



## Analysis of Infrastructure Governance-Based Contractor Performance Supervision in Road Maintenance Projects in West Limboto District

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### ABSTRACT

Monitoring contractor performance is an important part of ensuring the quality of work in accordance with technical standards and community interests. This study aims to analyze the performance supervision of contractors based on Infrastructure Governance in road maintenance projects in West Limboto District. This study uses a descriptive qualitative approach with data collection techniques through observation, interviews, and documentation. The results of the study show that Infrastructure Governance-based contractor performance supervision has been implemented, but it is not optimal. From the aspect of transparency, information on planning, implementation, and progress of road maintenance has not been conveyed evenly to the community, even though it has been carried out through the installation of project boards, socialization, and direct communication in the field. From the aspect of accountability, it is not optimal because the conformity between technical standards and work results is not fully guaranteed, as shown by the discovery of roads that are quickly damaged, even though supervision is carried out through administrative inspections and field monitoring. From the aspect of integrity, the quality of work at some points is still not optimal due to external factors, even though material testing, SOP implementation and supervision have been carried out. From the aspect of responsibility, the implementation of supervision is still constrained due to budget limitations and the number of road sections that must be handled, even though the handling of damage reports, checks and repairs during the maintenance period has been carried out. From the aspect of participation, it is not optimal because community involvement is still limited in planning and evaluation, although there have been complaints and reports related to road conditions. Thus, the supervision of contractor performance needs to be strengthened to ensure the quality of sustainable road infrastructure and increase public confidence in the performance of local governments.

### INTRODUCTION

*Infrastructure Governance* It can be understood as the government's way of managing infrastructure development so that it runs in an orderly, clear, and in accordance with the needs of the community. In this concept, infrastructure is not only seen as a physical result such as a road or bridge, but also as a series of processes that require planning, budget management, implementation, and well-managed supervision. Village and sub-district development is an integral part of national development. This development not only aims to improve infrastructure, but also to improve the quality of human resources and community welfare (Akibu & Djafar, 2025). The

government needs to ensure that every stage of development is carried out correctly, starting from preparing a plan, preparing a budget, determining the implementation of the work, to monitoring the course of activities. With organized management, various problems such as waste, inappropriate work, or improper use of the budget can be minimized. Therefore, the success of infrastructure development is not only measured by the final result, but also by how the entire process is carried out from the beginning.

In road construction and maintenance, *Infrastructure Governance* is important because it has a direct effect on the quality of services and community comfort. If every development process is managed properly, the results of the roads built will be of higher quality, durable, and really provide benefits for residents. The government also needs to ensure that the work is not late, the materials used are appropriate, and the results are not easily damaged. Therefore, the implementation of *Infrastructure Governance* is an important basis for local governments in ensuring that road construction is not only completed, but also provides long-term benefits for the community. In the framework of *Infrastructure Governance*, supervision is a very important element because it functions to ensure that every infrastructure development and maintenance process runs according to the principles of good governance.

Supervision is one of the main functions in public administration which plays an important role in ensuring that every government activity runs in accordance with the plans, standards, and provisions that have been set. The word "supervision" comes from the word "awas" which means, among others, "supervision". The term supervision is known in management science and administrative science, namely as one of the elements in management activities. According to Rusli Ramli (2010:63), that "Supervision is defined as an effort to determine what is being carried out by assessing the results/achievements achieved and if there are deviations from the standards that have been determined, then improvement efforts are immediately held, so that all results/achievements achieved are as planned"(S. Waruwu, 2021). This opinion shows that supervision has an important role in ensuring that each activity runs according to the plan that has been set, as well as taking corrective actions if deviations are found so that the implementation remains effective and achieves the expected goals.

In public administration, supervision is an important part of realizing good governance. In Indonesia, public administration supervision aims to ensure that the implementation of government runs in accordance with the law and is carried out efficiently, transparently, and accountably. Supervision in the implementation of road infrastructure is a tangible manifestation of the government's control function to ensure that every stage of activities, from planning, implementation, to evaluation, runs in accordance with applicable standards and regulations. The success of road construction is not only seen from the physical results alone, but also from how the implementation process reflects the value of integrity and responsibility to the public interest. When supervision is done properly, the potential for irregularities such as inappropriate use of materials, project delays, or budget abuse can be minimized. Therefore, supervision in public administration is not just an activity to assess results, but also a means to maintain public trust in the government and ensure that road infrastructure development truly brings benefits to improve people's welfare.

