

ABSTRAK

Penelitian ini bertujuan untuk mengetahui implementasi *good governance* dan kinerja pegawai dalam meningkatkan kualitas pelayanan publik pada masa pandemi covid-19 dan apa saja faktor-faktor yang menghambat penerapan tersebut. Penerapan *good governance* dapat dilihat dari bagaimana penerapan prinsip-prinsip tersebut dilakukan yaitu penerapan prinsip partisipasi, aturan hukum, transparasi, daya tanggap, berorientasi konsesus, berkeadilan, efektifitas dan efisiensi, akuntabilitas, dan visi strategis. Kinerja pegawai dapat dilihat dari produktivitas, kualitas pelayanan, responsivitas, responsibilitas, dan akuntabilitas kinerja sektor publik.

Jenis penelitian ini adalah penelitian kualitatif. Teknik pengumpulan data yang digunakan oleh peneliti dalam penelitian ini yaitu wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa Kantor Kecamatan Candi Sidoarjo telah menerapkan prinsip-prinsip *good governance* dengan baik walaupun penerapan pada prinsip partisipasi dan visi strategis masih perlu ditingkatkan lagi dikarenakan rendahnya partisipasi masyarakat pada masa pandemi dan penerapan pelayanan berbasis IT yang belum terealisasi dengan cukup baik. Hal-hal yang menjadi penghambat dalam penerapan prinsip *good governance* dan kinerja pegawai yaitu kurangnya partisipasi masyarakat dalam kegiatan-kegiatan pemerintah Kecamatan Candi akibat adanya *social distancing*, penerapan aplikasi SIPRAJA dan PLAVON yang sedikit rumit dan membingungkan masyarakat serta penginputan data atau berkas pada aplikasi yang selalu error, kurangnya KTP belangko dan kendala jaringan yang menghambat proses pelayanan.

Kata kunci: *good governance*, kinerja pegawai, pelayanan publik.

ABSTRACT

This research aimed to find out the implementation of Good Governance and employees' performance in improving public service quality in the pandemic of Covid-19, and the factors that affected the implementation. Good Governance implementation could be seen in how principles were implemented, namely participation, law rules, transparency, responsiveness, consensus orientation, justice, effectivity and efficiency, accountability, also strategic vision. While employees' performance could be seen in productivity, service quality, responsiveness, responsibility, and accountability of public sector performance.

The research was qualitative. Moreover, the instrument in the data collection technique used interviews, observation, and documentation. The research result concluded that the office of Kecamatan Candi, Sidoarjo had well-implemented the principles of Good Governance, despite the implementation of participation and strategic vision was still needed to be improved. This happened as there was low public participation during the pandemic of Covid-19 and unrealized the implementation of IT service-based. Furthermore, the burden in the implementation of the principle of Good Governance and employees' performance was a lack of public participation in events of the local government of Kecamatan Candi. It happened as there was social distancing, implementation of SIPRAJA and PLAVON application that was rather complicated and confused the public, also the data input or document on the application was always an error, lack of KTP forms, and lack of networking that distract the service process.

Keywords: Good Governance, Employees' Performance, Public Service



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