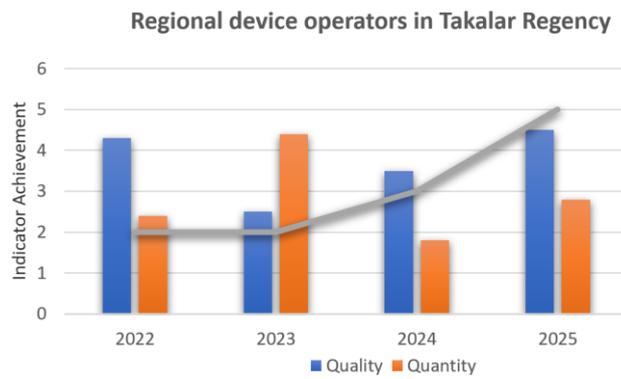


Figure 3. 2025 research results diagram.

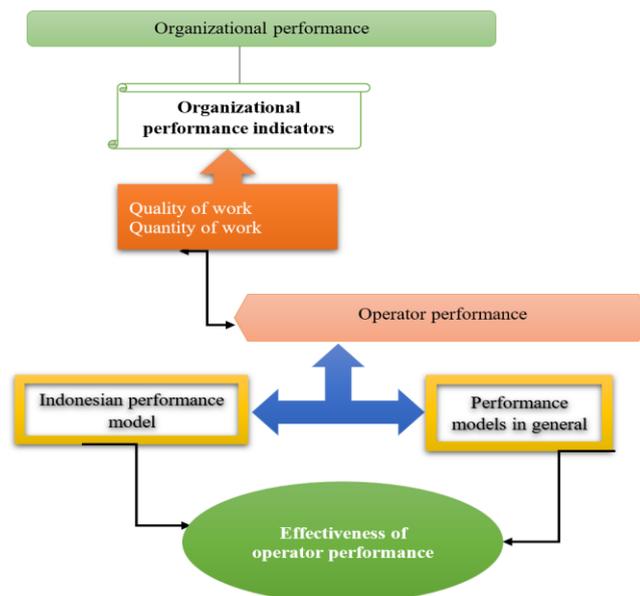


Figure 4. Regional device operator performance model framework.

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