

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui kualitas dari pelayanan dan mengetahui bagaimana *good governance* dijalankan di Kecamatan Rungkut. Metode penelitian yang digunakan adalah deskriptif kualitatif dengan teknik mengumpulkan data yang digunakan yaitu observasi, wawancara, dan dokumentasi. Informan dalam penelitian ini terdiri dari kepala seksi pemerintahan, dua orang pegawai dibidang pelayanan dan tiga orang pengguna layanan.

Hasil penelitian ini menunjukkan kualitas pelayanan di Kecamatan Rungkut dalam melayani publik sudah baik. Hal ini terlihat dari dimensi *tangible* terdiri dari aspek kenyamanan dan sarana prasarana; *reliability* terdiri dari aspek kecermatan dan stantar pelayanan yang jelas; *responsiveness* terdiri dari aspek merespon setiap keluhan; *assurance* terdiri dari aspek jaminan biaya dan keamanan; *emphaty* terdiri dari aspek mendahulukan kepentingan pemohon dan sikap ramah kepada pengguna layanan. Namun ada beberapa aspek yang belum berjalan sesuai keinginan masyarakat, antara lain yaitu aspek sarana prasarana yang menunjukkan tidak adanya mesin antrean dan aspek merespon setiap keluhan tidak adanya kotak saran pada ruang pelayanan. Hasil dari terwujudnya *good governance* yakni terlaksananya prinsip transparansi, akuntabilitas, responsivitas, partisipasi, efektif dan efisien, keadilan, berorientasi konsensus, visi strategis, dan aturan hukum.

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

## **ABSTRACT**

*This research aimed to determine the quality of service and how good governance implemented in the Rungkut District. The research method used qualitative description with research data collection technique used observation, interview, and documentation. The research informant consists of the head section, two people in the service department, and three people as the service users.*

*The research result showed that service quality in the Rungkut district in serving the public was good. It seen from the tangible dimension, which consists of convenience and facility aspects; meanwhile, reliability was consists of the accuracy and apparent service standards aspects; moreover, the responsiveness seen from the responding to every complaint aspect; then, the assurance seen from the cost assurance and security aspects; on the other hand, the empathy seen from parts of prioritizing the interests of the applicant and friendly attitude to service users. However, some aspects have not gone according to the community's wishes. Among others, facility aspects showed that there was a queue machine, and the responsiveness aspects for every complaint did not provide a suggestion box in the service room. In addition, in realizing good governance, the implementation of transparency, accountability, responsiveness, participation, effectiveness, efficiency, equity, consensus orientasi, strategic vision and the rule of law.*

**Keywords:** *Service Quality, Public Service, Good Governance*



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