SOCIAL PROBLEMS AND PUBLIC SERVICES IN INFLUENCING THE FULFILLMENT OF THE NEEDS OF THE PEOPLE OF MAROS REGENCY THROUGH THE PERFORMANCE OF THE GOOD GOVERNMENT GOVERNMENT

Wahyudi Putera[1], Abd Rasyid R[2], Saripuddin[3], Indra Diputra[4], Magfirah[5], Edwin Basmar[6], Muhammad Rakib[7], Romansyah Sahabuddin[8], Rajamemang[9], Indah Lestari Yahya[10], Budiawati[11],

[1]*(Department of Economic Education, Makassar State University, South Sulawesi, Indonesia)*
[2]*(Department of Islamic Economics and Business, Bone State Islamic Institute, South Sulawesi, Indonesia)*
[3]*(Department of Economic Education, Patompo Makassar University, South Sulawesi, Indonesia)*
[4]*(Department of Economic Education, Tri Dharma Nusantara College of Economics, South Sulawesi, Indonesia)*
[5]*(Department of English Literature, Hasanuddin University Makassar, South Sulawesi, Indonesia)*
[6]*(Department of Management, Amkop Makassar College of Economics, South Sulawesi, Indonesia)*
[7]*(Department of Entrepreneurship, Makassar State University, South Sulawesi, Indonesia)*
[8]*(Department of Management, Makassar State University, South Sulawesi, Indonesia)*
[9]*(Department of Social and Political Sciences, Muhammadiyah Sinjai University, South Sulawesi, Indonesia)*
[10]*(Department of Industrial Engineering, Indonesian Muslim University makassar, South Sulawesi, Indonesia)*
[11]*(Department of Fisheries, College of Marine Technology (STITEK) BalikDiwa Makassar, South Sulawesi, Indonesia)*

ABSTRACT: This study aims to explain and analyze the influence of social problems and public services on meeting the needs of the people of Maros Regency through the performance of the Good Government to bridge the gap. The population in this study is the per-KK community of Maros Regency which is located in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa which amounted to 196,128 people per-KK maros regency. The sample used in this study, namely 300 respondents, using probability sampling techniques or *multistage random sampling* or determining *cluster sampling* based on the division of an area / region in a stratified manner. The analytical technique used for hypothesis testing islisreal structural equation modeling (SEM). The results showed that social problems had a significant effect on the performance of the Good Government, public services had a significant effect on the performance of the Good Government Government. Social problems have a significant effect on meeting the needs of the community, public services have a significant effect on meeting the needs of the community and the performance of the Good Government government has a significant effect on meeting the needs of the people of Maros Regency.

Keywords: *Social Problems, Public Services, Good Government Performance and Meeting Community Needs*

1.   INTRODUCTION

The rapid development of a government organization in a country is inseparable from the fulfillment of the needs of the community that are met starting from the side of clothing, food and housing. It is proof that the fulfillment of the needs of the community in the regions /cities can be said to be worthy of being a reference category in the assessment. The performance factor of the Good Government is very decisive in seeing the level of management carried out by a Government organization in meeting the demands desired by its people (Scholl, 2015). In line with that, the rules issued by the Government must be well accepted by the community, especially in environmental management, service levels, selling prices in the market, rights and obligations of

the community, be transparent and do not adopt elements of Collusion corruption and nepotism (KKN) in the body of the Government organization itself (Pye-Smith C and Feyerabend, 2021). Furthermore, the underlying performance of the Good Government Government of an organization is said to be effective when social problems in the middle of society can be resolved with the government going down and being directly involved in the community in solving problems such as behavioral deviations and juvenile delinquency, the environment and conflicts sara (Graafland, J and Smid, H, 2017). Furthermore, in terms of meeting the needs in society, it is met by solving the level of social problems, especially the problem of social interventions that are imposed to limit the process of meeting the needs of human life. It is very important to demonstrate the mental health of the population and take responsibility for reducing crime, protests, regional upheavals and human rights violations its adverse effects for the time being. Therefore, the Government needs to implement firm and fair policies, especially on the issue of people's survival. Socialization of public health protocols needs to be carried out, especially in controlling the transmission of the virus in public places, such as malls, public transportation, schools, workplaces, and many others (Gracia D and Rubetta E, 2020). Another thing that can affect the level of performance of the Good Government, namely public services provided in the community through service policies, the professionalism of the organizer's human resources and the infrastructure provided, the higher the implementation of open government information, the stronger the influence of the role of public leaders on the performance of public services (Fernandes A and Fresly J, 2017). As well as things that can affect the fulfillment of needs in the community are met by providing public services through the public service information system (SIPP), complaint consultations, service innovations and accountability provided to the community where public health service workers and non-clinical patient navigators during the current COVID-19 pandemic need special attention (Wells K, Dwyer A, Calhoun E et al, 2021). The third wave of the Corona Viruases Disease (Covid-19) pandemic in 2022 currently makes Government organizations both in provinces, regencies/cities have to rack their brains so that the remaining budget can be used as efficiently as possible in the community, especially in meeting the needs of the community where there is a need for optimal Government performance so that the impact of the Corona Viruases Disease (Covid-19) pandemic is not too felt by the community. The following is a table of the Government Agency Accountability System (SAKIP) in 2021 at the Maros Regency Level as follows:

Table 1 : Government Agency Performance Accountability System (SAKIP)

Assessed Components	Weight	N i l a i				
		2017	2018	2019	2020	2021
a. Performance Planning	30	18,30	18,44	21,04	21,83	21,86
b. Performance Measurement	25	12,11	14,33	16,41	16,60	16,59
c. Performance Reporting	15	5,58	5,65	8,99	9,58	9,40
d. Internal Evaluation	10	2,41	2,11	4,93	4,93	4,94
e. Performance Achievements	20	6,11	6,43	9,34	9,65	9,67
Evaluation Result Value	**100**	**44,51**	**46,94**	**60,71**	**62,59**	**62,46**
Performance Accountability Levels		**C**	**C**	**B**	**B**	**B**

Source : *SAKIP Report of Maros Regency Government, 2021*

Based on table 1 above, the values of various components of planning, measuring, reporting, internal evaluation and performance achievements were seen in 2017 with the lowest evaluation result value of 44.51 in the 'C' category then in 2019 with an intermediate evaluation result value of 60.71 with a 'B' category and in 2021 it gradually rose with the highest evaluation result value of 62.46 with a category of 'B. The following is the revenue receipt of the Maros County Government for the last 5 (five) years which fluctuates from year to year.

Furthermore, data from the South Sulawesi Provincial Government explained about the revenue receipts of the Maros Regency Government which experienced very drastic fluctuations in decline. The following is an information on the number of increases/decreases in revenue receipts of the Maros Regency Government from 2017-2021.

Table 2. Maros Regency Government Revenue Revenue Data 2017 – 2021

Year	Total Receipt (Rp)	Increase/Decrease in Revenue (Rp)	Percentage (%)
2017	1.579.577.440.970,-	-	-
2018	1.721.985.365.235,-	142.407.924.265,-	27
2019	1.877.364.873.175,-	155.379.507.940,-	30
2020	2.046.917.203.651,-	169.552.330.476,-	32
2021	2.102.830.671.321,-	55.913.467.670	11

Source :*Maros Regency Government RPJMD Report, 2021*

Based on the data from table 2 above, it can be seen the total revenue increase/decrease in the income of the Maros Regency Government in 2017-2021. In 2017 it increased by 27% to 2018. Furthermore, in 2018 it experienced an increase again by 30% to 2019. Then in 2019 it experienced an increase again by 32% to 2020 and in 2020 it experienced a significant decrease of 11% to 2021.

