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The Effects of Public Perception and Application of Good Governance Principles on Organizational Performances (A Case Study on the One-Stop-Integrated-Services of the Investment Agency of Dki Jakarta Province)

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Abstract

This study was aimed at analyzing the effects of public perception and application of good governance principles, both partially and simultaneously, on an organizational performance. The research was conducted by using a questionnaire survey method. The samples in this study were 53 people and the sampling technique was simple random sampling. The data analyses were the correlation and regression analysis, t-test, F-test, and determination coefficient test. The results of the study proved that the public perception and application of good governance principles; both partially and simultaneously; had a positive and significant impact on organizational performance. The public perception had an effect of 60.5%, while the application of good governance principles had an effect of 55.1%. Meanwhile, those two independent variables had an effect of 88.6% on the dependent variable.

Keywords
public perception; application of good governance principles; organizational performance

I. Introduction

Improving performance is not an easy thing in an organization as many factors can influence both internally and externally and can be the potential to inhibit organizational performance. Various factors that affect organizational performance provide information about the performance of implementation in the organizational units, where the organization requires adjustments to all activities following organizational goals. This is the reason the author conducted this research.

The One-Stop-Integrated-Services of the Investment Agency (DPM-PTSP) of Special Capital Region (DKI) Jakarta Province is one of the government agencies whose duties include providing services and facilitating investment problems in realizing investment in DKI Jakarta. Also, it deals with the development of leading export commodities and other commodities that have the prospect of increasing economic growth, so they can become a forum for investment development in the DKI Jakarta area on a world scale. The demands of such a large task and responsibility certainly really require optimal performance and get the attention of the community. The performance of DPM PTSP DKI Jakarta Province as a public sector organization certainly also gets observations from the public so that it can lead to perception. Moreover, the community as recipients of services provided by DPM PTSP DKI Jakarta Province certainly has its assessment of the performance that has been carried out related to their duties.

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Based on the public perception in the results of a survey conducted in 2019, the performance of DPM-PTSP DKI Jakarta Province was not optimal as shown in the graph below:

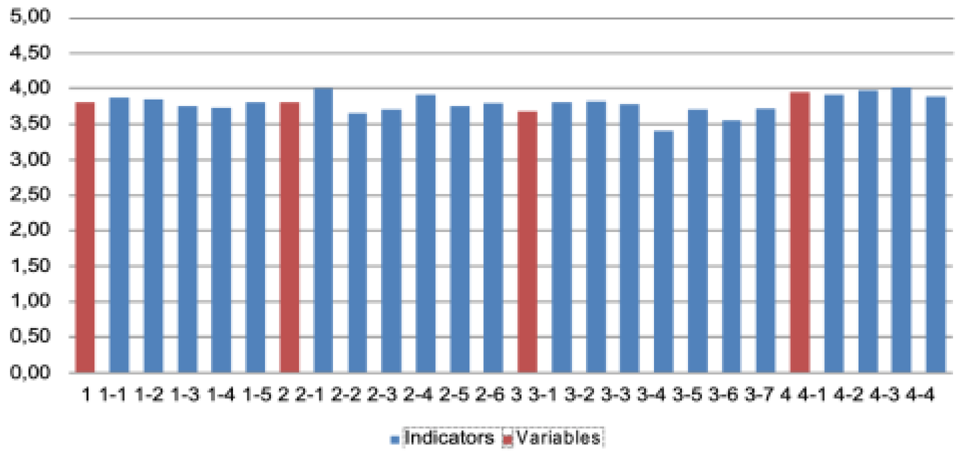

Figure 1. *Graph of Community Survey Results in 2019*

The overall assessment was measured based on licensing and investment/investment services. Based on the above chart, the index reached an average of 3.53 of the targets of 3.90, so the realization of KPI achievements of the year 2019 only reached 92.81% of the target. From the survey results, it could be seen that the public perception of the performance of DPM PTSP DKI Jakarta Province in providing services was quite positive (98.46%) although it was not optimal. The results of this survey were also strengthened by the achievement of the performance in 2019, shown in the following table.