In an effort to strengthen governance, improving the quality of supervision and public services is very important to ensure the achievement of bureaucratic effectiveness and public trust in local governments. According to Kurniati & Botutihe (2020), public services are the main measure of the success of the implementation of government duties and a reflection of the performance of regional bureaucracy. Therefore, the success of development is not only measured by physical results alone, but also by the government's ability to implement good governance principles in every implementation process. The application of these principles is the basis for local governments, especially the PUPR Office, to ensure that all infrastructure development activities run according to the provisions and provide real benefits to the community.

In the national context, Indonesia implements strategic infrastructure policies that aim to improve connectivity, smooth logistics flows, and grow the national economy (Hartono et al., 2025). With the availability of a good road network, a region will more easily integrate the potential of local resources with the wider market, so as to increase the economic competitiveness of the region. Therefore, road construction and maintenance are important indicators in measuring the success of the development of a region or country.

As a form of this commitment, the Government of Indonesia has made the road infrastructure sector a top priority in encouraging economic growth and equitable development in all regions. This effort has yielded positive results. Based on data from the Ministry of PUPR in 2024, the level of national road stability has reached 95.22% of the total length of national roads of 47,604.43 km, of which around 45,326.93 km are in stable condition (Pusdatin PUPR, 2024). This achievement shows a considerable increase compared to previous years and reflects the government's success in improving the quality and connectivity of the national road network as a whole.

However, success at the national level has not been fully felt at the regional level. In the field, there are still many road maintenance projects that have not met the expected standards. Public complaints about slow repairs and low quality of work results are still often heard. As a result, newly repaired roads are often quickly damaged again. This condition is certainly detrimental to the community as well as shows weaknesses in the governance system and the implementation of infrastructure projects.

On the other hand, the implementation of supervision of road infrastructure projects still faces various obstacles, especially budget limitations that are not proportional to the number of damaged roads. This condition

causes the allocation of maintenance funds to often be insufficient to repair all damaged roads. In addition, the increasing traffic burden also accelerates road damage before it reaches the planned life. This is a challenge for local governments in maintaining the quality of roads in good condition and functioning as they should.

This phenomenon even triggered a form of protest from the community, such as what happened in Ombulo Village, West Limboto District, where residents planted banana trees in the middle of a pothole road as a form of disappointment over the slow repair of roads that had been damaged for more than three years (Nawu, 2025). The action is a symbol of public criticism of the slow response of local governments in improving infrastructure that has a direct impact on their welfare. In fact, the government actually already has clear rules regarding responsibility for road maintenance. Regulation of the Minister of Public Works No. 13 of 2011 concerning Road Maintenance and Inspection Procedures should be a guideline for local governments to maintain stable road conditions. However, the reality on the ground shows that there is still a large gap between rules and practices. Many roads are potholes and quickly damaged even though they have just been repaired, indicating weak supervision and low accountability in the management of road projects.

In addition to the supervision factor, the implementation of road infrastructure projects also faces a number of obstacles that originate from internal factors, especially in the implementation of the work. Ideally, the contractor carries out the work according to the technical standards that have been set. However, in the field, there are still often conditions where the quality of the implementation has not fully met the planned provisions. For example, the results of the work are uneven, the thickness of the road layer is inconsistent at several points, or the compaction process has not been maximized so that the road is damaged faster. This situation is generally caused by a lack of optimal quality control during the work process. Information about the implementation and progress of road maintenance has also not been clearly conveyed to the public, thus causing public uncertainty about the implementation time, quality of repairs, and follow-ups carried out by local governments. Therefore, more intensive monitoring is needed so that the implementation of the work is truly in accordance with the expected quality standards.

This condition shows that the value of trust and justice is not only an ethical demand, but also an important foundation in this research, especially related to how the infrastructure supervision system is run in the regions. Therefore, a governance approach is needed that is able to ensure that the development process runs according to these principles.

In this case, the application of *the principle of Infrastructure Governance* is important to strengthen the supervision system that has not been running optimally. Supervision problems can be seen from several conditions, such as field inspections that have not been carried out regularly, material quality verification which is sometimes carried out administratively. In addition, there are still work results that show non-compliance with technical standards, such as road surfaces that are uneven or have been damaged again in a relatively short time and have not reached the plan life. This condition shows that the supervision process has not been fully able to ensure the conformity between planning, technical standards, and implementation results.