The development of maros county government revenue receipts above has a major impact on meeting the needs of the people in Maros County. The fulfillment of community needs is influenced by the performance of good government government where to measure the achievement of a government organization is carried out with the certainty of service costs, timeliness of service, improvement of living standards, quality of human resources and community welfare. Based on research conducted by Abimbola S, Molemodile S, Okonkwo O et al, (2016) states that national health policy in Nigeria has sought to inspire community involvement in primary health care by bringing the community into partnership with service providers through public health committees. Identify that the influence of government performance has a significant effect on meeting people's needs for health services. Furthermore, research conducted by Saripuddin D, Ridjal S, Musa C and Sahabuddin R. (2015) by realizing the development of production of the main export commodities of South Sulawesi, the Regional Government is optimistic that economic growth in this area will be better. It was identified that the influence of government performance had a significant effect on meeting the community's need for convenience obtained by the community in the form of government policies in supporting seaweed farmers. Then the research aims to produce graduates who are ready to work, facing great challenges in terms of the readiness of students to appear in the market. This study was conducted to find the factors that influence the willingness of students to work. Where to identify that the influence of government performance in this case graduates (schools / campuses) has a significant effect on meeting the community's needs for student / student employment (Rakib.M, 2020). Other studies that are in line with social issues, public services, government performance and meeting the needs of the good government community, namely the IMF-World Bank's joint comprehensive approach to debt reduction are designed to ensure that no poor country faces an unmanageable debt burden (IMF, 2011) . As well as trust in management strongly predicts public services. A performance-driven culture is positively and significantly linked to norm-based public services and effective PSM, and an ethics-driven culture predicts rational PSM. The moderate effects of organizational culture are different from the dimensions of PSM (Lee. H, Oh. H and Park. S, 2020).

2. CONCEPTUAL MODELS AND HYPOTHESES

Literature Review

a) Social Problems

Graafland, J and Smid, H (2017); Higueras-Castilo E, Molinilo S, Coca-Stafaniak J et al (2019); Gracia D and Rubetta E (2020); Soerjono (2013); Spetch H (1974) Pincus, A. and Minahan, A. and Earl Rubington and Martin S. Weinberg (1995) define social problems as discrepancies between cultural elements or societies that if left unchecked can harm interactions within a social group. Furthermore, this professor of the University of Indonesia (UI) divides social problems into four types, namely: Economic factors including poverty, looting, malnutrition and unemployment. Psychological factors include depression, stress to suicide. Biological factors include the outbreak of Covid-19 and other infectious diseases. Cultural factors include promiscuity, brawls, and juvenile delinquency. Soerjono also revealed that social problems are problems in society. The problems that arise have a close relationship with the values or norms that prevail in society. The problem is social, so a comprehensive social approach is needed to mention that social problems are social conditions that are not in accordance with the values of society after being evaluated by society. According to society, social problems can be recognized if something unpleasant or uncomfortable happens according to their judgment. In their social studies, the two sociologists define social problems as conditions in society that are incompatible with the values adopted by that society. This gap is undesirable and there is no need for mutual agreement in society to change these conditions to be conducive to the values adopted.

b) Public Service

Fernandes A and Fresly J (2017); Wells K, Dwyer A, Calhoun E et al (2021); In the context of public service according to Moenir (Kurniawan 2005: 7) is an activity carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in an effort to fulfill the interests of others in accordance with their rights. The provision of public services by government officials to the community is actually an implication of the function of state officials as servants of the community. Public Service according to Sinambela et al (2010:128) is as any activity carried out by the government

against a number of human beings who have every profitable activity in a group or unity, and offers satisfaction even though the result is not tied to a product physically. Public services according to Wasistiono (Hardiyansyah 2018: 11) are the provision of services either by the government, private parties on behalf of the government or private parties to the community, with or without payment to meet the needs and or interests of the community.

c) Good Government Performance

Government performance is defined as a result of government activities and programs that are intended or have been achieved in connection with the use of budgets with measurable quantity and quality (PP Number 8 of 2006). According to Robbins (2017:260) performance indicators are tools to measure only which employee performance achievements are. Here are some indicators to measure employee performance are: (1) Work Quality; (2) Quantity; (3) Punctuality; (4) Effectiveness; (5) Independence. Good Governance is a solid and responsible development management that is in line with the principles of democracy and efficient markets, avoidance of mis-allocation of investment funds and prevention of corruption both politically and administratively carrying out budgetary discipline as well as the creation of legal and political frameworks for the growth of business activities.The United Nations Development Programme (UNDP) (2017) suggests that governance itself is a form of implementing political, economic, and administrative authority in managing problems faced by a nation by involving all sectors. Governance can be said to be good if the resources and problems faced by the public are managed effectively and efficiently. Good governance is oriented towards meeting the needs of the community. So that good governance is the ability of the government to carry out good state services and functions. Good Governance emphasizes the political, economic, and administrative aspects of state management. Good Governance according to the World Bank (2021) is a way for governments to manage social and economic resources that are carried out entirely for the benefit of community development. The definition of good governance according to mar focuses more on the management of social and economic resources, while w emphasizes political, economic, and administrative aspects. Mardiasmo (2006) stated that Good Governance is a concept of good governance and is oriented towards public sector development. The ultimate goal achieved is the improvement of development and public welfare. Where this achievement will be realized if the government performs its functions properly.

d) Meeting the Needs of the Community

According to Maslow there are 5 hierarchies of basic needs Needs in Elizabth Hopper (2020) Physiological Needs (Physiological Needs) Physical needs are needs related to body conditions such as food, clothing, and boards, The Need for a Sense of Security (Safety / Security Needs) These needs are more of an individual psychology in everyday life, the Need for a Sense of Belonging and Affection (Social Needs), These needs also tend to be psychological in nature and are often related to other needs. For example: being recognized as a member, being invited to participate, visiting neighbors, The Need for Awards (Esteem Needs) This need concerns the achievements and prestige of the individual after carrying out activities. For example: appreciated, praised, trusted, Self-actualization Needs. These needs are the highest needs of the individual and these needs are at the same time the most difficult to implement. For example: acknowledging the opinions of others, acknowledging the truths of others, acknowledging the mistakes of others can adjust to the situation. Maslow explains that man must first meet his lowest needs before going to a higher level, until he can actualize himself. As quoted by Alwisol according to Murray Needs or *Needs* is a construct regarding brain power that organizes various processes such as perception, thinking, doing to change existing and unsatisfactory conditions. accompanied by special feelings or emotions, and have special emotions, and have a special way of expressing them in achieving problems. The concept of meeting the needs of the community from the government can be met is if there are various good developments such as buildings, education, economy to the area of employment and ease and other government support will allow large needs of the community to be easily met. The strategy of meeting the basic needs of the people is carried out by the government through income redistribution programs such as health insurance programs, soft credit programs, or the provision of BLT (Cash Direct Assistance) to underprivileged communities.

3. Hypothesis

Social Problems Affect Government Performance (H.1)

Social problems gained significant and significant results on government performance. This shows the indirect influence of social problem variables on government performance which shows that there are social problems that have an impact on government performance. These social problems show that social licensing pressures,

as felt by SMEs, significantly affect the environmental performance of micro, small, and medium enterprises, directly or indirectly through mediation by the perceived market benefits of CSPs. In all cases, perceived social licensing pressures provide a stronger stimulus to improve environmental performance than the motive for complying with government regulations. The policy implication is that the government should not rely on direct regulation of environmental performance alone, but also aims to increase transparency of environmental performance with soft regulations that encourage SMEs to publish key performance indicators on environmental issues in line with social problems affecting and significant government performance (Graafland, J and Smid, H, 2017). In line with the research of Higueras-Castilo E, Molinilo S, Coca-Stafaniak J et al (2019) stated that emotional problems, product prices, vehicle acceleration and low engine noise levels have a considerable impact on consumer attitudes, which, in turn, have a positive impact on the purchase intention of EM vehicles. However, social qualities and values were not found to have a positive influence on consumer attitudes. On the basis of this research it is suggested that, in order to promote the use of EM vehicles, governments and manufacturers alike should make better use of emotional issues in their social and product marketing strategies, as well as focus on certain product attributes such as performance (for example, vehicle acceleration and low engine noise levels) and value for money in terms of energy consumption. Then the e-government system effectively provides public services to citizens as well as increasing productivity and reducing costs for government departments. With the results showing that performance expectations, facilitating conditions, social influence, and perceived credibility are all important factors. Perceived autonomy and perceived competence are significant antecedents for performance and effort expectations (EE). The perceived risks and EE surprisingly do not affect the user's intentions. Several recommendations are proposed that have direct applications for practitioners to assist in the successful adoption of e-government services (Bhuasiri, W, Zo H, Lee H et al, 2016).

H.1: Social Problems have an effect and are significant on government performance.

