ABSTRAK
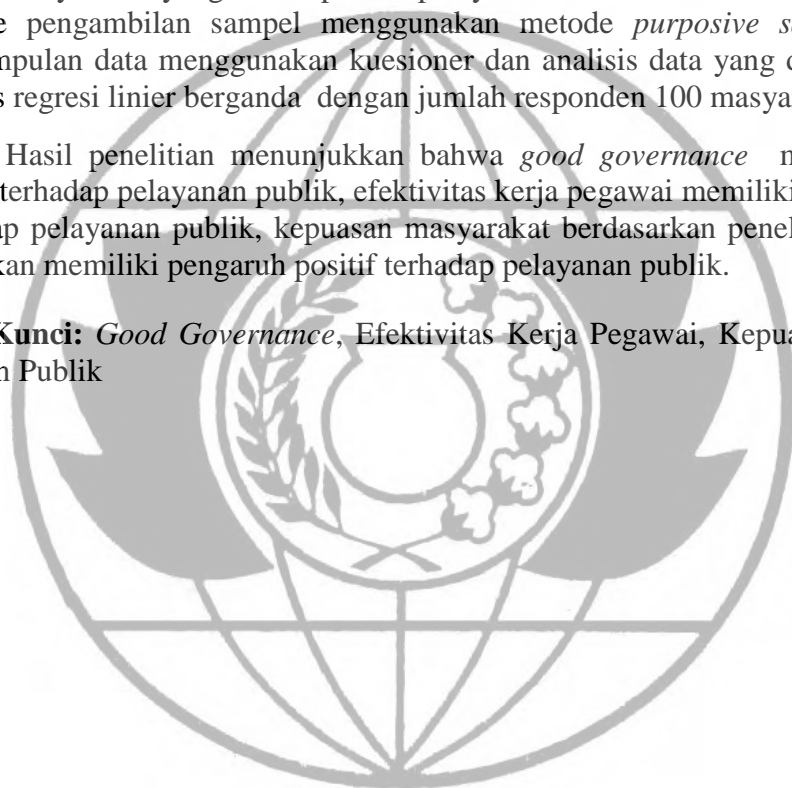
Penelitian ini bertujuan untuk mengetahui pengaruh *good governance*, efektivitas kerja pegawai,kepuasan masyarakat dalam pelayanan publik. *Good governance*, efektivitas kerja pegawai dan kepuasan masyarakat adalah tiga hal yang sudah saling berkaitan dan mempunyai pengaruh dalam kualitas pelayanan publik. Oleh sebab itu, perlu adannya peningkatan dalam *good governance*, efisiensi kerja pegawai dan kepuasan masyarakat untuk meningkatkan kualitas pelayanan publik.

Jenis penelitian ini adalah penelitian kuantitatif. Populasi dalam penelitian ini adalah masyarakat yang mendapatkan pelayanan di keluarhan Kalirungkut Surabya. Metode pengambilan sampel menggunakan metode *purposive sampling*. Teknik pengumpulan data menggunakan kuesioner dan analisis data yang digunakan adalah analisis regresi linier berganda dengan jumlah responden 100 masyarakat.

Hasil penelitian menunjukkan bahwa *good governance* memiliki pegaruh positif terhadap pelayanan publik, efektivitas kerja pegawai memiliki pengaruh positif terhadap pelayanan publik, kepuasan masyarakat berdasarkan penelitian yang sudah dilakukan memiliki pengaruh positif terhadap pelayanan publik.

Kata Kunci: *Good Governance*, Efektivitas Kerja Pegawai, Kepuasan Masyarakat, Pelayan Publik

ABSTACT

This research aimed to find out the effect of good governance, employees' work effectiveness and public satisfaction in public service. Good governance, employee work effectiveness, and public satisfaction are three things that are interrelated and have an influence on the quality of public services. Therefore, it required an improvement of good governance, employee work efficiency, and public satisfaction to increase public service quality.

The research was quantitative. Moreover, the population was people who received services in the Kalirungkut Surabaya sub-district. The data collection technique used purposive sampling. In line with that, three were 100 respondents as the sample. Furthermore, the instrument in the data collection technique was a questionnaire. The data analysis technique used multiple linear regression.

The result showed that good governance had a positive effect on the public service in the Kalirungkut Surabaya sub-district. Likewise, the effectiveness of employees' work had a positive effect on the public service in the Kalirungkut Surabaya sub-district. Additionally, public satisfaction had a positive effect on the public service in the Kalirungkut Surabaya sub-district.

Keywords: Good Governance, Employees' Work Effectiveness, Public Satisfaction, Public Service