

# The Impact of Good Governance Implementation on Public Services: Case Study of PT. Transjakarta

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Received: January, 27, 2025 Revised: January, 27, 2025 Accepted: January, 27, 2025

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## Abstract

This study aims to analyze the effect of good governance implementation on the quality of public services at PT Transjakarta. A quantitative approach was used with a survey method, involving 74 respondents selected purposively. Data were collected through a questionnaire based on indicators of transparency, accountability, participation, and service quality indicators such as reliability, responsiveness, and comfort of facilities. Data analysis was carried out descriptively using SPSS. The results of the study indicate that the principles of good governance have been implemented well and have a positive effect on the perception and level of satisfaction of service users. However, there are areas that need to be improved, such as schedule consistency, capacity management during peak hours, and increased sense of security. This study provides an important contribution to the development of effective governance policies to improve the quality of public services in the transportation sector.

**Keywords:** Good Governance, Service Quality, Transjakarta, User Satisfaction

DOI :  
p-ISSN :  
e-ISSN :

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## 1. Introduction

Quality public service is one of the important indicators in realizing good governance, especially in the context of Regional-Owned Enterprises (BUMD) engaged in the transportation service sector. PT Transjakarta, as a BUMD responsible for providing bus transportation services in DKI Jakarta, has a vital role in increasing the mobility of city residents and supporting environmentally friendly transportation policies. In order to provide optimal service, the implementation of good governance is very important.

Good governance refers to the application of principles such as transparency, accountability, participation, responsiveness, and effectiveness in the management of an organization. The application of these principles is expected to create more efficient and professional company management, as well as improve the quality of public services provided. However, in practice, there are many challenges faced by public service providers, including PT Transjakarta, in consistently implementing good governance. Issues such as budget constraints, management capacity, and customer satisfaction are important areas of focus in efforts to improve service quality.

This study aims to analyze the influence of the implementation of good governance on the

quality of public services at PT Transjakarta. By examining the extent to which good governance principles have been implemented and how this impacts the perception and satisfaction of Transjakarta service users, it is hoped that this research can contribute to the development of better management policies in the public transportation sector. This study is also expected to provide a clearer picture of the importance of good governance in improving and maintaining the quality of services that have a direct impact on public welfare

## 2. Literature Study

Good governance is a concept that continues to develop and becomes the main guideline in public sector management. According to the World Bank (2015), good governance includes transparency, accountability, participation, responsiveness, and effectiveness that aim to create efficient, fair, and community-based services. The application of this principle is key to increasing public trust in public institutions, including transportation services.

The quality of public services can be assessed using several indicators. According to Zeithaml and Bitner (2017), service quality indicators include reliability, responsiveness, assurance, empathy, and tangibles. These indicators serve as a reference in measuring user perceptions of service quality, especially in the public transportation sector.

Research related to the implementation of good governance in the public sector has been widely conducted. A study conducted by Setyowati and Wahyudi (2017) revealed that the implementation of good governance in city bus services can increase the perception of user comfort and safety.

Handayani et al. (2018) identified the relationship between good governance and public transportation user satisfaction. This study found that effective communication and service accessibility are important elements in increasing public trust.

Good governance principles can be considered as an effective strategy to improve the quality of public services. Thus, this study focuses on the effect of the application of good governance on the quality of services at PT. Transjakarta, which is one of the largest public transportation providers in Indonesia.

## 3. Research Design and Method

This study uses a quantitative approach with a survey method using a questionnaire to analyze the effect of the implementation of good governance on the quality of public services at PT Transjakarta.

The research population includes all Transjakarta service users, while the sample consists of 74 respondents selected purposively. The main criteria for the sample are users who have used Transjakarta services. The questionnaire was used as a data collection instrument, with questions based on indicators of good governance and quality of public services.

Data analysis was conducted descriptively using SPSS software to describe respondents' perceptions of the implementation of Transjakarta governance and service quality. The validity and reliability of the questionnaire were tested to ensure the consistency and accuracy of the data collected.

Good governance principles such as transparency, accountability, and participation with perceptions of service quality which include reliability, responsiveness, assurance, empathy, and physical facilities.