Table 1. Achievement of Service Perfomance of DPM PTSP DKI Jakarta Province in 2019

Program/Activities	Performance Indicator		Target	Realization	Achievement
Improvement Program					
	Amount	Project	PMA: 1500	PM : 6.483	432%
Promotion and					
	PMA and PMDN		PMDN: 100	PMDN: 497	497%
Investment Cooperation					
Program of Capital investment	Service Program				
Service	Percentage				
	Permissions/Non		100%	99%	99%
	Permission				
	which is punctual				
Program of Improvement of	Improvement of		PMA: Rp	PMA: Rp	
Investment	Investment Realization of		63,94 trillion	61,3 trillion	96%
	PMA and PMDN		PMDN: Rp	PMDN: Rp	338%
			13,97 trillion	47,3 trillion	
Improvement Program	Number of reviewed companies				
Supervision			2.200	1.200	
					55%
Control	Use of		companies	companies	
Capital Supervision	Permission				

Source; Renstra DPM PSTP DKI Jakarta, 2019

Based on the table above, it is clear that there are still problems related to the performance of DPM PTSP DKI Jakarta Province. There are several programs/activities where the achievements have not been following the targets that have been set. This is according to the perception of some people as business actors and investors because, among other things, the good governance principles had not been implemented as a whole, while in one of its missions, DPM PTSP DKI Jakarta Province seeks to increase investment based on good governance.

This difference in perception can occur because according to the community the performance of the DPM PTSP DKI Jakarta Province does not always match what the community wants exactly. Differences in perception are a crucial problem that causes organizational performance to be ineffective and inefficient. This condition urges DPM PTSP DKI Jakarta Province to be more serious in improving its performance.

Associated with public perception of the performance of DPM PTSP DKI Jakarta Province as a public organization certainly has a major role in efforts to achieve optimal performance. One of the strategic choices to improve the performance of public sector organizations is to apply the principles of good governance (Dwiyanto, 2006). There are three considerations why public sector organizations are strategic points to start implementing the good governance principles in Indonesia. First, the organizations of public sector have been the realm where the state represented by the government interacts with non-governmental institutions and the public. Second, it was because the organizations of public sector are areas where various principles of good governance can be articulated with relative ease. Third, public sector organizations involve the interests of all elements of governance. Through the application of the good governance principles, the apparatus must be organized, updated, and improved to change its image for the better.

Therefore, the application of the good governance principles in the management of organizations in government agencies is a must and cannot be avoided as a consequence of the increasing demands of society for the high performance of public sector organizations. In addition, the democratic climate is getting better, the level of public education is getting higher, and the freedom of the press is a tool of social control and development. Education is a very important human need because education has a duty to prepare Human Resources (HR) for the development of the nation and state (Pradana et al, 2020). According to Astuti et al (2019) Education is an obligation of every human being that must be pursued to hold responsibilities and try to produce progress in knowledge and experience for the lives of every individual. Education is one of the efforts to improve the ability of human intelligence, thus he is able to improve the quality of his life (Saleh and Mujahiddin, 2020).

The image of the low performance of public sector organizations is certainly familiar. In addition to low performance, there is also a difficult, convoluted bureaucracy and the intrigue of bribery practices that always color and make the image of organizations of public sector worse. Therefore, the organizations of public sector must be managed in a transparent and accountable manner by every service unit of government agency, as well as the DPM PTSP DKI Jakarta Province.

Public perception is one of the external factors that affects the performance of organizations of public sector. Furtwengler (2002:10) suggested that the factors that can affect organizational performance come from the perspective of service users on products and services that have more value. The community as part of the stakeholders of government organizations has a role in providing an assessment of the performance that has been carried out.

Good governance is an effort to change the character of the government not to work alone without paying attention to the interests or aspirations of the community. One of the strategic choices to improve the performance of public sector organizations is to apply the good governance principles (Dwiyanto, 2006).

In the public sector, the performance of the organization is judged not enough to just use the indicators attached to the government but must also look at the indicators attached to the community as one of the interested parties, one of which is the point of view or perception. Differences in perception are a crucial problem that causes organizational performance to be ineffective and inefficient.

There are three considerations for applying the good governance principles in the organizations of public sector, namely the organizations of public sector have been a domain where the state represented by the government interacts with non-governmental institutions and the community, because public sector organizations are a domain where various the principles of good governance can be articulated with relative ease, and public sector organizations involve the interests of all elements of governance (Dwiyanto, 2006).