Public Service Affects Government Performance (H.2)
Public services gain significant and significant results on government performance. This shows the indirect influence of public service variables on government performance which indicates that there is a service impacting government performance. Such public services show that the role of public leaders has a significant and positive effect on the performance of public services, at various levels of the role of public leaders, moderated by the open implementation of government information. In a high level of open government information, it has a higher slope than the low level of open government information, in the range of medium to high-level leaders of public leaders. On the other hand, in the low level of open government information, it has a higher slope than the high level of open government information, in the range of medium to high-level leaders of public leaders. This shows that the higher the implementation of open government information, the stronger the influence of the role of public leaders on the performance of public services, in line with public services has a significant effect on government performance (Fernandes A and Fresly J, 2017). It further points out, if civil servants have strong public services, their organizational performance will be high. Research limitations/implications: Future research should look for additional factors affecting OP, comparing employee perceptions of organizational performance with objective data to determine whether, and to what extent, subjective performance measures are valid OP measures in the public sector. Practical implications: In the process of improving government performance, it is important to pay attention to the mentality of government employees. The government's training and promotion system should encourage civil servants to care about the public interest (Zhu C and Wu C, 2016). Then Based on the Balanced Scorecard (BSC) theory, put forward a set of BSC performance evaluation index systems for government websites and use an analytical hierarchy process (AHP) to establish the weight of all indicator levels in the system. According to the characteristics of website performance evaluation, qualitative and quantitative indicators are disposed of in integrated fuzzy processing, and the performance of government websites is evaluated objectively and impartially by multi-level fuzzy evaluation methods, which provide scientific and feasible methods for promoting the performance of government websites in line with public services have a significant effect on government performance (Hu F and Yang J, 2020).

H.2:   Public services have an effect and are significant on government performance

Social Problems Affect the Fulfillment of Community Needs (H.3)
Social problems gain significant and significant results on meeting the needs of society. This shows the direct influence of social problem variables on the fulfillment of community needs which shows that there is a social problem that has an impact on meeting community needs. These social problems show that the social interventions imposed limit the process of meeting the needs of human life. It is very important to show the mental health of the population and be responsible for reducing its adverse effects for the time being.

Therefore, the Government needs to implement firm and fair policies, especially on the issue of people's survival. Socialization of public health protocols needs to be carried out, especially in controlling the transmission of the virus in public places, such as malls, public transportation, schools, workplaces, and many others, in line with social problems that have a significant effect on meeting community needs (Gracia D and Rubetta E, 2020). It further concludes that although participatory approaches to societal change may be effective, they are also ethically challenging and sometimes debilitating for those who participate. We describe some of the approaches used to work with this ethical challenge, (Fraser S, Vrakas G, Laliberte A et al, 2018). It then outlines how the group emerges from temporary and disconnected communities, the value of local knowledge, communication skills develop and institutions, the normalization of group members in participatory processes, frustration in this process, the sustainability of the group and the perspective of the FRM institution. The discussion then critiqued the co-working/partnership model and assessed its implications for social 'learning for resilience' in flood groups challenged with varied social capital. The authors propose a framework ('The 6Ss') to anticipate concerns or obstacles in such participatory processes as a guide to the future practice of local urban DRRs (Mc Ewen L, Holmes A, Quinn N et al, 2018).

H.3:   Socialproblems have an effect and are significant in meeting the needs of society

Public Services Affect the Fulfillment of Community Needs (H.4)
Public services gain significant and significant results on meeting the needs of the community. This shows the direct influence of public service variables on meeting community needs which shows that a service has an impact on meeting the needs of the community. The public service shows that public health services and non-clinical patient navigators are impacting hospital performance in the workforce of the critical COVID-19 pandemic. This identifies that the public services provided by the hospital to the community greatly affect the performance that has an impact on the hospital workforce in the face of the current Covid-19 pandemic storm in the country in line with public services affecting government performance by Wells K, Dwyer A, Calhoun E et al (2021). Furthermore, on the effect of quarantine on the mental health of the population affected by covid-19 where public services provided by a hospital affected by mental health affected by covid-19 affect the fulfillment of people's needs for health, be it mental, mental, spiritual and physical so that the community has a good level of immunity in the face of various viruses that arise in the midst of society, especially covid-19 which is sweeping the world today, (De Lima C, Candido E, Da Silva J et al, 2020). Then discuss the effectiveness of digital health services by looking at the challenges and obstacles for society. One form of public service carried out by the government for the community is to meet the need for quality public services and have an orientation towards the effectiveness of services to the community needed (Bao C and Bihn D, 2021).
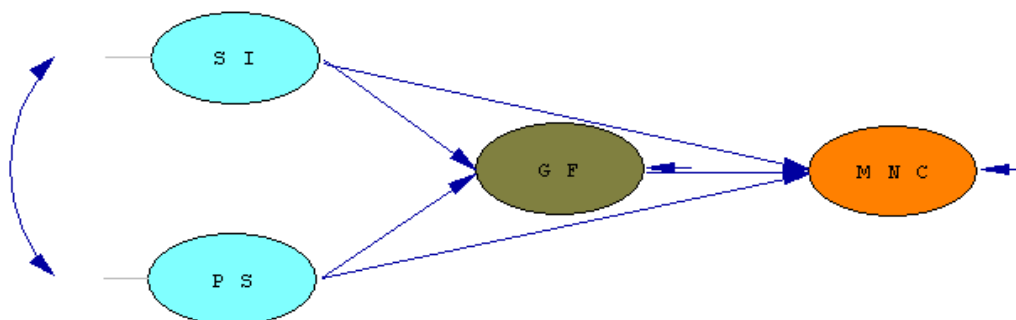
H.4:   Publicservices have an effect and are significant in meeting the needs of the community

Government Performance Affects The Fulfillment of Community Needs (H.5)
The performance of the government gained significant and significant results on the fulfillment of the needs of the community. This shows the direct influence of government performance variables on meeting community needs which shows that there is a good management with government performance impacting the fulfillment of community needs. The performance of the administration since the mid-1980s, national health policy in Nigeria has sought to inspire community involvement in primary health care by bringing the community into partnership with service providers through public health committees, finding that public health committees provide an opportunity to increase the demand and supply of health care in their communities. The Committee demonstrated five modes of function: through meetings (as 'village squares'), reaching out within their communities (as 'community connectors'), lobbying the government for support (as 'disrupting the government'), encouraging and enhancing government support (as a 'reserve government') and controlling health care in their communities (as 'general watchdogs') in line with the performance of governments having a significant effect on meeting the needs of the people in nigeria (Abimbola S, Molemodile S, Okonkwo O et al, 2016). Furthermore, People's participation in priority setting in health systems has become important around the world, especially in poor resource settings where governments often fail to provide adequate public sector services to their citizens. The incorporation of public views into priority setting is considered a means to restore trust, increase accountability, and secure cost-effective priorities in healthcare. the findings demonstrate the importance of external facilitation and support in enabling health professionals and community representatives to arrive at an effective work arrangement. Community participation in priority setting in developing countries, characterized by weak democratic institutions and low public awareness, requires effective mobilization of both society and health systems. In addition, this study confirms that community participation is an important element in strengthening the health system, (Kamuzora P, maluka S, Ndawi B et al, 2013). Then meeting the needs of the indigenous population takes time to develop

authentic relationships and community acceptance, communicate across sectors, expand traditional care models and overcome barriers that prevent providers from engaging in cultural information practices. While there are still challenges in capturing activities, the innovative outreach model developed is seen as holding great promise for implementation in other areas and in improving outcomes for Indigenous children, young people and families across the spectrum of mental health care, (Leaver K, Spall T, Hoyland M et al, 2018). Furthermore, by realizing the development of production of South Sulawesi's main export commodities, the regional government is optimistic that economic growth in this area will be better. In addition, other business opportunities can be developed. For example, along the coastal areas of Takalar to Sinjai, South Sulawesi Province, there are almost no more locations for fish drying. Coastal areas have turned into seaweed drying, (Saripuddin D, Ridjal S, Musa C and Sahabuddin R, 2015). The findings of the study show that innovative learning, school partnerships with industry or business, and the socioeconomic status of parents have a significant impact on students' readiness to work, (Rakib M, 2020). The quality of business-to-business marketing products requires suppliers to understand the relative importance of sustainability for each of their buyers and in response, to develop appropriate arguments to explain the importance of sustainability in the needs of their buyer organization and the research conducted (Putera, W., Alimuddin., Yahya, L.I., Magfirah. 2021). The IMF-World Bank's joint comprehensive approach to debt reduction is designed to ensure that no poor country faces its unmanageable debt burden (IMF, 2011). Ethical and performance values have become important in the Korean public sector due to the new wave of public management and social issues such as corruption, (Lee.H, Oh.H and Park. S, 2020). In line with research on facilities factors, innovation, creativity affects ultimately on consumer satisfaction, especially in government performance in realizing the fulfillment of needs to the community (Putera, W., Sahabuddin R., Rakib, M & Lestari, I, 2021) and research which aims to test whether factors such as service quality, customer value can affect customer satisfaction in The Drinking Water Perumdamakassarcity , in this case in line with the government's performance in realizing the fulfillment of needs to the community with (Putera, W., Sahabuddin, R., Rakib, M and Girikallo, 2020).