## 4. Results and Discussion

This study aims to analyze the effect of the implementation of good governance on the quality of public services at PT Transjakarta. Based on the data obtained, there are several interesting findings that can be used as a basis for improving the quality of public transportation services in the future. Next, the discussion will focus on descriptive analysis based on tables that have been processed from the survey results.

**Usia**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 20 tahun	23	31,1	31,1	31,1
	20 - 30 tahun	46	62,2	62,2	93,2
	31 - 40 tahun	4	5,4	5,4	98,6
	41 - 50 tahun	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Questionnaire

This table depicts the age distribution of respondents who participated in the research on the effect of good governance implementation on public services, especially on Transjakarta services. The majority of respondents were in the age range of 20-30 years (62.2 % ), followed by respondents aged 31-40 years (5.4%) and <20 years (31.1%). Respondents aged 41-50 years only accounted for 1.4 %. This shows that the majority of Transjakarta users in this study were in the young to early adult age range.

**Jeniskelamin**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	13	17,6	17,6	17,6
	Perempuan	61	82,4	82,4	100,0
	Total	74	100,0	100,0	

Source: Questionnaire

This table shows the gender composition of respondents. The majority of respondents were female (82.4 % ), while male respondents comprised 17.6%. This data indicates that Transjakarta services tend to be more widely used or more responsive among women in this study.

**Frekuensi**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - 2 Kali Seminggu	13	17,6	17,6	17,6
	3 - 5 Kali Seminggu	15	20,3	20,3	37,8
	Jarang	25	33,8	33,8	71,6
	Setiap Hari	21	28,4	28,4	100,0
	Total	74	100,0	100,0	

Source: Questionnaire

Based on the results of the questionnaire data, the frequency of respondents' activities showed quite diverse variations. As many as 17.6% of respondents reported doing this activity 1-2 times a week, while 20.3% of respondents did it 3-5 times a week. Respondents who rarely do this activity reached 33.8 %, making it the category with the highest percentage. On the other hand, 28.4 % of respondents stated that they do it every day. Overall, these data show that the majority of respondents tend to rarely or routinely do the activities in question every day, with a total of 74 respondents.

**Kategori Pengguna**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lainnya	6	8,1	8,1	8,1
	Pekerja	13	17,6	17,6	25,7
	Pelajar/Mahasiswa	52	70,3	70,3	95,9
	Pendatang/Wisatawan	3	4,1	4,1	100,0
	Total	74	100,0	100,0	

Source: Questionnaire

This table details the categories of Transjakarta service users based on their employment status or background. Respondents are dominated by the student category (70.3 %), followed by workers (17.6%), migrants/tourists (4.1%), and others (8.1%). This distribution confirms that Transjakarta is mostly used by students as their main mode of transportation, with contributions from workers and tourists in smaller numbers.

**P1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	16,2	16,2	16,2
	S	47	63,5	63,5	79,7
	SS	15	20,3	20,3	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest percentage value is in the "Agree" category with a value of 63.5 %, which shows that the majority of respondents feel that the seats at the bus stops and in the Transjakarta bus are quite comfortable to use. The "Strongly Agree" category has a value of 20.3 %, which shows a very high level of satisfaction from some respondents. Meanwhile, the "Neutral" category has a percentage of 16.2 %, and no respondents chose "Disagree". This shows that in general, respondents feel comfortable with the seating facilities at the bus stops and Transjakarta buses.

**P2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	9	12,2	12,2	12,2
	S	43	58,1	58,1	70,3
	SS	21	28,4	28,4	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 58.1 %, indicating that the majority of respondents feel that the temperature and air circulation inside the Transjakarta bus support travel comfort. The "Strongly Agree" category has a value of 28.4 %, indicating a high level of satisfaction from some respondents. Meanwhile, the "Neutral" category has a percentage of 12.2 %. Only 1.4 % of respondents chose "Disagree", indicating that dissatisfaction with the temperature and air circulation is very low. Overall, almost all respondents felt that the trip on the Transjakarta bus was comfortable from this aspect.

**P3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	10	13,5	13,5	13,5
	S	42	56,8	56,8	70,3
	SS	21	28,4	28,4	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest index value is in the "Agree" category with a percentage of 56.8 %. This shows that most respondents feel that the cleanliness of Transjakarta buses and stops has been well maintained. However, there are 13.5 % of respondents who are neutral towards this statement, while 28.4% of respondents stated "Strongly Agree." Only 1.4 % of respondents disagreed that cleanliness has been maintained. Overall, the cleanliness of buses and bus stops is considered quite good by Transjakarta users.