From the above framework, a research concept can be made as shown in the figure below:

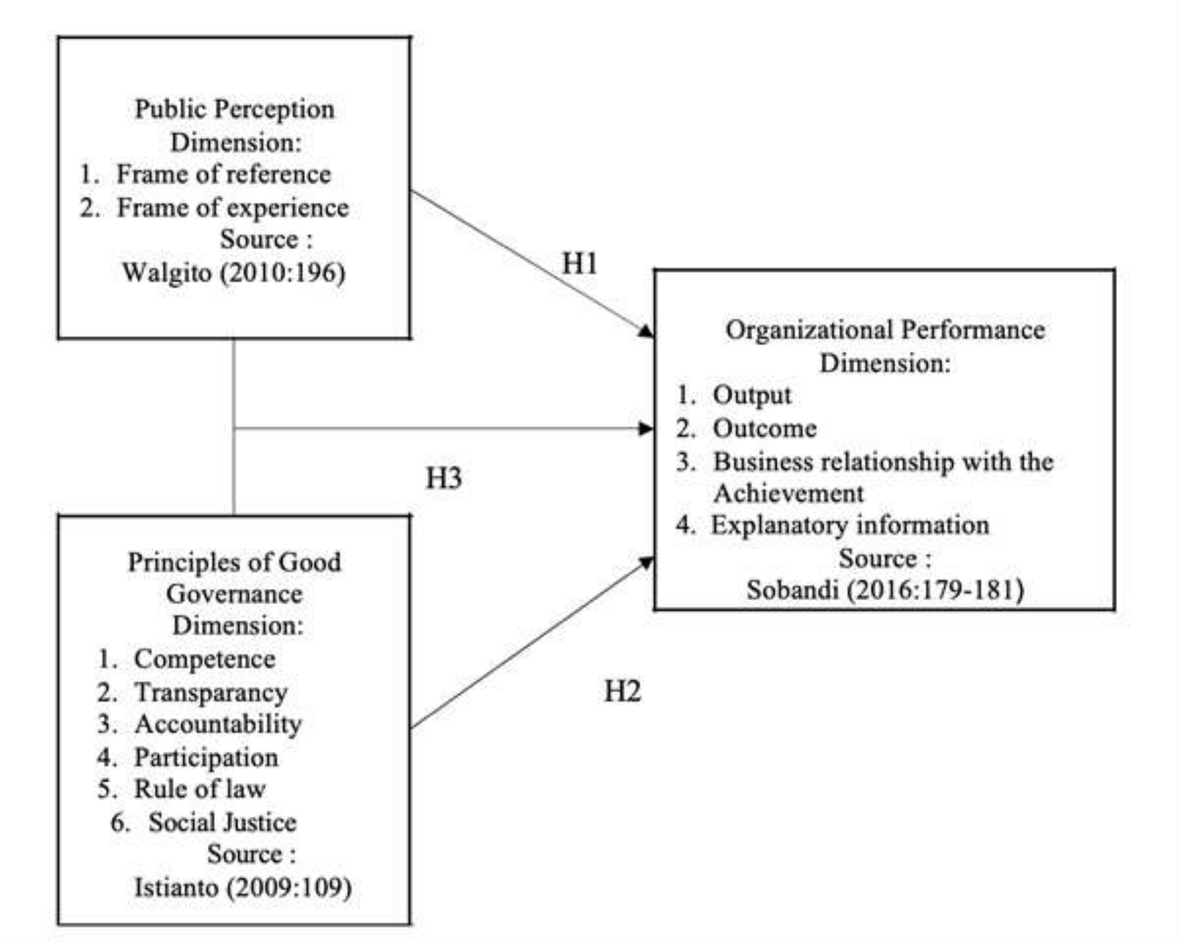

Figure 2. *The Concept of the Research*

From the research concept above, the hypotheses were proposed as follows.

a. Public perception affects organizational performance.
b. Application of the good governance principles affects organizational performance.
c. Both community perception and implementation of good governance principles affect organizational performance.

This research is expected to provide additional knowledge and insight of the authors about the importance of improving organizational performance following public perception and implementing the principles of good governance comprehensively can provide input to DPM PTSP DKI Jakarta Province to continue to strive to improve organizational performance by perfecting the application of good governance principles in every form of service to get a positive perception from the public. Community, business actors, and investors and can be an encouragement for all employees of DPM PTSP DKI Jakarta Province to continue to strive to contribute to maximum performance to improve overall organizational performance.