H.5: **Governmentperformance has an effect and is significant in meeting the needs of the community**
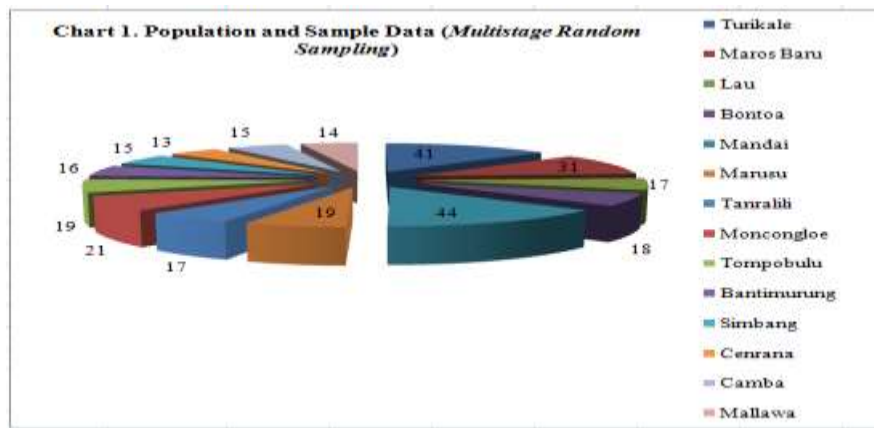

Source : *Data processed Program (SEM) Lisreal Ver,- 2022*
Figure 1 . Conceptual Initial Design Framework of Relationships Between Variables

4. RESEARCH METHODS

This research was conducted at the Maros Regency Government on Jalan Jenderal Sudirman, Maros Regency, South Sulawesi Province. This location was chosen because Maros Regency is famous for excellent service with the highest level of community satisfaction in South Sulawesi Province so that the Bone Regency Government of South Sulawesi Province is one of the best regencies with good governance. The object of research in this study is the people of Maros Regency in 14 districts including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa with a focus on social issues, public services, government performance and meeting the needs of the community. The population in this study is the sum of most of the analyses whose characteristics can be suspected. In this study, only research was carried out by the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa which amounted to 196,128 people per-KK Maros Regency. The sampling technique is carried out with Probability Sampling, namely *multistage random sampling* or determining *cluster sampling* based on the division of an area / region in a multilevel manner, then taken randomly for each area, the goal is that each sample in an area has the same opportunity to be used as a respondent. That is, any consumer who

the researcher accidentally encounters can be used as a sample. As for determining some of the samples used by researchers using the deep Slovin Formula (**Sugiyono, 2013**).
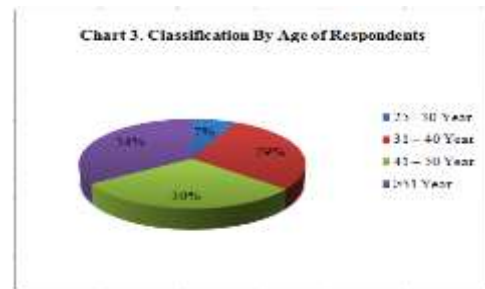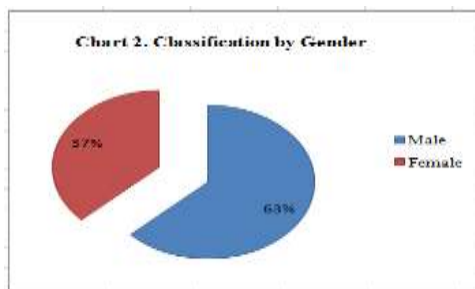

Source: *Data processed by respondents of Maros Regency (N=300), 2022*

Based on chart 1. Above, most of the respondents were dominated by simbang district with 44 respondents or 15%, then Turikale district with 41 respondents or 14%, new maros district with 31 respondents or 10%, muzzleloe district with 21 respondents or 7%, tompobulu district with 19 respondents or 6%, marusu district with 19 respondents or 6%, bontoa district with 18 respondents or 6%, lau district with 17 respondents or 6%, tanralili district with 17 respondents or 6%, bantimurung district with 16 respondents or 5%, simbang district with 15 respondents or 5%, camba district with 15 respondents or 5%, mallawa district with 14 respondents or 5%, cenrana district with 13 respondents or 4%, district. Data collection in this study used the questionnaire method. Respondents' answers were measured using a 5-point Likert scale. The data analysis technique used isLisreal structural equation modeling (SEM).
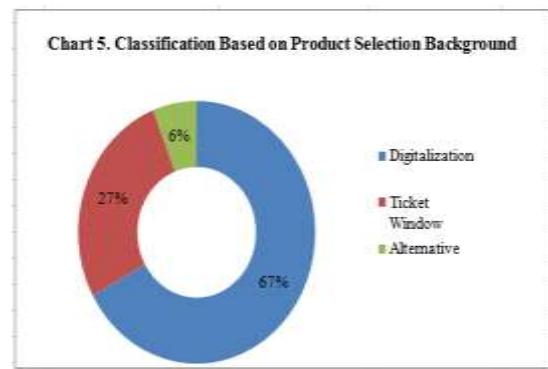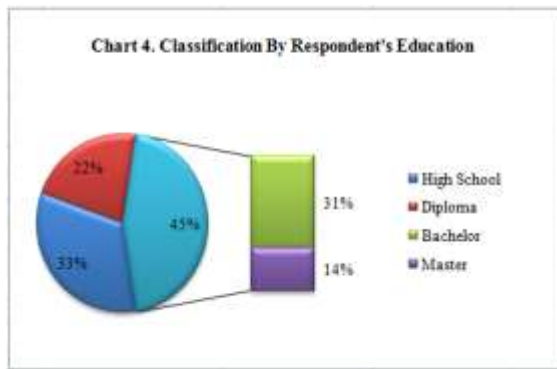
5.   RESULTS AND DISCUSSION

Result
The respondents used in this study had different characteristics or identities according to the chart below.

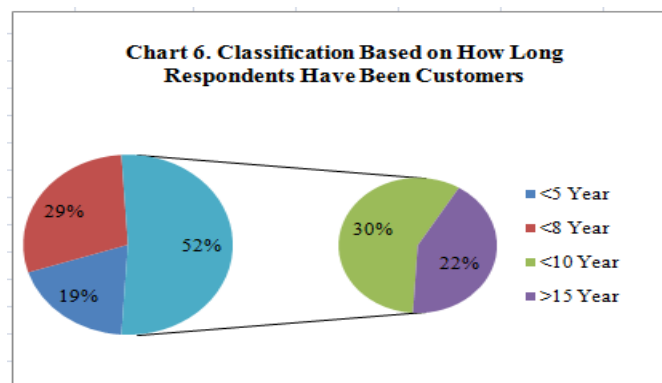Source: *Data processed by respondents of Maros Regency (N=300), 2022*

Based on chart 2. most of the respondents in Maros Regency were male with 154 or 63% of respondents while female were 148 or 37% of respondents. Next is chart 3. classification based on age above the average age of respondents in Maros Regency are at the age of 25 to 30 years of 21 or 7% of respondents, 31 to 40 years of 87 or 29% of respondents, 41 to 50 years of 90 or 30% of respondents and 51 years and over of 102 or 34% of respondents.

Source: *Data processed by respondents of Maros Regency (N=300), 2022*

Based on chart 4. classification based on the education level of respondents inMaros Regency with a high school education of 98 people or 33% of respondents, a diploma level of 66 people or 22% of respondents, a bachelor's level of 93 people or 31% and a master's level of 43 people or 14%. Based on chart 5. classification of background reasons for service selection in Maros County Government with a digitization rate of 202 or 67% of respondents, a counter service level of 80 or 67% of respondents and an alternative selection rate of 18 or 6% of respondents.

