

**PELAKSANAAN PRINSIP PELAYANAN PUBLIK DALAM GOOD
GOVERNANCE**

(di Kelurahan Alai Kecamatan Ungar, Kabupaten Karimun)

Oleh

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Abstrak

Penelitian ini adalah tentang pelaksanaan prinsip pelayanan publik dalam *good governance* di kelurahan alai kecamatan ungar. Ada beberapa permasalahan yang melatar belakangi peneliti dalam melakukan penelitian ini diantaranya adalah belum terlaksananya pelayanan *good governance*. Tujuan penelitian ini adalah untuk menjawab rumusan masalah tentang Bagaimana prinsip pelayanan publik dalam *good governance* di kelurahan alai Kecamatan Ungar. Metode yang digunakan dalam penelitian ini kualitatif. Instrument dalam penelitian ini menggunakan teori A,Zeithaml, A,Parasuraman, dan leonard L.Berry, *tangible, reliability, responsiveness, assurance, empathy*. Dengan indikator yang telah ditentukan faktor penyebab rendahnya prinsip pelayanan publik dalam *good governance* di kelurahan alai Kecamatan Ungar. kurang disiplinnya kerja dan kurangnya SDM yang ada di kelurahan Alai, hasil penelitian ini menunjukkan prinsip-prinsip *good governance*, belum berjalan maksimal dimana terdapat beberapa indikator yang belum diterapkan di kantor lurah alai kecamatan ungar. hal ini dapat dilihat dari indikator (1) tangibles dimana kurangnya sarana-prasarana membuat pelayanan tidak berjalan dengan baik, perlunya penambahan peralatan seperti printer dan computer. (2) reliability hal ini kantor lurah alai kurangnya sdm. Ini membuat pelayanan kurang dan tidak mampu mengoperasikan peralatan secara maksimal. (3) responsiveness pelayanan publik di kantor lurah alai suda melayani secara baik dan cepat, (4) assurance pegawai kantor lurah alai sudah melakukan sop yang semestinya, tetapi masih ada kurangnya kejelasan tentang jangka waktu penyelesaian. (5) empathy pelayanan di kantor lurah alai sudah berjalan dengan baik, pegawai yang ada di instansi tersebut sudah ramah dan sopan. Kesimpulan dalam penelitian ini pelaksanaan prinsip pelayanan publik dalam *good governance* di kelurahan alai sudah terlaksanakan, meskipun masih ada beberapa indikator yang masih menjadi hambatan pelayanan di kelurahan alai kecamatan ungar, kabupaten karimun.

Kanta kunci : Pelaksanaan, Responsif, *Good governance*

IMPLEMENTATION OF PUBLIC SERVICE PRINCIPLES IN GOOD GOVERNANCE

(In Alai kelurahan Ungar District Kabupaten Karimun)

by

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Abstract

This research is about the implementation of the principles of public service in good governance in the sub-district of Alai Ungar. There are several problems behind the researchers in conducting this research, including the lack of good governance services. The purpose of this study was to answer the formulation of the problem regarding the principles of public service in good governance in the Alai sub-district, Ungar District. The method used in this research is qualitative. The instrument in this study uses the theory A, Zeithaml, A, Parasuraman, and Leonard L. Berry, tangible, reliability, responsiveness, assurance, empathy. With the indicators that have been determined, the factors causing the low principle of public service in good governance in the Alai sub-district, Ungar District. lack of work discipline and lack of human resources in the Alai sub-district, the results of this study show that the principles of good governance have not been running optimally where there are several indicators that have not been implemented in the village head office in the Ungar sub-district. this can be seen from indicators (1) tangibles where the lack of infrastructure makes the service not run well, the need for additional equipment such as printers and computers. (2) the reliability of this case is that the lurah's office lacks SDM. This makes the service less and unable to operate the equipment optimally. (3) the responsiveness of public services at the ala village head office does not serve well and quickly, (4) the assurance that the lurah's office employees have carried out the proper SOP, but there is still a lack of clarity about the completion period. (5) Empathy, the service at the Alai Lurah office has gone well, the employees at the agency are friendly and polite. The conclusion in this study is that the implementation of the principles of public service in good governance in the Alai Village has been implemented, although there are still some indicators that are still obstacles to service in the Alai Village, Ungar Subdistrict, Karimun Regency.

Keywords: Implementation, Responsive, Good governance