II. Research Method

The research was conducted on PTSP DPM Jakarta, in 2020 using a quantitative descriptive approach. The sample data were analyzed according to the statistical method used. Related to this, this type of research was developed in an explanatory approach, namely explaining the relationship and influence of several research variables, so that the research results can explain whether there is a positive and significant effect of independent variables towards the dependent variable, either partially or simultaneously.

Here, questionnaires are primary data, while secondary data are obtained from journals and other sources that can be used as input to support research. Primary data were collected through the distribution of questionnaires containing closed statements to research respondents. The questionnaire was ranked using a Likert scale. The population in this study are firms and investors who apply for licensing as well as investing in DPM-PTSP Jakarta during October to December 2020 530 applicants. With limited time, the authors took a sample in this study of 53 people (10%) using a simple random sampling.

The method of data collection was from the questionnaire, a list containing a series of written statements and questions regarding a problem or field understudy to obtain information about a problem. The questionnaire contains several questions following the indicators listed in this study to be answered and filled in by the respondents who were selected as research samples.

The next step is to test the questionnaires that have been filled out and returned by the respondents through validity and reliability tests. The validity test aims to test whether each item of the statement is truly valid, to be able to determine a high degree of closeness of the data obtained with what is believed in the measurement. As a reference, look at the r results for each item (variable) in the Corrected Item – Total Correlation column. A reliability test is the degree of accuracy, precision, or accuracy shown by the measuring instrument (Margono, 2012). An analysis of item reliability aims to test the consistency of the questions in revealing indicators. Calculation of item reliability in this study by looking at the value of Cronbach's alpha, which is generally considered reliable if the Cronbach's alpha value is >0.7.

In addition to the quality test of the research instrument, the classical assumption test was also carried out, which consisted of a normality test, a homogeneity test, and a multicollinearity test. The normality test aims to measure whether the data obtained has a normal distribution. In other words, whether the data obtained comes from a population that is normally distributed. In this study, the normality test used the Kolmogorov-Smirnov.

A homogeneity test was for determining whether some variances of population are similar. This was performed as a prerequisite step in the analysis of the independent sample of t-test and ANOVA. As a test criterion, if the significance value is more than 0.05, it can be said that the variance of two or more data groups is the same.

Then, the multicollinearity test was for finding out whether there is a deviation from the classical assumption of multicollinearity, namely the existence of a linear relationship between variables in the regression model. The multicollinearity test method was to look at the inflation factor (VIF) value in the regression model. According to Ghozali (2012: 91), in general, if the VIF is greater than 10, then the variable has a multicollinearity problem with other independent variables.

After meeting the requirements of classical assumptions, it was proceeded with the correlation and regression analysis. Correlation analysis is a variable used to test the presence or absence of the relationship and the direction of two or more variables. The measurement of the relationship among two variables is expressed in a number called the Correlation Coefficient with the following criteria:

a. The magnitude of the coefficient between -1 0 +1
b. The magnitude of the coefficient -1 & 1 is a perfect relationship
c. Coefficient values of 0 or close to 0 are considered unrelated between the two tested variables. To calculate the correlation coefficient, the formula of Pearson Product Moment is used:

$$rxy = \frac{n\,(\sum XY) - (\sum X)\,(\sum Y)}{\sqrt{n(\sum X^2) - (\sum X)^2}\;\sqrt{n(\sum Y^2) - (\sum Y)^2}}$$

Where:
rxy = correlation coefficient
n = number of subjects
X = score of each item
Y = total score

$(\sum X)^2$	=	the square of the number of item scores
$\sum X^2$	=	sum of squares of item scores
$(\sum Y)^2$	=	square of total score

Here, the regression analysis was to test the extent of the influence of the variable on the dependent variable after it is known that there is a relationship between the variables. Then, multiple regression analysis was used to predict how the condition (up and down) of the dependent variable whether two or more independent variables as predictors were manipulated (increase in value). The multiple regression formula is as follows (Sugiyono, 2012: 277):

$$Y = a + b1X1 + b2X2 + bnXn$$

Where:
Y = variable of organizational performance
a = constant, the value of Y if X= 0
b = multiple linear regression coefficients