Source: *Data processed by respondents of Maros Regency (N=300), 2022*

Based on chart 6. classification based on length of service recipient by a level below 5 years of 56 or 19% of respondents, a level below 8 years of 87 or 29% of respondents, a level below 10 years of 90 or 30% of respondents and a level above 15 years of 67 or 22% of respondents.

Data Validation

Table 3. Data Validity Test

Correlations

		Social Issue	Public Service	Government Performance	Meeting The Needs Of The Community
Social Issue	Pearson Correlation	1	.798**	.919**	.822**
	Sig. (2-tailed)		.000	.000	.000
	N	300	300	300	300
Public Service	Pearson Correlation	.798**	1	.860**	.943**
	Sig. (2-tailed)	.000		.000	.000
	N	300	300	300	300
Government Performance	Pearson Correlation	.919**	.860**	1	.918**
	Sig. (2-tailed)	.000	.000		.000
	N	300	300	300	300
Meeting The Needs Of The Community	Pearson Correlation	.822**	.943**	.918**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	300	300	300	300

**. Correlation is significant at the 0.01 level (2-tailed).

Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

Table 3 of the validity test above shows that all question/statement items for measuring the variables of social problems (X.1), public services (X.2), government performance (Y.1) and meeting community needs (Y.2) in this study had correlation coefficients greater than t_{table} = 1.65 (table t value for n=300). So, it can be concluded

that all items in the indicators of questions/statements of variables of social problems (X.1), public services (X.2), government performance (Y.1) and the fulfillment of community needs (Y.2) are valid.

Data Reliability

Table 4. Data Reliability Test

Reliability Statistics

Cronbach's Alpha	N of Items
.965	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Social Issue	235.1233	373.493	.876	.965
Public Service	236.0800	397.659	.900	.959
Government Performance	234.6300	356.000	.948	.944
Meeting The Needs Of The Community	235.9567	373.239	.937	.947

Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

Table 4. the above reliability test shows that the questions/statements for the variables of the value of social problem items, public services, government performance and the fulfillment of community needs have the value of *Cronbach's Alpha* above 0.7 and above the value of r_{table} 0.094 (r value of $_{table}$ for n=300) and so that it can be argued that the question/statement items for question/statement variables for social problem variables, public services, government performance and meeting community needs deserve to be used as a data collection tool and as a measuring tool.

Test of Classical Assumptions

Table 5. Data Normality Test

One-Sample Kolmogorov-Smirnov Test

		Social Issue	Public Service	Government Performance	Meeting The Needs Of The Community
N		300	300	300	300
Normal Parameters [a,b]	Mean	78.8067	77.8500	79.3000	77.9733
	Std. Deviation	6.99134	6.20989	7.07414	6.67191
Most Extreme Differences	Absolute	.101	.133	.123	.159
	Positive	.060	.133	.088	.134
	Negative	-.101	-.126	-.123	-.159
Kolmogorov-Smirnov Z		1.745	1.298	1.132	2.748
Asymp. Sig. (2-tailed)		.007	.125	.145	.006

a. Test distribution is Normal.

b. Calculated from data.

Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

From table 4 above can be concluded the results of the data normality test with Kolmogorov-Smirnov by comparing the values of probability numbers or Asymp. Sig (2-tailed) with a significance level of 0.05 or 5% with decision making if the significance value is less than 0.05 or 5% then the data distribution is abnormal. Based on the calculation of SPSS Ver,- above is the value of the probability number or Asymp. Sig (2-tailed) with a significance level above 0.05 or 5% then the data is declared normally distributed.

Table 6. Data Heterochedasticity Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.469	.835		1.758	.080
	Social Issue	.003	.024	.020	.138	.890
	Public Service	.043	.021	.235	2.086	.038
	Government Performance	-.049	.028	-.303	-1.755	.080

a. Dependent Variable: RES2

Source : *SPSS Program Processed Data, Ver,-, 2022 (N=300)*

The results in table 6 show each of the social problem variables (X.1) with Sig 0.890, public services (X.2) with Sig 0.038 and government performance (Y.1) with a Sig value of 0.080 each variable (Sig.) > 0.05 or above 0.05, it can be concluded that there are no symptoms of heterochedasticity.

Table 7. Autocorrelation Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.968^a	.938	.937	1.67461	1.932

a. Predictors: (Constant), Government Performance, Public Service, Social Issue

b. Dependent Variable: Meeting The Needs Of The Community

Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

The results in table 7 show that the autocorrelation test above resulted in a Durbin-Watson value of 1,932. The value is not less than -2 and not more than 2 so it can be concluded that no autocorrelation occurred in this study.

Indirect Testing

Table 8. F-Simultaneous Test

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13305.281	2	6652.640	1191.899	.000^a
	Residual	1657.719	297	5.582		
	Total	14963.000	299			

a. Predictors: (Constant), Public Service, Social Issue

b. Dependent Variable: Government Performance

Source : *SPSS Program Processed Data, Ver,-, 2022 (N=300)*

Based on table 8 above simultaneous testing together shows regression values of 13305,281, residual 1657,719, df 2, mean square 6652,640 values f-1191,899 with sig .000 which means that indirectly together social issues and public services have a significant effect on government performance.

Table 9. t-Partial Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-2.752	1.742		-1.580	.115		
	Social Issue	.648	.032	.641	20.006	.000	.364	2.749
	Public Service	.398	.036	.349	10.905	.000	.364	2.749

a. Dependent Variable: Government Performance

Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

Based on the results of the path analysis in Table 9, structural equations can be formulated as follows :
$Y1 = 0.641\ X.1 + 0.349\ X.2\ e_1$
The structural equation can be interpreted as:
(1) Thevariable of social problems has a coefficient of 0.641 which means that indirectly social problems have a significant effect on government performance, meaning that if social problems increase, government performance will increase.
(2) The public service variable has a coefficient value of 0.349 which means that indirectly public services have an influence on government performance, meaning that the increase in public services will affect government performance. In this study, the influence of social problems and public services on government performance was calculated through the SPSS Ver,- for windows program. The following are the calculation results from the results of the direct test analysis in table 10 as follows.

Live Testing

Table 10. F-Simultaneous Test

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	12479.705	3	4159.902	1483.384	.000^a
	Residual	830.082	296	2.804		
	Total	13309.787	299			

a. Predictors: (Constant), Government Performance, Public Service, Social Issue
b. Dependent Variable: Meeting The Needs Of The Community

Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

Based on table 10 above simultaneous tests together show regression values of 12479.705, residual 830.082, df 3, mean square 4159.902. the value of f -1483,384 and sig .000 which means that directly togetherthe social problems, public services and government performance have a significant effect on the fulfillment of people's needs.

Table 11. t-Partial Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	-1.057	1.240		-.853	.395		
	Social Issue	-.162	.035	-.170	-4.614	.000	.155	6.453
	Public Service	.638	.031	.594	20.858	.000	.260	3.850
	Government Performance	.531	.041	.563	12.920	.000	.111	9.026

a. Dependent Variable: Meeting The Needs Of The Community

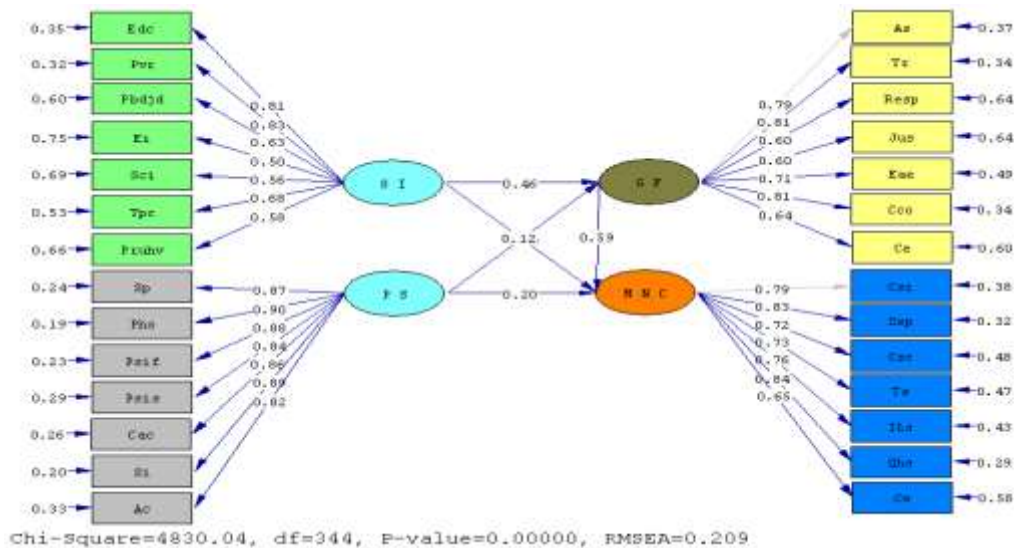Source :*Spss Program Processed Data, Ver,-, 2022 (N=300)*

Based on the results of the path analysis in Table 11, structural equations can be formulated as follows :
$Y1 = -0.170\ X.1 + 0.549\ X.2 + 0.563\ e_1$
(1) The social problem variable hasa coefficient of -0.170 which means that social problems have a significant effect on meeting community needs, meaning that if social problems decrease, it has an impact on meeting community needs.
(2) The public service variable has a coefficient value of 0.594 which means that public services have a significant influence on meeting the needs of the community, meaning that as public services increase, the fulfillment of community needs will increase.
(3) Variables Government performance has a coefficient value of 0.563 which means that government performance has a significant influence on meeting the needs of the community, meaning that the higher the level of government performance, the fulfillment of community needs will increase.

