

## ***ABSTRAK***

### **Muhamad Syawwaludin Karman, 1218010120, 2025, Penerapan Prinsip-Prinsip *Good Governance* Dalam Pelayanan Publik di Kantor Kecamatan Cileunyi Kabupaten Bandung**

Pelayanan publik merupakan salah satu indikator utama keberhasilan penyelenggaraan pemerintahan daerah. Namun dalam praktiknya, masih ditemukan berbagai kendala di tingkat kecamatan seperti rendahnya pemahaman masyarakat terhadap layanan digital, keterbatasan sumber daya manusia, dan minimnya sarana prasarana. Kondisi ini menghambat optimalisasi penerapan prinsip-prinsip *Good Governance* yang seharusnya menjadi dasar dalam penyelenggaraan pelayanan publik yang transparan, akuntabel, partisipatif, dan berkeadilan.

Penelitian ini bertujuan untuk mengetahui dan menganalisis bagaimana penerapan prinsip-prinsip *Good Governance* yang meliputi akuntabilitas, transparansi, partisipasi, dan kepatuhan terhadap aturan hukum dalam pelayanan publik di Kantor Kecamatan Cileunyi Kabupaten Bandung.

Kerangka berpikir penelitian ini didasarkan pada teori *Good Governance* yang dikemukakan oleh Sedarmayanti (2013), yang menegaskan empat prinsip utama, yaitu akuntabilitas, transparansi, partisipasi, dan aturan hukum. Keempat prinsip ini digunakan untuk menilai sejauh mana tata kelola pemerintahan yang baik telah diterapkan dalam praktik pelayanan publik di tingkat kecamatan.

Penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus. Data dikumpulkan melalui wawancara mendalam, observasi langsung, serta dokumentasi dari pihak Kecamatan dan masyarakat pengguna layanan. Teknik pengambilan sampel menggunakan *non-probability sampling* dengan metode *snowball sampling*, untuk memperoleh informan yang relevan dan memahami fenomena penelitian secara mendalam.

Hasil penelitian menunjukkan bahwa secara umum penerapan prinsip-prinsip *Good Governance* di Kantor Kecamatan Cileunyi telah berjalan cukup baik. Prinsip akuntabilitas diwujudkan melalui evaluasi kinerja berbasis Indeks Kepuasan Masyarakat (IKM). Transparansi diterapkan melalui keterbukaan informasi layanan dan penyampaian prosedur secara langsung kepada masyarakat. Partisipasi masyarakat mulai meningkat meskipun masih terbatas pada aspek pengawasan informal. Sedangkan prinsip aturan hukum dijalankan melalui kepatuhan terhadap Standar Operasional Prosedur (SOP) dan peraturan perundang-undangan yang berlaku. Kendati demikian, masih diperlukan peningkatan kapasitas aparatur, sarana prasarana digital, serta sosialisasi berkelanjutan untuk memperkuat implementasi *Good Governance* secara menyeluruh.

**Kata Kunci:** Good Governance, Pelayanan Publik, Kecamatan Cileunyi

## *ABSTRACT*

**Muhammad Syawaludin Karman, 1218010120, 2025, The Application of Good Governance Principles in Public Services at the Cileunyi District Office, Bandung Regency.**

Public services are one of the main indicators of the success of local government administration. However, in practice, various constraints are still found at the district level, such as low public understanding of digital services, limitations in human resources, and inadequate facilities and infrastructure. These conditions hinder the optimization of the application of Good Governance principles, which should form the foundation for delivering public services that are transparent, accountable, participatory, and fair.

This research aims to identify and analyze how the principles of Good Governance—encompassing accountability, transparency, participation, and compliance with legal rules—are applied in public services at the Cileunyi District Office, Bandung Regency.

The conceptual framework of this research is based on the Good Governance theory proposed by Sedarmayanti (2013), which emphasizes four main principles: accountability, transparency, participation, and the rule of law. These four principles are used to assess the extent to which good governance has been implemented in the practice of public services at the district level.

This study uses a qualitative approach with a case study method. Data were collected through in-depth interviews, direct observation, and documentation from both the District Office and the community using the services. The sampling technique employed non-probability sampling with a snowball sampling method to obtain relevant informants who deeply understand the research phenomenon.

The results indicate that, in general, the application of Good Governance principles at the Cileunyi District Office has been running moderately well. The principle of accountability is realized through performance evaluations based on the Community Satisfaction Index (Indeks Kepuasan Masyarakat/IKM). Transparency is applied through the openness of service information and the direct communication of procedures to the public. Community participation has begun to increase, although it is still limited to informal oversight aspects. Meanwhile, the principle of the rule of law is implemented through compliance with Standard Operating Procedures (SOP) and applicable laws and regulations. Nevertheless, improvements are still needed in the capacity of apparatus, digital facilities and infrastructure, as well as continuous socialization to strengthen the overall implementation of Good Governance.

**Keywords:** Good Governance, Public Services, Cileunyi District