**P4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	23	31,1	31,1	31,1
	S	37	50,0	50,0	81,1
	SS	9	12,2	12,2	93,2
	STS	1	1,4	1,4	94,6
	TS	4	5,4	5,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 50%, stated "Agree" that they feel safe from criminal acts at bus stops and on Transjakarta buses. As many as 31.1 % of respondents were neutral, while 12.2% stated "Strongly Agree." There was a small portion of respondents, namely 5.4%, who stated "Disagree," and 1.4% stated "Strongly Disagree." These results indicate that although most users feel safe, there is room to improve the sense of security for all Transjakarta users.

**P5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	16	21,6	21,6	21,6
	S	40	54,1	54,1	75,7
	SS	16	21,6	21,6	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 54.1 %, stated "Agree" that the presence of CCTV at bus stops and buses increases their sense of security as users. As many as 21.6% of respondents were neutral, while 21.6% stated "Strongly Agree." and There was a small portion of respondents, namely 2.7%, who stated "Disagree," These results indicate that although most users feel the benefits of the presence of CCTV, there is still room to improve the sense of security for all Transjakarta users.

**P6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	15	20,3	20,3	20,3
	S	44	59,5	59,5	79,7
	SS	13	17,6	17,6	97,3
	STS	1	1,4	1,4	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 59.5 %, stated "Agree" that security officers at bus stops help maintain order. As many as 20.3 % of respondents were neutral, while 17.6% stated "Strongly Agree." There were a small number of respondents, namely 1.4%, who stated "Disagree," and 1.4% stated "Strongly Disagree." These results indicate that the presence of security officers at bus stops is considered important by most users, although there is still room for improvement in maintaining order at Transjakarta bus stops.

**P7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	16	21,6	21,6	21,6
	S	45	60,8	60,8	82,4
	SS	11	14,9	14,9	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 60.8 %, stated "Agree" that the driver drives the Transjakarta bus at a safe and orderly speed. As many as 21.6% of respondents were neutral, while 14.9% stated "Strongly Agree." and There was a small portion of respondents, namely 2.7%, who stated "Disagree,". These results indicate that although most users feel that the driver drives the bus safely and orderly, there is still room for improvement so that all users feel more comfortable and safe.

**P8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	17	23,0	23,0	23,0
	S	40	54,1	54,1	77,0
	SS	12	16,2	16,2	93,2
	TS	5	6,8	6,8	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 54.1 %, stated "Agree" that they rarely hear of accident incidents on Transjakarta services. As many as 23% of respondents were neutral, while 16.2% stated "Strongly Agree." and There was a small portion of respondents, namely 6.8%, who stated "Disagree". These results indicate that the perception of the low frequency of accident incidents is quite positive, although there is still room to strengthen user confidence in the safety of Transjakarta services.

**P9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	17,6	17,6	17,6
	S	49	66,2	66,2	83,8
	SS	10	13,5	13,5	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 66.2 %, stated "Agree" that they feel confident that Transjakarta buses undergo routine inspections to ensure passenger safety. As many as 17.6% of respondents were neutral, while 13.5% stated "Strongly Agree." and There a small portion of respondents, namely 2.7%, stated "Disagree". This result shows that user trust in Transjakarta's routine bus inspection efforts is quite high, but there is still an opportunity to improve transparency and communication regarding safety procedures to reassure all users.

**P10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	27	36,5	36,5	36,5
	S	29	39,2	39,2	75,7
	SS	5	6,8	6,8	82,4
	STS	1	1,4	1,4	83,8
	TS	12	16,2	16,2	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents, namely 39.2%, stated "Agree" that they rarely wait long to get a Transjakarta bus. As many as 36.6% of respondents were neutral, while 6.8% stated "Strongly Agree.", namely 16.2%, who stated "Disagree," and There was a small portion of respondents 1.4% stated "Strongly Disagree." These results indicate that short waiting times have been felt by most users, but efforts are still needed to ensure schedule consistency to improve user experience.