The test of the value of the coefficient of determination (R^2) and the error variable (e) dnature calculated the value of the total coefficient of determination obtained by 0.938 obtained a conclusion of 93.8% of the variables of meeting the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and influenced by social problems, public services and the performance of the Maros Regency government while the remaining 6.2% was influenced by other factors that were not included in the research model or outside the research model.

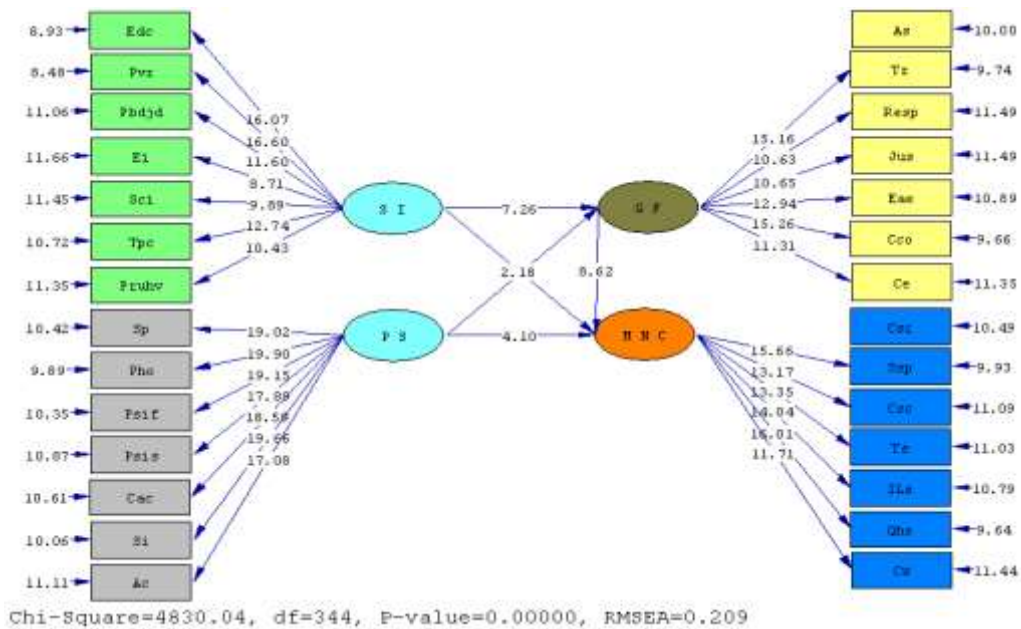The model estimates that have been carried out with the Program (Lisreal) obtained the following values:

Source : *Data processed Program (SEM) Lisreal Ver,- 2022*
Figure 2 . Path Analysis - Estimates Model

In Figure 2, the model diagram estimates the model of the path analysis of the magnitude of the value of the indirect influence of social problems (X.1) on government performance (Y.1) with a value of 0.46 with indicators of social problems including education (X1.1) with a value of 0.81, poverty (X1.2) of 0.83, problems of adolescent behavior deviation and juvenile delinquency (X1.3) of 0.63, environmental problems (X1.4) of 0.50, sara conflict problem (X1.5) of 0.56, crime problem (X1.6) of 0.68 and problem of protest action, regional upheaval and human rights violation (X1.7) of 0.58. Then public services (X.2) to government performance (Y.1) with a value of 0.12 with public service indicators including service policies (X2.1) with a value of 0.87, professionalism of hr organizers (X2.2) of 0.90, public service infrastructure (X2.3) of 0.88, public service information systems (X2.4) of 0.84, consultations and complaints (X2.5) of 0.86, service innovations (X2.6) of 0.89 and Accountability (X2.7) of 0.82. Furthermore, the magnitude of the value of the direct influence of social problems (X.1) on the fulfillment of community needs (Y.2) with a value of 0.12. Then the magnitude of the value of the direct influence of public services (X.2) on the fulfillment of community needs (Y.2) with a value of 0.20 and the government performance variable (Y.1) on the fulfillment of community needs (Y.2) with a value of 0.59.

T-Values testing of the model that has been carried out with the Program (Lisreal) obtained the following values:

Source : *Data processed Program (SEM) Lisreal Ver,- 2022*

Figure 3. Significance Test – T-Value Model

From figure 3 of the T-Value test of significance above, the variables of social problems (X.1) with educational indicators (X1.1) with a value of 16.07, poverty (X1.2) of 16.60, problems of adolescent behavior deviation and juvenile delinquency (X1.3) of 11.60, environmental problems (X1.4) of 8.71, sara conflict problems (X1.5) of 9.89, problems of criminality (X1.6) of 12.74 and problems of protests, regional upheavals and human rights violations (X1.7) of 10.43 to performance government (Y.1) with a value of 7.26. Furthermore, the public service variable (X.2) with service policy indicators (X2.1) with a value of 19.02, the professionalism of the organizer's human resources (X2.2) of 19.90, public service infrastructure (X2.3) of 19.15, the public service information system (X2.4) of 17.89, consultations and complaints (X2.5) of 18.59, service innovation (X2.6) of 19.66 and Accountability (X2.7) of 17.08 towards meeting community needs (Y.2) with a value of 4.10 with a value of 4.10 with a value of 4.10 with a value of 4.10 with a value of 19.66 and Accountability (X2.7) of 17.08 to meet the needs of the community (Y.2) with a value of 4.10 with a value of 19.66 and Accountability (X2.7) of 17.08 to meet the needs of the community (Y.2) with a value of 4.19, service innovation (X2.6) of 19.66 and Accountability (X2.7) of 17.08 to meet the needs of the community (Y.2) with a value of 4.10 with a value of 19.66 and Accountability (X2.7) of 17.08 to meet the needs of the community (Y.2) with a value of 4.10 with a value of 19.66 and Accountability (X2.7) of 17.08 to meet the needs of the community (Y.2) with a value of 4.19. through government performance (Y.1) with a value of 8.62. as well as government performance variables (Y.1) with vision indicators (Y1.1) with a value of 10.00, transparency (Y1.2) of 15.16, responsiveness (Y1.3) of 10.63, justice (Y1.4) of 10.65, effectiveness and efficiency (Y1.5) of 12.94, cooperation with community organizations (Y1.6) of 15.26 and commitment to the environment (Y1.7) of 11.31 to the fulfillment of community needs (Y.2) with a value of 8.62 indicators, including clarity of service requirements, (Y2.1) of 10.49, simplicity of service procedures (Y2.2) of 15.66, certainty of service costs (Y2.3) of 13.17, punctuality of service (Y2.4) of 13.35, improvement of living standards and spirit (Y2.5) of 14.04, quality of human resources (Y2.6) of 16.01 and community welfare (Y2.7) of 11.71.

Tabel 12. Direct Effects And Indirect Effects Of Social Problems (X.1), Public Service (X.2) On Government Performance (Y.1) and The Fulfillment of Community Needs (Y.2)

Effect of Variables	Direct Efferct Y₂	Indirect Effect Through Y₁	Total Effect
X.1 ⟶ Y.1		0,458	0,458
X.2 ⟶ Y.1		0.243	0,243
X.1 ⟶ Y.2	0.272		0,272
X.2 ⟶ Y.2	0.594		0,594
Y.1 ⟶ Y.2	0,594		0,069

Source : *Data Output Program (SEM) Lisreal Ver,- 2022*

Tabel 12. shows the summary results of the values of each of the direct and indirect influence paths between the variables and the error values of each structural equation generated through path analysis techniques.

