

ABSTRAK

Sakina Nurabiyanti, 1218010188, 2025 : *Dynamic governance* dalam Pelayanan Publik di Kantor Kecamatan Pagerageung Kabupaten Tasikmalaya.

Pelayanan publik merupakan hal penting dalam penyelenggaraan pemerintahan, karena menjadi wajah langsung dari kinerja aparatur negara dalam memenuhi kebutuhan masyarakat. Namun, dalam pelaksanaannya Kecamatan Pagerageung masih mengalami beberapa kendala diantaranya yaitu belum optimalnya pemanfaatan teknologi. Hal tersebut disebabkan kurangnya sumber daya manusia serta sarana prasarana yang mengalami beberapa kerusakan.

Tujuan penelitian ini adalah untuk mengetahui *Dynamic Governance* dalam pelayanan publik di Kantor Kecamatan Pagerageung yang mengacu pada teori *Dynamic governance* dari Neo dan Chen (2007) yang menekankan tiga kapabilitas utama, yaitu berpikir ke depan (*thinking ahead*), meninjau kembali (*thinking again*), dan berpikir lintas batas (*thinking across*).

Penelitian ini menggunakan pendekatan kualitatif dengan teknik pengumpulan data melalui wawancara, observasi, dan studi dokumentasi. Analisis data dilakukan melalui pengumpulan data, reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menyatakan bahwa penerapan konsep *thinking again* dalam kerangka teori *Dynamic governance* telah berjalan cukup baik di Kecamatan Pagerageung. Namun, penerapan *thinking again* belum sepenuhnya terimplementasi secara ideal di lingkungan Kecamatan Pagerageung, meskipun telah terdapat indikasi awal. Begitupun dengan *thinking across* dalam pelayanan publik di Kecamatan Pagerageung masih berada pada tahap awal dan belum sepenuhnya terlembagakan secara formal sebagaimana yang diharapkan.

Kata Kunci : *Dynamic governance*, Kapabilitas, Evaluasi, Inovasi, Pelayanan Publik

ABSTRACT

Sakina Nurabiyanti, 1218010188, 2025 : Dynamic governance in Public Services at The Pagerageung Sub-District Office Tasikmalaya District

Public service is an important thing in governance, because it is the direct face of the performance of the state apparatus in meeting the needs of the community. In its implementation, Pageraegung Sub-district still experiences several obstacles, including the non-optimal utilization of technology. This is due to the lack of human resources and infrastructure facilities that have experienced some damage.

The purpose of this study is to study Dynamic governance in public services at the Pagerageung District Office which refers to the Dynamic governance theory of Neo and Chen (2007) which emphasizes three main capabilities, namely thinking ahead, thinking again, and thinking across.

This research uses a qualitative approach with data collection techniques through interviews, observations, and documentation studies. Data analysis was conducted through data collection, data reduction, data display, and conclusion.

The results stated that the application of the thinking again concept in the Dynamic governance theoretical framework has been running quite well in Pagerageung District. However, the application of thinking again has not been fully implemented ideally in the Pagerageung Sub-district environment. although there have been initial indications. Also, thinking across in public services in Pagerageung Sub-district is still at an early stage and has not been fully institutionalized formally as it has been in the past.

Keywords: *Dynamic governance, Capability, Evaluation, Innovation, Public Service*