

GOOD GOVERNANCE DALAM PELAYANAN PUBLIK DI UPT PELAYANAN DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KECAMATAN SATUI KABUPATEN TANAH BUMBU

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ABSTRACT

This study aims to determine the implementation of good governance in public services at the Service Unit of the Population and Civil Registration Service, Satui District, Tanah Bumbu Regency which has been carried out so far and to find out the inhibiting factors for the implementation of good governance in public services at the Service Unit of the Population and Civil Registration Service, Satui District, Tanah District. Spice. The research method uses a qualitative approach by way of description in the form of words and language. Data were collected by interview, observation and documentation study. Data analysis uses three flow of activities that occur simultaneously, namely data condensation, data presentation and drawing conclusions. The results showed that the implementation of good governance in improving the quality of public services in Capil Satui in Satui District, Tanah Bumbu Regency so far is still not optimal, which is not yet disciplined and does not provide good service, namely employees have poor performance by arriving late and leaving before the right time. determined, and provide convoluted services in the community. Where the employee apparatus is not open about the implementing costs that are given to the community so that the public does not know how many details should be issued when managing population administration and there is also no clarity about the completion time of document administration so that people feel confused about the costs and time of administration at the office.

Keywords: *Good Governance, Public Service*

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