

**IMPLEMENTASI PRINSIP PEMERINTAHAN YANG BAIK (*GOOD GOVERNANCE*) DALAM MENINGKATKAN KUALITAS PELAYANAN PUBLIK BIDANG KEPENDUDUKAN**

**(Studi kasus pada Kecamatan Poncokusumo Kabupaten Malang)**

**Agnes Andriana Wiwik Sanjaya, Hadiwiyono**

Administrasi Publik

Sekolah Tinggi Ilmu Administrasi Malang

Agnes Andriana Wiwik Sanjaya

Email : [agnessanjaya1008@gmail.com](mailto:agnessanjaya1008@gmail.com)

***ABSTRACT***

The implementation of the principles of good governance is a way to improve the quality of public services, especially in the field of population and civil service. Improving the quality of employee services in Poncokusumo District is one of the important things, therefore, the implementation of the principles of good governance is needed.

The purpose of this study is to:

- 1) To better understand the process of implementing the principles of Good Governance in improving the quality of public services in the population sector
- 2) To find out the actors responsible for the process of implementing the principles of Good Governance in improving the quality of public services in the population sector
- 3) To better understand the factors that inhibit the implementation of the principles of Good Governance in improving the quality of public services.

The results of this study indicate that public services, especially in the field of population and civil registration in Poncokusumo District, have several problems, namely:

- 1) Lack of coordination between parts of the government apparatus in Poncokusumo District
- 2) Facilities and infrastructure that support the process of public services in the field of population and civil registration
- 3) Lack of good communication and cooperation between the village government and the sub-district and,
- 4) Public understanding of the requirements for public service procedures in the field of population and civil registration in Poncokusumo District.

To improve the quality of public services in the field of population and civil registration in Poncokusumo District, it is necessary to implement the principles of good governance, namely transparency, accountability, and responsiveness from the government apparatus in Poncokusumo District, so that they are able to provide quality public services in accordance with the vision and mission of Malang Regency.

Keywords: Implementation of the principles of good governance, public services.