In this case, Government Regulation Number 22 of 2020 concerning Implementation Regulations of Law Number 2 of 2017 concerning Construction Services explains that supervision is an important part of the implementation of construction services to ensure that all development activities are carried out in accordance with the provisions of the law, quality standards, time, and costs that have been set. This regulation also affirms the role of the central and regional governments in providing guidance and supervision in a sustainable manner to the implementation of construction projects, including road infrastructure development projects. With this legal basis, it is hoped that the supervision process will be more directed, transparent, and able to minimize potential deviations in the implementation of construction activities.

Furthermore, as a technical implementer at the regional level, the Public Works and Spatial Planning Office (PUPR) of Gorontalo Regency has a great responsibility in ensuring that all road construction, repair, and maintenance activities are carried out in accordance with applicable regulations and technical specifications. This agency plays an important role in the process of planning, implementing, supervising, and maintaining public infrastructure, including the road network which is the lifeblood of community mobility and the local economy. Good and complete infrastructure will facilitate regional economic activities, while poor infrastructure can actually hinder economic growth and slow down overall development (Rakhmalina, 2019).

In an effort to understand and overcome the challenges faced by the PUPR Office in road infrastructure supervision, several previous studies also highlighted the problem of supervision of infrastructure projects. Rakhmalina (2019) in his research found that the supervision function has been carried out well and effectively, and has clarity in the implementation and application of sanctions, but there are still projects that are not completed on time due to external constraints such as difficult access to materials, transportation delays, and limited animal husbandry facilities. Meanwhile, Putubasai et al (2023) in their research at the East Lampung Regency PUPR Office found that weak supervision is caused by the lack of supervisory personnel and the lack of optimal performance of the Technical Implementation Officer of Activities (PPTK), so that supervision of contractors has not run optimally. These two studies show that there is a gap between the ideal supervision system and the reality in the field, caused by limited internal capacity and operational constraints.

By looking at the complexity of the above problems, this research is very important to be carried out. This is because the level of road damage in West Limboto District shows the weak governance and supervision system of infrastructure maintenance projects which has a direct impact on the quality of work and community welfare. Although the achievements of national road construction show improvement, conditions in the regions still show a considerable gap. This research has academic value because it fills the gap in the study of project supervision in the regions, as well as practical value because it can provide strategic recommendations for the Gorontalo Regency PUPR Office in improving the supervision system, improving the quality of contractor work, and restoring public trust in the local government. In the end, strengthening road infrastructure governance is expected to increase community mobility, facilitate the distribution of agricultural products, strengthen regional economic competitiveness, and improve the welfare of the Gorontalo people in a sustainable manner.

## RESEARCH METHODS

In this study, the type of research used by the researcher is descriptive research with a qualitative approach. According to Sugiyono (2007), qualitative research is a research method used to research on the condition of natural objects, (as opposed to experiments) where the researcher is the key instrument, the data collection technique carried out is Interview, data analysis is inductive and the results of qualitative research emphasize meaning rather than generalization. In addition, Creswell (2016) states that qualitative research is a type of research that explores and understands meaning in a number of individuals or groups of people who come from social problems. Qualitative research can generally be used for research on people's lives, history, behavior, concepts or phenomena, social problems, and others (Akmal Sulaiman & Mulianto Budi, 2023).

This research was carried out at the Gorontalo Regency Public Works and Spatial Planning Office (PUPR), which is a local government agency that has responsibility for planning, development, maintenance, and supervision of infrastructure in the Gorontalo Regency area. The time used by the researcher is from December 2025 to February 2026.

Research will not produce accurate findings without being supported by complete and valid data. In research, data can be in the form of numbers, facts, opinions, or observation results that are relevant to the focus of the study being conducted. Therefore, in this study, the researcher uses two types of data, namely primary data and secondary data, as the main material in supporting the research discussion.

In this study, the data collection technique was carried out through Purposive Sampling. According to Turner (2020), Purposive Sampling is a sampling technique used when researchers already have individual targets with characteristics that match the focus of their research (Ksanjaya & Rahayu, 2022). This technique was chosen so that researchers can obtain relevant and in-depth information from informants who are directly involved or have experience related to monitoring contractor performance on road maintenance projects at the Gorontalo Regency PUPR Office. The data collection techniques in this study also use interview techniques, field observation (observation), and documentation.

