

ABSTRAK

Penelitian ini bertujuan untuk menganalisis manajemen pemerintahan dalam implementasi prinsip-prinsip *Good Governance* di Kantor Kecamatan Kawali. Fokus penelitian meliputi fungsi manajemen pemerintahan yang mencakup perencanaan, pengorganisasian, pelaksanaan, dan pengawasan, serta keterkaitannya dengan prinsip transparansi, akuntabilitas, partisipasi, efektivitas, efisiensi, dan responsivitas dalam penyelenggaraan pelayanan publik.

Metode penelitian yang digunakan adalah metode kualitatif dengan pendekatan studi kasus. Teknik pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi dengan melibatkan aparatur kecamatan dan masyarakat sebagai informan penelitian. Analisis data menggunakan model interaktif yang meliputi pengumpulan data, reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa manajemen pemerintahan dalam implementasi prinsip *Good Governance* di Kantor Kecamatan Kawali belum berjalan secara optimal. Pada aspek perencanaan, program kerja telah disusun namun belum sepenuhnya berbasis kebutuhan masyarakat. Pada aspek pengorganisasian, koordinasi antar-seksi masih belum efektif sehingga memengaruhi kelancaran pelayanan publik. Pada aspek pelaksanaan, pelayanan publik masih menghadapi kendala dalam hal kecepatan pelayanan, ketepatan prosedur, dan pemanfaatan teknologi informasi. Sementara itu, pada aspek pengawasan, evaluasi kinerja aparatur dan mekanisme pengendalian internal belum dilakukan secara konsisten.

Faktor pendukung implementasi *Good Governance* meliputi adanya komitmen aparatur, struktur organisasi yang jelas, dan dukungan regulasi pemerintahan. Adapun faktor penghambat meliputi keterbatasan sumber daya manusia, rendahnya pemanfaatan teknologi informasi, lemahnya koordinasi internal, serta rendahnya partisipasi masyarakat. Upaya yang dilakukan pemerintah Kecamatan Kawali dalam meningkatkan penerapan *Good Governance* antara lain melalui peningkatan kualitas sumber daya manusia, penguatan transparansi dan akuntabilitas, perbaikan sistem pelayanan publik, serta optimalisasi penggunaan teknologi informasi.

Berdasarkan hasil penelitian tersebut dapat disimpulkan bahwa penguatan manajemen pemerintahan secara menyeluruh sangat diperlukan agar implementasi prinsip-prinsip *Good Governance* dapat berjalan lebih efektif dan mampu meningkatkan kualitas pelayanan publik di tingkat kecamatan.

Kata Kunci : Manajemen Pemerintahan, *Good Governance*, Pelayanan Publik, Transparansi, Akuntabilitas

ABSTRACT

This study aims to analyze government management in the implementation of Good Governance principles at the Kawali Subdistrict Office. The focus of the study includes government management functions consisting of planning, organizing, implementation, and supervision, as well as their relationship with the principles of transparency, accountability, participation, effectiveness, efficiency, and responsiveness in the delivery of public services.

The research method used was a qualitative method with a case study approach. Data collection techniques were conducted through interviews, observations, and documentation involving subdistrict officials and community members as research informants. Data analysis employed an interactive model consisting of data collection, data reduction, data presentation, and conclusion drawing.

The results of the study indicate that government management in the implementation of Good Governance principles at the Kawali Subdistrict Office has not been fully optimal. In the planning aspect, work programs have been prepared but are not entirely based on community needs. In the organizing aspect, coordination among sections is still ineffective, affecting the smoothness of public services. In the implementation aspect, public services still face obstacles in terms of service speed, procedural accuracy, and the utilization of information technology. Meanwhile, in the supervision aspect, performance evaluation of officials and internal control mechanisms have not been carried out consistently.

Supporting factors for the implementation of Good Governance include the commitment of government officials, a clear organizational structure, and supportive government regulations. The inhibiting factors include limited human resources, low utilization of information technology, weak internal coordination, and low public participation. Efforts undertaken by the Kawali Subdistrict government to improve the implementation of Good Governance include enhancing the quality of human resources, strengthening transparency and accountability, improving the public service system, and optimizing the use of information technology.

Based on the findings, it can be concluded that strengthening overall government management is highly necessary so that the implementation of Good Governance principles can be more effective and capable of improving the quality of public services at the subdistrict level.

Keywords : Government Management, Good Governance, Public Service, Transparency, Accountability