**P11**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	30	40,5	40,5	40,5
	S	30	40,5	40,5	81,1
	SS	7	9,5	9,5	90,5
	STS	1	1,4	1,4	91,9
	TS	6	8,1	8,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents stated "Agree" and "Neutral" with a value of 40.5%, that the bus arrival time at the bus stop is in accordance with the schedule. available, while 9.5% stated "Strongly Agree." A small portion of respondents, namely 8.1 %, stated "Disagree," and 1.4% stated "Strongly Disagree." These results indicate that the majority of users feel that the bus schedule is quite appropriate, but there is still room to improve the accuracy of the schedule to ensure a better experience for all Transjakarta users.

**P12**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	24,3	24,3	24,3
	S	41	55,4	55,4	79,7
	SS	11	14,9	14,9	94,6
	TS	4	5,4	5,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest percentage value is in the "Agree" category with a value of 55.4 %, which shows that the majority of respondents feel that information about bus schedules is easily accessible and accurate. The "Strongly Agree" category has a value of 14.9 %, which shows a very high level of trust from some respondents. Meanwhile, the "Neutral" category has a percentage of 24.3 %, and 5.4% of respondents who chose "Disagree". This shows that in general, respondents are satisfied with the accessibility and accuracy of information about the Transjakarta bus schedule.

**P13**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	14,9	14,9	14,9
	S	49	66,2	66,2	81,1
	SS	11	14,9	14,9	95,9
	TS	3	4,1	4,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest percentage value is in the category "Agree" with a value of 63.2 %, which shows that the majority of respondents feel that Transjakarta staff at the bus stops and on the bus are friendly and helpful to passengers. The "Strongly Agree" category has a value of 14.9 %, which shows a very high level of satisfaction from some respondents. Meanwhile, the "Neutral" category has a percentage of 14.9 %, and 4.1% of respondents who chose "Disagree." This shows that in general, respondents are satisfied with the friendly attitude and service provided by Transjakarta staff.

**P14**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	17,6	17,6	17,6
	S	49	66,2	66,2	83,8
	SS	11	14,9	14,9	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest percentage value is in the "Agree" category with a value of 66.2 %, which shows that the majority of respondents feel that Transjakarta staff are responsive in handling passenger questions or complaints. The "Strongly Agree" category has a value of 14.9 %, which shows a very high level of satisfaction from some respondents. Meanwhile, the "Neutral" category has a percentage of 17.6 %, and 1.4% of respondents who chose "Disagree." This shows that in general, respondents feel that Transjakarta staff are quite responsive in providing services related to passenger questions or complaints.



**P15**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	17,6	17,6	17,6
	S	47	63,5	63,5	81,1
	SS	14	18,9	18,9	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest percentage value is in the "Agree" category with a value of 63.5%, which shows that the majority of respondents feel that Transjakarta staff have good knowledge of bus routes and schedules. The "Strongly Agree" category has a value of 18.9 %, which shows a very high level of satisfaction from some respondents. Meanwhile, the "Neutral" category has a percentage of 17.6 %. This shows that in general, respondents feel that Transjakarta staff are quite competent in providing information related to bus routes and schedules.

**P16**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	27	36,5	36,5	36,5
	S	32	43,2	43,2	79,7
	SS	6	8,1	8,1	87,8
	STS	2	2,7	2,7	90,5
	TS	7	9,5	9,5	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the highest percentage value is in the "Agree" category with a value of 43.2 %, which indicates that the majority of respondents feel that the number of passengers per bus is still within a comfortable capacity. The "Strongly Agree" category has a value of 8.1 %. Meanwhile, the "Neutral" category has a percentage of 36.5%, namely 9.5% of respondents who chose "Disagree." and 2.7% who chose "Strongly Disagree." This shows that in general, respondents feel that the passenger capacity on the Transjakarta bus is quite comfortable, although there are some respondents who may feel otherwise due to the crowds that occur during the hours when people go to and from work.

**P17**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	22	29,7	29,7	29,7
	S	21	28,4	28,4	58,1
	SS	5	6,8	6,8	64,9
	STS	5	6,8	6,8	71,6
	TS	21	28,4	28,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the results of the table above, the majority of respondents stated "Neutral" with a value of 29.7%, 28.4% stated "Agree" and "Disagree", while 6.8% stated "Strongly Agree." and 6.8% stated "Strongly Disagree." These results indicate that the majority of users feel that the conditions inside the Transjakarta bus are quite comfortable and not often crowded, although there are still some who feel otherwise.