Hypothesis Testing

For hypothesis testing to find out the influence of free variables on bound variables by comparing the t-count value obtained from the path model with a t-table of 1.96 which can be seen from the t-value model.

Table 13. Hypothesis Testing

Variable	t-Statistics	>	t-Value	Information
Social Problems of → Governmnt Performance	7,26	>	1,96	
Public Service →Government Performance	2,18	>	1,96	
Social Problems of → MeetingThe Needs Of The Community	2.18	>	1,96	
Public Services To → Meeting The Needs Of The Community	4.10	>	1,96	
Government Performance to → MeetingThe Needs Of The Community	8.62	>	1,96	

*) Significant at α = 10%
Source : *Data Output Program (SEM) Lisreal Ver,- 2022*

Hypothesis 1
Based on hypothesis testing, it shows that the t-value of 7.26 > 1.96 with a significance of 5% this shows that social problems have a significant effect on government performance, which means that the hypothesis is accepted.

Hypothesis 2
Based on hypothesis testing, it shows that the t-value of 2.18 > 1.96 with a significance of 5% this shows that public services have a significant effect on government performance, which means that the hypothesis is accepted.

Hypothesis 3
Based on hypothesis testing, it shows that the t-value of 2.18 > 1.96 with a significance of 5% this shows that social problems have an effect on meeting the needs of society, which means that the hypothesis is accepted.

Hypothesis 4
Based on hypothesis testing, it shows that the t-value of 4.10 < 1.96 with a significance of 5% this shows that public services have an effect on meeting the needs of the community, which means that the hypothesis is accepted.

Hypothesis 5
Based on hypothesis testing, it shows that the t-value of 8.62 > 1.96 with a significance of 5% this shows that government performance has a significant effect on meeting people's needs, which means that the hypothesis is accepted.

Discussion
Social Problems Affect Government Performance (H.1)
The results showed that indirect social *problems had*a significant effect on the performance of the good government of Maros Regency with an Unstandardized Coeficients value of B of 0.648 with a Beta Standardized Coeficients value of 0.641 with a t-value of 7.26 > 1.96 with a sig of 0.05. This means that if social problems are to be functioned, it affects the performance of the government. The achievement of government performance is inseparable from how social problems arise in the community of Maros Regency. Where social problems include education, poverty, problems of adolescent behavior deviation and juvenile delinquency, environmental problems, sara conflict problems, crime problems and protest problems, regional upheavals and human rights violations in the maros regency community as a form of local government efforts in dealing

with problems in the community. If you look at the results of research that shows that social problems affect the performance of good government, then the local government of Maros Regency must be able to provide good government performance to the people of Maros Regency to maintain the image of the excellent service provided to the community withvision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment.

The results of the assessment test model of variable social problems consist of indicators of education, poverty, problems of adolescent behavior deviation and juvenile delinquency, environmental problems, sara conflict problems, problems of criminality and problems of protest actions, regional upheavals and human rights violations of government performance with indicators of vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment. Inline with research conducted by Graafland, J and Smid, H, (2017) shows that social problems have an effect and are significant in the performance of good government. The results of the t-value test model and the results of the hypothesis of variable social problems consist of indicators of education, poverty, problems of adolescent behavior deviations and juvenile delinquency, environmental problems, sara conflict problems, crime problems and protest problems, regional upheavals and human rights violations. As well as government performance variables with indicators of vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment. In line with research conducted by Higueras-Castilo E, Molinilo S, Coca-Stafaniak J et al (2019) which states that social problems affect the performance of good government and obtain influential and significant results. Inother words, in solving the social problems of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa, the higher the level of good government performance of MarosRegency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. So the first hypothesis was accepted. This is in line with the results of research conducted by Bhuasiri, W, Zo H, Lee H et al, (2016) stated that social licensing pressures, as felt by SMEs, significantly affect the environmental performance of micro, small, and medium enterprises, directly or indirectly through mediation by the perceived market benefits of CSPs. This shows that social problems that are solved by an organization can indirectly affect the creation of good government performance.

Public Service Affects Government Performance (H.2)
The results showed that indirect public *services had*a significant effect on the performance of the good government of Maros Regency with an Unstandardized Coeficients value of B of 0.398 with a Beta Standardized Coeficients value of 0.394 with a t-value of 2.18 > 1.96 with a sig of 0.05. This means that if public services are to be functioned, it affects the performance of the government. The achievement of government performance is inseparable from how public services are provided to the people of Maros County. Where public services include service policies, professionalism of human resources providers, public service infrastructure, public service information systems, consultations and complaints, service innovations and accountability in the community of Maros Regency as a form of local government efforts in handling public services in an excellent manner in the community. If you look at the results of research that shows that public services affect the performance of good government, then the local government of Maros Regency must be able to provide good government performance to the people of Maros Regency to maintain the image of the excellent service provided to the community with vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment.

The results of the public service variable model estimates test consist of service policy indicators, professionalism of human resources, public service infrastructure, public service information systems, consultations and complaints, service innovation and accountability to government performance with indicators of vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment. In line with research conducted by Fernandes A and Fresly J (2017) shows that public services are influential and significant to the performance of good government. The results of the t-value test model and the hypothesis results of public service variables consist of service policy indicators, professionalism of human resources providers, public service infrastructure, public service information systems, consultations and complaints, service innovation and accountability. As well as government performance variables with indicators of vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment. In line with research conducted by Zhu C and Wu C (2016) which states that public services affect the performance of good government government and obtain influential and significant results. Inother words, in providing excellent public services to the people of Maros Regency in 14 districts,

including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa, the higher the level of good government performance of MarosRegency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. So the first hypothesis was accepted. This is in line with the results of research conducted by Hu F and Yang J, (2020) states Government websites are an important tool for governments to improve the efficiency of administration and public services. Just as traditional government management requires performance evaluation, government websites also need performance evaluation. This shows that public services through the government web can improve administrative efficiency, which can indirectly affect the creation of good government performance.

Social Problems Affect the Fulfillment of Community Needs (H.3)

The results showed that *direct* social problems had a significant effect on meeting the needs of the people of Maros Regency with an Unstandardized Coeficients value of B of -0.162 with a Beta Standardized Coeficients value of -0.170 with a t-value of 2.18 > 1.96 with a sig of 0.05. This means that if social problems are to be functioned, it affects the fulfillment of community needs. The achievement of meeting the needs of the community is inseparable from how social problems that arise in the community of Maros Regency and can be solved. Where social problems include education, poverty, problems of adolescent behavior deviation and juvenile delinquency, environmental problems, sara conflict problems, crime problems and protest problems, regional upheavals and human rights violations in the maros regency community as a form of local government efforts in dealing with problems in the community. If you look at the results of research that shows that social problems affect the performance of good government, then the local government of Maros Regency must be able to provide fulfillment of the needs of the people of Maros Regency to maintain the excellent service provided to the community by clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare.

The results of the test estimates the variable model of social problems consisting of indicators of education, poverty, problems of adolescent behavior deviations and juvenile delinquency, environmental problems, sara conflict problems, problems of criminality and problems of protest actions, regional upheavals and human rights violations towards meeting the needs of society with indicators of clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare. In linewith research conducted by Gracia D and Rubetta E (2020) shows that social problems have an effect and are significant in meeting the needs of the people of Maros Regency. The results of the t-value test model and the results of the hypothesis of variable social problems consist of indicators of education, poverty, problems of adolescent behavior deviations and juvenile delinquency, environmental problems, sara conflict problems, crime problems and protest problems, regional upheavals and human rights violations. As well as variables of meeting the needs of the community with indicators of clarity of service requirements, simplicity of service procedures, certainty ofservice costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare. In line with research conducted by Fraser S, Vrakas G (2018) which states that social problems affect the fulfillment of the needs of the people of Maros Regency and obtain influential and significant results. Inother words, in solving the social problems of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa, the higher the level of meeting the needs of the people of MarosRegency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. So the third hypothesis is accepted. This is in line with the results of the study outlining how groups emerge from temporary and disconnected communities, the value of local knowledge, communication skills developing and institutions, normalization of group members in participatory processes, frustration in this process, group sustainability and the perspective of FRM institutions. This shows the social problems of groups and the perspective of FRM institutions that can directly influence the creation of the fulfillment of community needs (Mc Ewen L, Holmes A, Quinn N et al, 2018).