X1	=	Variable of public perception
X2	=	Variable of Good Governance

To test the proposed hypothesis, the t-test, F-test and the coefficient of determination test were carried out. The t-test (partial) was used to determine the effect of each independent variable on the dependent variable. If the value of t count > t table or significant value < alpha, it is said that the proposed hypothesis design is accepted, otherwise if t arithmetic < t table or significant value > alpha it is said that the proposed hypothesis design is rejected. The F (simultaneous) test is used to determine whether the independent variables simultaneously or simultaneously affect the dependent variable. If the calculated F value > F table or significant value < alpha, it is said that the proposed hypothesis design is accepted. Next, if the F table value < F table or significant value > alpha, the proposed hypothesis design is rejected.

Next, the coefficient of determination (R2) was to measure the extent of the contribution of independent variables on the dependent variable. In other words, the coefficient of determination serves as a measure of the accuracy or compatibility of a regression line with a group of observed data. Last, the R^2 was to measure the proportion or percentage of the total variation in Y described by the regression model.

III. Results and Discussion

3.1 Description of Research Variable Data

a. Community Perception Variables

Based on the results of data processing, the average value (mean) was 27.60, the standard deviation (standard deviation) is 3.021 mode 27 and the median is 26.00. This reflects that the public perception is quite good on the performance of the DKI Jakarta Provincial DPMPTSP.

b. Variable Application of Good Governance Principles

Based on the results of data processing, the average value (mean) was 45.37, the standard deviation (standard deviation) is 5.797, mode 46 and the median is 45.00. This reflects that the good governance principles have been applied in the provision of services, although they have not been maximized.

c. Organizational Performance Variables

Based on the results of data processing, the average value (mean) was 35.18, standard deviation (standard deviation) is 5.192, the mode is 35.00 and median is 34. This reflects that the performance of DPMPTSP is good although it still needs to be improved in several aspects.

3.2 Data Quality Test

a. Validity Test Results

Based on the statistical analysis, the corrected item-total correlation scores of all instrument scores were above 0.361. Thus, it can be said that the variable instrument research is declared valid.

b. Reliability Test Results

Table 2 Reliability Test Results

Variable	Cronbach Alpha	N of Item	Note
Public Perception	0.721	6	Reliable
Principles of Good Governance	0.934	10	Reliable
Organizational Performance	0.865	8	Reliable

From the table above, it is proved that Alpha count > Alpha table (0.7) for each variable. Based on the results of the statistical test in the table above, it shows that all statements in the questionnaire for each variable are considered reliable.

3.3 Classical Assumption Test

a. Normality Test Results

Table 3 Normality Test Results

	X1	X2	Y
N	53	53	53
Kolmogorov-Smirnov	.503	.814	.649
Asymp. Sig (2-tailed)	.507	.795	.685

Based on the table above, the results of the Kolmogorov Smirnov test, that the variable data on Community Perception (X1), Good Governance Principles (X2), and Organizational Performance (Y) had significant values, respectively, of 0.503, 0.814, and 0.649; where the results showed a significant level greater than α =0.05. This meant that the value of the data was significant and was normally distributed.

b. Homogeneity Test Results

Table 4 Homogeneity Test Results

Variance Group	^{2} count	^{2} table (= 0,05)	Conclusion
Y on X1	16,481	17,695	Homogeneous
Y on X2	17,152	18,396	Homogeneous

Based on the table above, it can be seen that the value of 2 counts is smaller than 2 tables. This means that the variance of the Y variable on X1 and X2 is homogeneous.

c. Multicollinearity Test Results

Table 5 Multicollinearity Test Results

Model		Collinearity Statistic	
		Tolerance	VIF
1	(Constant)		
	Public Perception	.804	1.167
	Principles of Good Governance	.857	1.244

The results of the calculation of the tolerance value show that there is no independent variable value that has a tolerance value of less than 0.1, which means there is no correlation between the independent variables. The results of the calculation of the Variance Inflation Factor (VIF) value also show the same thing, with the VIF value for each independent variable of 1.167 (X1) and 1.244 (X2) so that no independent variable has a VIF value of more than 10.

3.4 Results of Correlation and Regression Analysis

Table 6 Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.778(a)	.605	.173	5.089

a Predictors: (Constant), X1
b Dependent Variable: Y

From the table above, obtained by the R-value of 0.778, it indicates that there is a relationship between the variables of Public Perception (X1) with the Organizational Performance (Y). From these results, it is also proved that the relationship between variables X1 and Y is included in the strong category based on the correlation category according to Sugiyono (2007).