**P18**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	25	33,8	33,8	33,8
	S	30	40,5	40,5	74,3
	SS	6	8,1	8,1	82,4
	STS	3	4,1	4,1	86,5
	TS	10	13,5	13,5	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 40.5 %, which shows that the majority of respondents feel that the number of passengers in one fleet is still controlled/does not exceed capacity during the trip. The "Strongly Agree" category is only 8.1 %, Meanwhile, the "Neutral" category has a percentage of 33.8%. 13.5 % of respondents chose "Disagree", and 4.1% for "Strongly Disagree". Overall, almost all respondents felt that the number of passengers on the Transjakarta bus was well controlled during the trip.

**P19**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	22	29,7	29,7	29,7
	S	42	56,8	56,8	86,5
	SS	8	10,8	10,8	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 56.8 %, indicating that the majority of respondents rarely see empty fleets during rush hour. The "Strongly Agree" category has a value of 10.8 %, while the "Neutral" category has a percentage of 29.7%. Only 2.7 % of respondents chose "Disagree," indicating that most users feel that the Transjakarta fleet is not too empty during rush hour. Overall, respondents feel that the fleet during rush hour is generally quite full and rarely seen empty.

**P20**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	22	29,7	29,7	29,7
	S	40	54,1	54,1	83,8
	SS	5	6,8	6,8	90,5
	STS	1	1,4	1,4	91,9
	TS	6	8,1	8,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 54.1 %, indicating that the majority of respondents feel that the TransJakarta fleet is always available during peak hours without any shortages. The "Strongly Agree" category has a value of 6.8 %, while the "Neutral" category has a percentage of 29.7%. Namely 8.1% for "Disagree", and only 1.4% of respondents chose "Strongly Disagree," indicating that most users feel that the TransJakarta fleet is quite available during peak hours. Overall, the majority of respondents feel that the fleet is adequate to meet travel needs during peak hours.

**P21**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	31	41,9	41,9	41,9
	S	27	36,5	36,5	78,4
	SS	5	6,8	6,8	85,1
	STS	2	2,7	2,7	87,8
	TS	9	12,2	12,2	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

The majority of respondents, 41.9 %, gave a "Neutral" answer regarding the statement that the TransJakarta fleet often experiences operational disruptions that hamper service. As many as 36.5 % of respondents stated "Agree," while 12.2% of respondents stated "Disagree." Only 6.8 % stated "Strongly Agree" and 2.7% stated "Strongly Disagree." This data indicates that although there are users who feel operational disruptions occur, the majority of respondents have not fully decided their stance on the issue.

**P22**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	7	9,5	9,5	9,5
	S	43	58,1	58,1	67,6
	SS	24	32,4	32,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

A total of 58.1 % of respondents stated "Agree" that TransJakarta service fees are affordable for all levels of society. A total of 32.4 % of respondents stated "Strongly Agree," and only 9.5% of respondents were "Neutral." No respondents stated "Disagree" or "Strongly Disagree." This shows that the majority of respondents are satisfied with the level of affordability of TransJakarta service costs.

**P23**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	9	12,2	12,2	12,2
	S	49	66,2	66,2	78,4
	SS	16	21,6	21,6	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

The majority of respondents, 66.2 %, stated "Agree" that TransJakarta ticket prices are commensurate with the quality of service provided. As many as 21.6 % of respondents stated "Strongly Agree," while 12.2% of respondents were "Neutral." No respondents stated "Disagree" or "Strongly Disagree." This shows that most respondents are satisfied with the suitability between ticket prices and the quality of TransJakarta services.

**P24**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	7	9,5	9,5	9,5
	S	44	59,5	59,5	68,9
	SS	23	31,1	31,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

As many as 59.5 % of respondents stated "Agree" that TransJakarta service costs are quite

economical compared to other transportation. Respondents who stated "Strongly Agree" reached 31.1 %, while 9.5% of respondents were "Neutral." No respondents stated "Disagree" or "Strongly Disagree." These data show that the majority of respondents consider TransJakarta service costs to be relatively economical.