### Data Analysis

According to Ulber Silalahi (2009:339), analysis activities consist of three streams of activities that occur simultaneously, namely data reduction, data presentation, and conclusion drawn/verification (Nurdewi, 2022). It can be explained as follows:

### Data Reduction

Data reduction is an integral part of the data analysis process in qualitative research. This process includes selection, concentration, simplification, abstraction, and transformation of raw data obtained from the results of field records. Data reduction is carried out continuously throughout the research process, especially at the data collection stage, with activities such as making summaries, coding, tracing themes, grouping data, compiling partitions, and writing memos.

### Data Presentation

Data presentation is an important activity that is the second stage in research, where data that has gone through a reduction process is then systematically compiled so that it is easy to understand and analyze further. This data presentation allows researchers to conduct comparative analysis by comparing results from various sources, such as interviews, observations, and documentation, in order to find suitability and differences that support the process of drawing research conclusions.

### Conclusion

This activity is the third stage in qualitative research which is carried out through the process of drawing conclusions from the results of data analysis that has been systematically compiled. In this study, the researcher draws conclusions based on the main themes that have been identified during the data reduction and presentation. The conclusion is then associated with the UNDP theory and its nine indicators as a basis for assessing the application of good governance principles.

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### **Data Validity Checks**

In this study, the validity of the data is tested through the triangulation technique, which is by combining various methods and data sources to obtain more objective results. This activity also includes re-checking the suitability between the results of the interpretation and conclusions that have been formulated previously based on the results of the observations made. The steps for applying the data validity technique in this study are explained as follows.

## **RESULTS**

### **Transparency**

The results of the study show that transparency in road maintenance in West Limboto District was implemented through the installation of project boards, socialization before the work began, and direct communication between field supervisors, contractors, and the community. The Gorontalo Regency PUPR Office provided basic project information such as the type of project, budget, implementation period, and contractor through project boards installed at the work locations.

The interview results with the Head of the Highway Division, Mr. "RAR", explained that the public could obtain information through project boards and direct observation in the field. This statement was supported by Mr. "AG" and Mr. "MFB", who stated that socialization activities were usually carried out before the project implementation. From the contractor's side, Mr. "GHS", Mr. "AIA", and Mr. "JH" explained that work progress was routinely coordinated with field supervisors and communicated to the community through socialization and project boards.

However, interviews with community members indicated that transparency had not been evenly perceived. Informants such as "LD", "N", "Y", and "SI" stated that they had received information regarding road repair plans, but there was still uncertainty regarding the realization and timing of the implementation. Meanwhile, "TM" admitted that he had never received clear information regarding road repairs in his area. Thus, transparency had been implemented, although it was still not optimal, particularly regarding certainty of implementation and follow-up actions.

### **Accountability**

The results of the study indicate that accountability in road maintenance was carried out through technical evaluations, field supervision, examination of work reports, and material testing in accordance with technical standards. The Gorontalo Regency PUPR Office emphasized that if work was found not to meet specifications, the contractor was required to make repairs or reconstruction during the maintenance period.

The interview results with Mr. "RAR", Mr. "AG", and Mr. "MFB" showed that contractor work reports were examined through administrative documents, daily, weekly, and monthly reports, as well as field documentation adjusted to actual field conditions. From the contractor's perspective, Mr. "GHS", Mr. "AIA", and Mr. "JH" explained that all materials were tested in laboratories before use, and work progress was routinely reported to supervisors.

Meanwhile, the community considered that some roads had indeed been repaired, but the results did not last long. Informants such as "LD", "TM", "N", "Y", and "SI" explained that road damage frequently reoccurred due to overloaded vehicles, flooding, and the lack of follow-up maintenance by the government. In addition, the community felt that the government's attention to further repairs was still inadequate because there was no certainty regarding the realization of future repairs.

### **Integrity**

The results of the study show that integrity in road maintenance was reflected through the implementation of SOPs, layered supervision, material testing, and the contractor's commitment to carrying out work according to technical specifications. Before implementation, materials were tested in government and university laboratories to ensure their quality met the required standards.

The interview results with Mr. "RAR", Mr. "AG", and Mr. "MFB" indicated that supervision was continuously conducted at every stage of the work, both by field supervisors and consultants. From the contractor's side, Mr. "GHS", Mr. "AIA", and Mr. "JH" explained that all work was carried out in accordance with SOPs and contractual provisions. If any work was found not to meet standards, it had to be repaired or reconstructed to comply with technical requirements.

The interview results with community members also showed that the public considered the road work to have been carried out seriously and under government supervision. Informants such as "LD", "TM", "N", "Y", and "SI" stated that contractors did not work carelessly and that government supervisors frequently visited the work sites. However, the community still highlighted that several road sections were quickly damaged, indicating that the quality of the work still needed improvement.