Public Services Affect the Fulfillment of Community Needs (H.4)

The results showed that direct effect public serviceshad a significant effect on meeting the needs of the people of Maros Regency with an Unstandardized Coeficients value of B of 0.638 with a Beta Standardized Coeficientsvalue of 0.594 with a t-value of 4.10 > 1.96 with a sig of 0.05. This means that if public services are to be functioned, it affects the fulfillent of community needs. The achievement of meeting the needs of the community is inseparable from how public services are provided to the people of Maros Regency. Where

public services include service policies, professionalism of human resources providers, public service infrastructure, public service information systems, consultations and complaints, service innovation and accountability in the community of Maros Regency as a form of local government efforts in handling public services in an excellent manner in meeting the needs of the community. If you look at the results of research that shows that public services have an effect on meeting the needs of the community, then the local government of Maros Regency must be able to provide the fulfillment of the needs of the people of Maros Regency to maintain the image of excellent service provided to the community with clarity of service requirements, simplicity of service procedures, certainty of service costs, punctuality of service, improvement of living standards and enthusiasm, the quality of human resources and the welfare of the community.

The results of the public service variable model estimates test consist of service policy indicators, professionalism of human resources providers, public service infrastructure, public service information systems, consultations and complaints, service innovation and accountability to meet community needs with indicators of clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality Human resources and community welfare. In linewith research conducted by Wells K, Dwyer A, Calhoun E et al (2021) shows that the public services of labor health workers (Covid-19) have an influential and significant effect on meeting the needs of the community. The results of the t-value test model and the hypothesis results of public service variables consist of service policy indicators, professionalism of human resources providers, public service infrastructure, public service information systems, consultations and complaints, service innovation and accountability. As well as variables of meeting the needs of the community with indicators of clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare. In line with research conducted by De Lima C, Candido E, Da Silva J et al (2020) which states that public services affect the fulfillment of the needs of the people of Maros Regency and obtain influential and significant results. Inother words, inproviding excellent public services to the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa, the higher the level of meeting the needs of the people of MarosRegency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. So the first hypothesis was accepted. This is in line with the results of the study showing that well-implemented information technology can support the management process to be effective and efficient. The corona pandemic has changed people's habits in visiting and consulting with doctors in hospitals. However, digital-based health services have not been effectively accepted by the public from various service units. They still need improvements in terms of connectivity, content and regulatory clarity. This shows that public services through digital-based information technology can improve services to the community which can directly affect the creation of meeting people's needs for digitalization (Bao C and Bihn D, 2021).

Government Performance Affects The Fulfillment of Community Needs (H.5)
The results showed that the performance of good government directly (*direct effect*) had a significant effect on meeting the needs of the people of Maros Regency with an Unstandardized Coeficients value of B of 0.531 with a Beta Standardized Coeficients value of 0.563 with a t-value of 8.62 > 1.96 with a sig of 0.05. This means that if the performance of good government will be functioned, it will affect the fulfillment of people's needs. The achievement of meeting the needs of the community is inseparable from how the good government performance is given to the people of Maros Regency. Where the performance of good government includes the vision of strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment as a form of efforts by local governments in improving the performance of good government in meeting the needs of the community. If you look at the results of research that shows that the performance of good government affects the fulfillment of community needs, then the maros regency government must be able to provide a fulfillment of the needs of the people of Maros Regency to maintain the optimal performance given to the community with clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare.

The results of the test estimates the variable model of good government performance consist of indicators of vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment to meet community needs with indicators of clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and enthusiasm, the quality of human resources and the welfare of

the community. In linewith research conducted by Abimbola S, Molemodile S, Okonkwo O et al (2016) shows that the performance of good government in performing these functions, public health committees operate within and through the existing social, cultural and religious structures of their communities, thus providing opportunities for health facilities with which they are connected to be responsive to the needs and values of society. The results of the t-value test model and the hypothetical results of good government performance variables consist of indicators of vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment. As well as variables of meeting the needs of the community with indicators of clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare. In line with research conducted by Kamuzora P, maluka S, Ndawi B et al (2013) which states that the performance of good government affects the fulfillment of the needs of the people of Maros Regency and obtains influential and significant results. Inother words, in distributing the performance of good government to the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa, the higher the level of meeting the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. So the fifth hypothesis is accepted. This is in line with the results of the study showing Meeting the needs of indigenous people takes time to develop authentic relationships and community acceptance, communicate across sectors, expand traditional care models and overcome barriers that prevent providers from engaging in cultural information practices. This demonstrates the performance of good government governmentthrough authentic relationships and community acceptance, cross-sectoral communication, expansion of traditional treatment models and overcoming barriers that prevent providers from engaging in cultural information practices that can directly influence the creation of people's fulfillment of needs for information and communication (Leaver K, Spall T, Hoyland M et al, 2018). Then several studies related to organizational performance and increased satisfaction, the results showed that there was an ease obtained by the community in the form of government policies in supporting seaweed farmers (Saripuddin D, Ridjal S, Musa C and Sahabuddin R, 2015). It further aims to produce graduates who are job-ready, facing major challenges in terms of student readiness to appear in the market (Rakib M, 2020). Furthermore, it explains the importance of sustainability in the needs of their buyer organizations and the research carried out (Putera, W., Alimuddin., Yahya, L.I., Magfirah. 2021). the goal of ensuring that no poor country faces an unmanageable debt burden. (IMF, 2011). shows that trust in management strongly predicts PSM. A performance-driven culture is positively and significantly linked to norm-based PSM and effective PSM, and an ethics-driven culture predicts rational PSM (Lee. H, Oh. H and Park. S, 2020). In line with research on facilities factors, innovation, creativity affects ultimately on consumer satisfaction, especially in government performance in realizing the fulfillment of needs to the community (Putera, W., Sahabuddin R., Rakib, M & Lestari, I, 2021) and research which aims to test whether factors such as service quality, customer value can affect customer satisfaction in The Drinking Water Perumdamakassarcity , in this case in line with the government's performance in realizing the fulfillment of needs to the community with (Putera, W., Sahabuddin, R., Rakib, M and Girikallo, 2020).

6. CLOSING

Conclusion

Based on the results of testing and empirical discussions, the conclusion of this study is that social problems have an effect and are significant on the performance of good government in the Maros Regency Government in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. Public services have an effect and significantly affect the performance of good government in the Maros Regency Government in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. Social problems have an effect and are significant in meeting the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. Public services have an effect and significantly affect the fulfillment of the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. The performance of the good government has an influence and is significant on meeting the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa. So it can be concluded that all hypotheses (H.1 to H.5) are accepted.

Suggestion

Based on the results of the research and conclusions that have been described, there are several suggestionsin terms of social problems, things that must be done by the Maros Regency Government both in improving good government performance and meeting the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa to pay more attention to the indicators that form it, including education, poverty, problems of adolescent behavior deviations and juvenile delinquency, environmental problems, sara conflict problems, crime problems and protest problems, regional upheavals and human rights violations in order to be more mature in contributing to society in improving the performance of the good government of the Maros Regency Government through vision strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment which will have a significant impact on meeting the needs of the people of Maros Regency through clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare. Furthermore, in terms of public services, things that must be done by the Maros Regency Government both in improving good government performance and meeting the needs of the people of Maros Regency in 14 districts, including Turikale, MarosBaru, Lau, Bontoa, Mandai, Marusu, Tanralili, Muzzleloe, Tompobulu, Bantimurung, Simbang, Cenrana, Camba and Mallawa to pay more attention to the indicators that form them, including service policies. , professionalism of human resources providers, public service infrastructure, public service information systems, consultations and complaints, service innovations and accountability so that public services provided to the community can provide an excellent service which in the end in the future the Maros Regency Government can improve services in entering the era of digitalization of technology and information in accordance with the times and in accordance with the direction of the State Central Government Indonesia enters the era of digitalization of technology and information in 2022 which has a real impact on improving good government performance through the vision of strategies, transparency, responsiveness, fairness, effectiveness and efficiency, cooperation with community organizations and commitment to the environment which will ultimately have a significant impact on meeting the needs of the people of Maros Regency through clarity of service requirements, simplicity of service procedures, certainty of service costs, timeliness of service, improvement of living standards and spirit, quality of human resources and community welfare.

7. ACKNOWLEDGMENTS

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