**P25**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	6	8,1	8,1	8,1
	S	46	62,2	62,2	70,3
	SS	22	29,7	29,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

As many as 62.2 % of respondents stated "Agree" that they feel comfortable using cards to pay for TransJakarta tickets because it is more practical and easier. In addition, 29.7 % of respondents stated "Strongly Agree," while 8.1% of respondents were "Neutral." No respondents stated "Disagree" or "Strongly Disagree." This data shows that the majority of respondents appreciate the convenience of using cards as a payment method.

**P26**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	8	10,8	10,8	10,8
	S	46	62,2	62,2	73,0
	SS	19	25,7	25,7	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

A total of 62.2 % of respondents stated "Agree" that the card tap process when entering and exiting is functioning well. In addition, 25.7 % of respondents stated "Strongly Agree," while 10.8% of respondents were "Neutral." A total of 1.4 % of respondents stated "Disagree," and no respondents stated "Strongly Disagree." This shows that most respondents are satisfied with the reliability of the TransJakarta card tap system.

**P27**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	16,2	16,2	16,2
	S	44	59,5	59,5	75,7
	SS	15	20,3	20,3	95,9
	TS	3	4,1	4,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

value is in the "Agree" category related to the ease of the TransJakarta card balance top-up process which can be done at various locations with various payment options, with a percentage value of 59.5 %. This shows that the majority of respondents are satisfied with the ease of the facility. The lowest index value is in the "Disagree" category with a percentage of 4.1 %.

**P28**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	14	18,9	18,9	18,9
	S	45	60,8	60,8	79,7
	SS	12	16,2	16,2	95,9
	TS	3	4,1	4,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

value is in the "Agree" category regarding the ease of finding a bus route that suits your travel destination, with a percentage value of 60.8 %. This shows that the majority of respondents feel that bus route information facilities are easy to access. The lowest index value is in the "Disagree" category with a percentage of 4.1 %.

**P29**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	16	21,6	21,6	21,6
	S	45	60,8	60,8	82,4
	SS	12	16,2	16,2	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 60.8 %, indicating that the majority of respondents find it easy to find a bus route that suits their travel destination. The "Strongly Agree" category has a value of 16.2 %. Meanwhile, the "Neutral" category has a percentage of 21.6 %. On the other hand, only 1.4 % of respondents chose "Disagree", and no respondents chose "Strongly Disagree".

**P30**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	15	20,3	20,3	20,3
	S	44	59,5	59,5	79,7
	SS	15	20,3	20,3	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 59.5%, indicating that the majority of respondents feel that the TransJakarta service area covers a wide area and is well connected to other modes of transportation. The "Strongly Agree" category has a value of 20.3 %. Meanwhile, the "Neutral" category has a percentage of 20.3 %. No respondents chose the "Disagree" or "Strongly Disagree" categories.

**P31**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	17	23,0	23,0	23,0
	S	43	58,1	58,1	81,1
	SS	12	16,2	16,2	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 58.1 %,

indicating that the majority of respondents feel that the bus stop facilities, such as seating and information boards, are adequate. The "Strongly Agree" category has a value of 23.0 %. Meanwhile, the "Neutral" category has a percentage of 16.2 %. Conversely, 2.7 % of respondents chose "Disagree", and no respondents chose "Strongly Disagree".

**P32**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	12	16,2	16,2	16,2
	S	42	56,8	56,8	73,0
	SS	14	18,9	18,9	91,9
	STS	2	2,7	2,7	94,6
	TS	4	5,4	5,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 56.8 %, which shows that the majority of respondents feel that TransJakarta bus stops have provided good access for people with disabilities. The "Strongly Agree" category has a value of 18.9 %, while the "Neutral" category has a percentage of 16.2%. The "Disagree" and "Strongly Disagree" categories each only have a percentage of 5.4 % and 2.7%, respectively.

**P33**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	17,6	17,6	17,6
	S	48	64,9	64,9	82,4
	SS	12	16,2	16,2	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 64.9 %, which shows that the majority of respondents feel that the information about routes and schedules at each TransJakarta bus stop is clear enough and easy to read. The "Strongly Agree" category has a value of 16.2 %, while the "Neutral" category has a percentage of 17.6%. The "Disagree" category only has a value of 1.4 %, and no respondents chose the "Strongly Disagree" category.

