

# ***Good Governance Berbasis Aplikasi Sistem Informasi Layanan Administrasi Kependudukan Via Smartphone di Kabupaten Tanah Laut***

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## ***Abstract***

*The purpose of the study was to determine the implementation of Good Governance based on an information system application for population administration services via smartphone in Tanah Laut Regency and the obstacles in its implementation which have become part of the governance of the Indonesian state in general and specifically in the Department of Population and Civil Registration of Tanah Laut Regency. The focus of the discussion in this study is how to implement good governance based on the application of population administration service information systems via smartphones in Tanah Laut Regency which includes services from the role of the state civil apparatus, the success of policies on good governance and the obstacles that occur in good governance based on service information system applications. population administration via smartphone in Tanah Laut Regency. The research method uses a qualitative descriptive approach. Data were collected by observing and interviewing 7 key informants and general informants as well as document/literature literature studies related to good governance. The informants in this study were employees/officers at the Department of Population and Civil Registration of Tanah Laut Regency and the people who received services at the agency. Data analysis technique is to use interactive model data analysis (data reduction). The results show that the context of the principles of Good Governance at the Department of Population and Civil Registration of Tanah Laut Regency still needs to be improved again, this is because there are still some principles that are still not running optimally, such as the presence of individuals who prioritize the interests of special groups/officials, lack of facilities and infrastructure. such as computers that have to take turns if a sub-service operator from the sub-district arrives, then there are still employees based on their educational status not in accordance with their jobdesk competencies, as well as double jobs if one of the employees is permitted/not to work. Some of these things need improvement. As well as obstacles in good governance based on the application of population administration service information systems via smartphones in Tanah Laut Regency, namely inadequate facilities and infrastructure if there are additional operators from the District, resulting in the facilities being used alternately.*

***Keywords:*** Good Governance, application, population administration

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