### **Responsibilities**

The results of the study indicate that responsibility in road maintenance is reflected in the response of the PUPR Office to road damage reports, contractor accountability during the maintenance period, and the government's follow-up actions toward community complaints. The PUPR Office emphasized that road damage handling is carried out based on priority scales and budget availability due to the extensive district road network.

The interview results with Mr. "RAR", Mr. "AG", and Mr. "MFB" showed that every road damage report is still followed up through field inspections and evaluations. However, not all damaged roads can be repaired simultaneously because handling depends on the urgency level and available maintenance budget. They also explained that if damage reappears before the technical life ends and is still within the maintenance period, the contractor remains responsible for repairs under direct supervision from the PUPR Office.

From the contractor's perspective, Mr. "GHS", Mr. "AIA", and Mr. "JH" explained that contractors are fully responsible for repairing damage occurring during the maintenance period, which generally lasts between six months and one year according to the contract. Contractors also stated that obstacles such as weather conditions, increasing material prices, and technical field constraints are considered implementation risks that must be managed without reducing work quality or violating contract provisions.

Meanwhile, community interviews revealed that residents had repeatedly submitted road damage complaints through village offices and other channels, but the government's response was still considered slow and unclear. Informants such as "LD", "TM", "N", "Y", and "SI" stated that there had been no clear explanation regarding delays in road repairs, even though the damaged road conditions had persisted for years. Therefore, the community perceived that government responsibility in responding to road damage reports had not yet been optimal.

### **Participation**

The results of the study show that participation in road maintenance is reflected through communication between the PUPR Office, contractors, villages, and the community during the implementation process. Community involvement generally occurs through direct input, complaints, and discussions regarding road conditions in the field.

The interview results with Mr. "RAR", Mr. "AG", and Mr. "MFB" indicated that community participation is considered important because local residents better understand field conditions such as drainage flow, flooding points, and damaged road sections. Community input is usually recorded and used as consideration in supervision and work implementation. The PUPR Office also stated that reports and complaints submitted by residents are still followed up, especially when the project is still under implementation.

From the contractor's perspective, Mr. "GHS", Mr. "AIA", and Mr. "JH" explained that communication with the community and village government is always conducted before and during project implementation through socialization activities and coordination meetings. Contractors also stated that community input is accommodated and discussed with consultants and the PUPR Office to determine whether adjustments to the work plan are necessary.

However, interviews with community members showed that although residents frequently submitted complaints and input regarding damaged roads, government involvement in asking for community opinions during the planning stage was still minimal. Informants such as "LD", "TM", "N", "Y", and "SI" explained that road damage had disrupted daily activities, caused accidents, transportation difficulties, and flooding. Due to the lack of government response, some residents even took the initiative to carry out temporary repairs independently through self-help efforts. Therefore, community participation in road maintenance existed, but it was still limited because the government's response and involvement of residents in planning were not yet optimal.

## **DISCUSSION**

This study focuses on several major issues identified in the analysis of contractor performance supervision based on Infrastructure Governance in road maintenance projects in West Limboto District. The main problems include unclear information regarding road maintenance implementation and progress, weak supervision and accountability reflected in quickly damaged roads and inadequate material quality, as well as limited responsiveness in handling road damage due to budget constraints and delays in responding to community reports.

These issues were analyzed using the Good Governance theory of the World Bank (1997), which emphasizes the principles of transparency, accountability, integrity, responsibility, and participation in infrastructure governance.

### **Transparency**

Transparency in Infrastructure Governance emphasizes openness of information throughout the implementation of infrastructure projects. In this study, transparency was implemented through project boards, direct communication, and socialization activities conducted by the PUPR Office and contractors before the work began. The project boards provided information regarding the type of work, budget, implementation period, and contractor.

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However, the findings show that transparency was still limited because information regarding work progress and implementation schedules was not systematically delivered to the public through structured communication channels. Most information was only obtained through direct interaction with field supervisors or village authorities. As a result, many community members still lacked clear information regarding the realization and timing of road repairs. This indicates that transparency in contractor supervision has not fully reflected the principles of Infrastructure Governance, which require accessible, consistent, and publicly available information.

### **Accountability**

Accountability in Infrastructure Governance refers to the responsibility of both the PUPR Office and contractors to ensure that road maintenance work complies with technical standards and contractual obligations. The findings reveal that accountability was implemented through technical evaluations, field supervision, material testing, and verification of contractor reports. Contractors were also required to repair or reconstruct work that did not meet specifications during the maintenance period.