Table 7 Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	26.289	12.155		2.163	.039
	X_1	.551	.178	.778	3.103	.004

a Dependent Variable: Y

Based on the table, the regression direction b is 0.5512 and a constant or a is 26.289, so the form of the regression equation between the two variables is Y = 26,289 + 0,551 X 1. This proves that every one-point increase in variable Y will increase the variable X1 by 0.551 at a constant of 26,289.

Table 8 Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.742a)	.551	.191	3.729

a Predictors: (Constant), X2
b Dependent Variable: Y

Based on the previous table, obtained by the R-value of 0.742, it indicates that there is a strong relationship between the variables of good governance principles (X2) and organizational performance (Y).

Table 9 Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	27.894	13.677		2.163	.001
	X_2	.535	.203	.742	2.924	.013

a Dependent Variable: Y

Here, the regression direction b is 0.535 and a constant or a is 27.894, then the form of the equation between the two variables is Y = 27.894 + 0.535 X2. This proves that every one-point increase in the Y variable, it will increase the X variable. X2 is 0.535 at a constant of 27.894.

Table 10 Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.941(a)	.886	.055	2.065

a Predictors: (Constant), X_1, X_2
b Dependent Variable: Y

According to the table above, obtained by the R-value of 0.941, it states that there is a very strong relationship between the variables of Public Perception (X1), and the Principles of Good Governance (X2) together with Organizational Performance (Y).

Table 11 Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	17.895	14.714		5.157	.000
X_1	.405	.219	.778	3.103	.004
X_2	.371	.241	.742	2.924	.013
a Dependent Variable: Y					

Based on the table, it is proved that the value of the coefficient of constant a is 17.895 and b X1 is 0.405, b X2 is 0.371. Thus, it can be formed in the regression equation Y = 17.895 + 0.405 X1 + 0.371 X2. This proves that every one-point increase in the variables X1 and X2, it will increase the Y variable by 0.405 points in the X1 variable, and 0.371 in the X2 variable at a constant 17.895.

3.5 Hypothesis Test Results

a. t-Test

1. The results of the t-test for the first hypothesis

From the results of statistical analysis, the t-count value is 3.103, while the t-table value with 5% alpha is 2.005. From these results, it is proved that the value of t-count is greater than the t-table and the significance value is 0.004 < 0.05. Thus, the first hypothesis is accepted. In other words, it is proved that public perception has a positive and significant effect on organizational performance.

Table 12 Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	26.289	12.155		2.163	.039
X1	.551	.178	.778	3.103	.004
a Dependent Variable: Y					

Thus, public perception was one of the external factors influencing the performance of public sector organizations. Furtwengler (2002:10) suggests that the factors that can affect organizational performance come from the perspective of service users on products and services that have more value. The community as part of the stakeholders of government organizations has a role in providing an assessment of the performance that has been carried out.

From the test results, value determination coefficient R2 of 0.605 was obtained. This figure proved that the magnitude of the influence of public perception on organizational performance was 60.5%, while the remaining 39.5% was influenced by other factors which was not analyzed in this study. From the results of R2, it is also proven that the influence between the variables X1 and Y is included in the strong category based on the correlation category according to Sugiyono (2007).

Table 13 Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.778(a)	.605	.173	5.089

a Predictors: (Constant), X_1

b Dependent Variable: Y

2. The results of the t-test for the second hypothesis

From the results of statistical analysis, the t-count value is 2.924, while the t-table value at 5% alpha is 2.005. From these results, it is proved that the value of t count is greater than the t-table and the significance value is 0.013 < 0.05. Thus, the second hypothesis is accepted. In other words, the application of good governance principles had a positive and significant effect towards the organizational performance.

Table 14 Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	27.894	13.677		2.163	.001
	X_2	.535	.203	.742	2.924	.013

a Dependent Variable: Y

Therefore, the application of the good governance principles in the management of government agencies was a must and cannot be avoided as a consequence of the increasing demands of society for optimal organizational performance.

From the test results of value determination coefficient, it was obtained that R2 of 0.551. This figure proves that the effect of the application of the good governance principles to the organizational performance of 55.1%, while the remaining 44.9% influenced by other factors was not analyzed in this study. From the results of R2, it was also proven that the influence between the variables X2 and Y was included in the medium category.

