

ABSTRACT

Good governance as part of the reform agenda with the aim of creating good and clean governance, including professionalism, accountability, transparency, excellent service, democracy and participation, efficiency and effectiveness, rule of law, strategic vision. The objectives to be achieved in this study are to identify and analyze the application of the principles of good governance in improving the performance of public services (licensing) at the Mandiangan sub-district office, and to identify and analyze efforts to apply the principles of good governance in improving the performance of public services (licensing). at the Mandiangan sub-district office. This research was conducted using a qualitative research approach, namely an approach that provides opportunities for researchers to be able to describe and interpret in detail in order to gain a holistic understanding. Data was collected through interviews, observation and documentation. Research informants were divided into Mandiangan sub-district head (1 person), Head of Service (1 person), Non-Governmental Organization (NGO) (1 person), and Mandiangan District Community (1 person). The data that has been obtained will be analyzed qualitatively and described in descriptive form. The results of this study indicate that 1. The application of the principles of good governance in improving the performance of public services (licensing) at the Mandiangan sub-district office, a) accountability in public services, the level of accuracy of employees in carrying out their duties is quite good, b) Transparency in the implementation of services provided. provided by the Mandiangan sub-district office is good, but c) the responsiveness of the apparatus' service speed in completing services at the Mandiangan sub-district office has not been carried out properly, 2. Efforts to apply the principles of good governance in improving the performance of public services (licensing) at the Mandiangan sub-district office are carried out in accordance with the ability of employees, which must be based on the required knowledge, skills, and attitudes.

Keywords: good governance, public service, performance

INTISARI

Pemerintahan yang baik (*good governance*) sebagai bagian dari agenda reformasi dengan tujuan agar terciptanya pemerintahan yang baik dan bersih (*good clean governance*), meliputi *profesionalitas, akuntabilitas, transparansi, pelayanan prima, demokrasi dan partisipasi, efesiensi dan efektivitas, supermasi hukum, bervisi strategis*. Tujuan yang ingin dicapai dalam penelitian ini adalah mengetahui dan menganalisis penerapan prinsip-prinsip *good governance* dalam meningkatkan kinerja pelayanan publik (Perizinan) di kantor camat Mandiangin, dan untuk mengetahui dan menganalisis upaya penerapan prinsip-prinsip *good governance* dalam meningkatkan kinerja pelayanan publik (Perizinan) di kantor camat Mandiangin. Penelitian ini dilakukan menggunakan pendekatan penelitian kualitatif, yaitu pendekatan yang memberi peluang kepada peneliti untuk dapat melakukan deskripsi dan interpretasi secara detail agar mendapatkan pemahaman secara holistik. Pengumpulan data dilakukan melalui wawancara, observasi dan dokumentasi. Informan penelitian dibagi menjadi Camat mandiangin (1 orang), Kasi pelayanan (1 orang), Lembaga Swadaya Masyarakat (LSM) (1 orang), dan Masyarakat Kecamatan Mandiangin (1 orang). Data yang telah diperoleh akan dianalisis secara kualitatif serta diuraikan dalam bentuk deskriptif. Hasil penelitian ini menunjukkan bahwa 1. Penerapan prinsip-prinsip *good governance* dalam meningkatkan kinerja pelayanan publik (Perizinan) di kantor camat Mandiangin, a) secara akuntabilitas dalam pelayanan publik tingkat ketelitian pegawai dalam melaksanakan tugasnya sudah cukup baik, b) Secara transparansi pelaksanaan pelayanan yang diberikan oleh Kantor Camat Mandiangin sudah baik, namun c) secara responsibilitas kecepatan pelayanan aparat dalam menyelesaikan pelayanan pada Kantor Camat Mandiangin belum terlaksana dengan baik, 2. Upaya penerapan prinsip-prinsip *good governance* dalam meningkatkan kinerja pelayanan publik (Perizinan) di kantor camat Mandiangin dilakukan sesuai dengan kemampuan pegawai, dimana harus berdasarkan pengetahuan, keterampilan, dan sikap yang dibutuhkan.

Kata Kunci: *good governance, pelayanan publik, kinerja*