From the contractor's perspective, accountability was demonstrated through laboratory testing of materials, routine reporting, and compliance with technical standards. Nevertheless, community interviews revealed that many repaired roads were quickly damaged again due to overloaded vehicles, environmental conditions, and weak follow-up maintenance. This shows that accountability was still focused more on administrative and procedural aspects rather than the long-term quality and sustainability of infrastructure outcomes experienced by the community.

### **Integrity**

Integrity in Infrastructure Governance emphasizes honesty, professionalism, and compliance with technical standards in infrastructure management. The study found that integrity was maintained through material testing, implementation of SOPs, quality control, and layered supervision by the PUPR Office and consultants. Contractors also conducted laboratory tests and core drill testing to ensure that asphalt thickness and material quality met specifications.

Furthermore, contractors demonstrated integrity by being willing to repair or dismantle work that did not meet standards. The existence of continuous supervision encouraged contractors to comply with technical procedures and contractual obligations. However, despite these efforts, some road sections were still quickly damaged due to external factors such as overloaded vehicles and environmental conditions. Therefore, integrity in implementation has been applied, but improvements are still needed to ensure more durable and sustainable road quality.

### **Responsibility**

Responsibility in Infrastructure Governance refers to the commitment of all parties to respond to infrastructure problems and ensure sustainable road functionality. The study found that the PUPR Office handled road damage reports based on priority scales and available budgets due to the large number of district road sections. Contractors were responsible for repairing road damage during the maintenance period, while field supervisors monitored repair implementation regularly.

However, community members perceived that government responses to road damage reports were still slow and unclear. Many residents stated that they had repeatedly submitted complaints through village authorities or DPRD representatives, yet no clear follow-up or explanation had been provided regarding repair delays. This condition indicates that responsibility has been implemented administratively and technically, but public communication and responsiveness to community needs remain inadequate.

### **Participation**

Participation in Infrastructure Governance highlights the importance of community involvement in infrastructure planning, implementation, and supervision. The findings indicate that community participation mainly occurred through direct communication, complaints, and input regarding road conditions, drainage, and flooding points. The PUPR Office and contractors also conducted socialization activities and coordination with village governments before project implementation.

Nevertheless, community participation was still limited and not systematically organized. Most involvement occurred only after problems emerged, rather than during the planning and evaluation stages. Due to limited government response, some communities even carried out temporary self-help road repairs independently. This finding suggests that participation has not yet functioned optimally as part of social control and collaborative infrastructure governance. Therefore, stronger and more structured participation mechanisms are needed to ensure that infrastructure management aligns with community needs and field conditions.

## **CONCLUSION**

Based on the results of research and discussion on the Analysis of Infrastructure Governance-Based Contractor Performance Supervision on the Road Maintenance Project in West Limboto District, it can be

concluded that the implementation of contractor performance supervision has been carried out, but has not run optimally. Judging from the aspect of transparency, information on planning, implementation, and progress of road maintenance has not been conveyed evenly to the community, even though it has been carried out through the installation of project boards, socialization, and direct communication in the field. From the aspect of accountability, it is not optimal because the suitability between technical standards and work results is not fully guaranteed, which is shown by the discovery of roads that are quickly damaged, even though supervision is carried out through administrative inspections and field monitoring. From the aspect of integrity, the quality of work at some points is still not optimal due to external factors, even though material testing, the implementation of SOPs and field supervision have been carried out. From the aspect of responsibility, the implementation of supervision is still constrained due to budget limitations and the number of road sections that must be handled, even though the handling of damage reports, checks and repairs of the maintenance period has been carried out. From the aspect of participation, it is not optimal because community involvement is still limited in planning and evaluation, although there have been complaints and reports related to road conditions. Overall, the supervision of contractor performance needs to continue to be strengthened in order to ensure the quality of sustainable road infrastructure and increase public trust in the performance of local governments.

### SUGGESTIONS

The Gorontalo Regency PUPR Office is advised to increase the disclosure of road maintenance information clearly and evenly so that the public can know the plan, implementation, and results of road work.

Supervision of contractors' work needs to be carried out more regularly and any findings or reports from the community must be immediately responded to or followed up.

The community needs to be more involved in road maintenance, especially in conveying the condition of the damage and providing input, so that the implementation of maintenance can be in accordance with the needs in the field.

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