Table 15 Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.551	.191	3.729	

a. Predictors: (Constant), X_2
b. Dependent Variable: Y.742(

b. F-test

From the results of statistical analysis, the value of F-count is 5.493. The acceptance limit for the F-table for alpha 5% is 3.09. From these results, it is proven that the value of F-count > F-table. It means that the third hypothesis is accepted. In other words, the application of public perception and the application of the principles of good governance together have a positive and significant impact on organizational performance.

Table 16 Anova

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	281.903	2	140.951	5.493	.010^a
Residual	692.797	50	25.659		
Total	974.700	52			

a. Predictors: (Constant), X_1, X_2
b. Dependent Variable: Y

In the public sector, the performance of the organization is judged not enough to just use the indicators attached to the government, but it must also look at the indicators attached to the community as one of the interested parties. One of them was the point of view or perception. Differences in perception were a crucial problem that caused the organizational performance to be ineffective and inefficient.

From the test results, the value determination coefficient R2 was 0.886 or this figure presented by 88.6%. In other words, the influence of Public Perception variable (X1) and the Application of the Good Governance Principles (X2) together to Organizational Performance (Y) amounted to 88.6% while the remaining 11.4% was influenced by other factors which was not analyzed in this study. From the results of R2, it was also proved that the influence of variables X1 and X2 together to Y included in the category of very strong. Thus, the higher the public's perception and the more thorough the application of good governance principles, the more optimal organizational performance will be.

Table 17 Model Summary(b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.941(a)	.886	.055	2.065

a Predictors: (Constant), X_1, X_2

b Dependent Variable: Y

According to the results of statistical analysis, it was proved that all proposed hypotheses were proven. Therefore, some suggestions were provided as follows.

1. Applying the principles of good governance as a whole to create easy, fast and precise, and community-oriented services.
2. Making the principles of good governance a new work culture to create an optimal performance of agencies and individuals and programs/activities that have been planned can be achieved under predetermined targets.

IV. Conclusion

The good governance principles were more concrete by enumerating six groups of principles (properness, transparency, participation, effectiveness, accountability, and human rights) found in the research. The conclusions were as follows.

1. There was a positive and significant effect of public perception on the performance of DPM PTSP DKI Jakarta Province. This was shown from the results of hypothesis testing, that public perception shows a t-count value of 3.103 which was greater than t-table with 5% alpha of 2.005. Then, the significance value of 0.004 < 0.05, which means that the hypothesis of public perception in this study had a positive and significant effect towards the performance. Also, it was proven at the significant level of α (0.05). Thus, Ho was rejected and Ha was accepted. In conclusion, public perception had a significant effect on the performance of DPM PTSP DKI Jakarta Province.
2. There was a positive and significant effect of applying the principles of good governance on the performance of DPM PTSP DKI Jakarta Province. This was shown from the results of hypothesis testing, that the good governance principles showed a t-count value of 2.924 which was greater than the t-table with 5% alpha of 2.005, and a significance value of 0.013 <0.05, meaning that the hypothesis of good principles governance in this study had a positive and significant effect towards the performance.

Moreover, it was proven at the significant level (0.05). Thus, Ho was rejected and Ha was accepted. As a conclusion, the application of good governance principles had a significant effect on the performance of DPM PTSP DKI Jakarta Province.

3. There was a positive and significant influence on the public perception and the application of the good governance principles towards the performance of DPM PTSP DKI Jakarta Province. This was shown from the results of the statistical F test showing a value of 5.493 with a significant of 0.010. The significant value of F was less than 0.05 (α), thus Ho was rejected and Ha was accepted. This means that the simultaneous test showed that public perception and the application of the principles of good governance together had a positive and significant effect on performance. Then, from the results of the regression calculation, it could be seen that the coefficient of determination (R^2) obtained was 0.886. This means that 88.6% of the variation in performance could be explained by the variable of public perception and the application of good governance principles, while the remaining 11.4% was influenced by other factors which was not analyzed in this study. From the results of R2, it is also proved that the influence between the variables X1 and X2 together on Y was categorized very strong. Therefore, the higher the public perception and the more comprehensive application of the principles of good governance, the more optimal organizational performance would be.

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