**P34**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	26	35,1	35,1	35,1
	S	37	50,0	50,0	85,1
	SS	8	10,8	10,8	95,9
	TS	3	4,1	4,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Agree" category has the highest value with a percentage of 50.0 %, which shows that the majority of respondents feel that TransJakarta's performance report is easily accessible to the public. The "Neutral" category is in second place with a percentage of 35.1 %, followed by the "Strongly Agree" category of 10.8%. Meanwhile, the "Disagree" category only has a percentage of 4.1 %, and no respondents chose the "Strongly Disagree" category.

**P35**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	33	44,6	44,6	44,6
	S	32	43,2	43,2	87,8
	SS	6	8,1	8,1	95,9
	TS	3	4,1	4,1	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table results, the "Neutral" category has the highest value with a percentage of 44.6 %, indicating that most respondents have a neutral view of TransJakarta's operational and financial transparency. The "Agree" category is in second place with a percentage of 43.2 %, followed by the "Strongly Agree" category of 8.1%. The "Disagree" category has a percentage of 4.1 %, and no respondents chose the "Strongly Disagree" category.

**P36**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	26	35,1	35,1	35,1
	S	39	52,7	52,7	87,8
	SS	7	9,5	9,5	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

value is in the "Agree" category related to TransJakarta's performance information that is easy to find, with a percentage value of 52.7 %. This shows that the majority of respondents feel quite satisfied with the accessibility of TransJakarta's performance information. The lowest index value is in the "Disagree" category with a percentage of 2.7 %.

**P37**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	24	32,4	32,4	32,4
	S	44	59,5	59,5	91,9
	SS	6	8,1	8,1	100,0
	TS				
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

The highest index value is in the "Agree" category related to the provision of facilities for passenger feedback by TransJakarta, with a percentage value of 59.5 %. This shows that the majority of respondents are satisfied with the facilities provided to provide feedback. The lowest index value is in the "Strongly Agree" category with a percentage of 8.1 %.

**P38**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	28	37,8	37,8	37,8
	S	37	50,0	50,0	87,8
	SS	7	9,5	9,5	97,3
	TS	2	2,7	2,7	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table, the "Agree" category has the highest value with a percentage of 50.0 %, indicating that the majority of respondents feel that user input is considered by TransJakarta. The "Neutral"

category is in second place with a percentage of 37.8 %, followed by the "Strongly Agree" category of 9.5%. Meanwhile, the "Disagree" category only has a percentage of 2.7 %, and no respondents chose the "Strongly Disagree" category.

**P39**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	26	35,1	35,1	35,1
	S	39	52,7	52,7	87,8
	SS	8	10,8	10,8	98,6
	TS	1	1,4	1,4	100,0
	Total	74	100,0	100,0	

Source: Processed data (SPSS, 2024)

Based on the table, the majority of respondents chose "Agree" with a percentage of 52.7 %, which shows that more than half of the respondents feel that the public's voice is taken into account in the policies taken by TransJakarta. The "Neutral" category has the second highest percentage of 35.1 %, followed by "Strongly Agree" of 10.8%. Meanwhile, the "Disagree" category has a small percentage of 1.4 %, and no respondents chose "Strongly Disagree".

## 5. Conclusions

In general, the research results show that the principles of good governance such as transparency, accountability, and participation have been implemented quite well in Transjakarta services. This is reflected in the high level of respondent satisfaction with certain aspects, such as service reliability, responsiveness of officers, and comfort of physical facilities.

However, there are several areas that still need more attention, especially in terms of maintaining bus schedule consistency, increasing passenger safety, and ensuring comfortable passenger capacity during peak hours. This perception shows that although the implementation of good governance has had a positive impact, there is still opportunity to improve the quality of public services.

This study shows that the implementation of good governance principles in PT Transjakarta has a positive influence on the quality of public services received by users. The majority of respondents assessed that the aspects of transparency, accountability, and participation have been implemented well, thus increasing trust and satisfaction with the transportation services provided.

study provides an important contribution to the management of public transportation services in the future, especially in strengthening good governance as a basis for improving service quality. Further research is recommended to involve qualitative methods to dig deeper into user perceptions and add data from the company's operational perspective for more comprehensive results.

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