

## ABSTRAK

Aryandono, Komang Kappa Tri (2024). Analisis Penerapan Prinsip *Good Governance* Pada Pelayanan Publik di Badan Kesatuan Bangsa dan Politik Kabupaten Buleleng

Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini sudah disetujui dan diperiksa oleh Pembimbing I: Dr. Komang Krisna Heryanda, S.E., M.M., dan Pembimbing II: Dr. Ni Luh Wayan Sayang Telagawathi, S.E., M.Si.

Kata-kata kunci: Badan Kesatuan Bangsa Dan Politik, Pelayanan Publik, Prinsip *Good Governance*

Penelitian ini bertujuan untuk menganalisis penerapan prinsip *good governance* serta menyusun strategi pengembangan untuk peningkatan penerapan *good governance* pada pelayanan publik di Badan Kesatuan Bangsa dan Politik Kabupaten Buleleng. Lokasi penelitian yaitu Badan Kesatuan Bangsa dan Politik Kabupaten Buleleng. Subjek dalam penelitian ini adalah 60 ormas. Objek penelitian ini prinsip *good governance*, pelayanan publik, Badan Kesatuan Bangsa dan Politik. Sampel pada penelitian menggunakan teknik sensus yaitu: 60 ormas yang resmi terdaftar dan seluruhnya dijadikan responden penelitian dan 4 unsur pengelola pelayanan publik. Teknik pengambilan data menggunakan metode kuisisioner dan wawancara yang diisi melalui *Google Form*. Teknik analisis data menggunakan analisis deskriptif dan SWOT. Hasil penelitian faktor yang mempengaruhi pelaksanaan *good governance*: sumber daya manusia sudah melaksanakan tugas dengan baik. Partisipasi masyarakat sudah baik dalam setiap kegiatan, serta tidak menutup keinginan berpartisipasi, menyampaikan aspirasi. Keuangan sudah baik namun perlu transparansi dalam penggunaan anggaran. Peralatan masih membutuhkan sarana infrastruktur. Berdasarkan strategi pengembangan: penerapan prinsip transparansi bahwa penerapan prinsip transparansi perlu melakukan pemantauan berkala, mengevaluasi hasil, identifikasi area perbaikan. Tantangan dalam meningkatkan partisipasi, seperti kurangnya kesadaran masyarakat, kesenjangan informasi, hambatan budaya. Penerapan prinsip akuntabilitas perlu melakukan evaluasi kinerja berkala dan menyusun laporan yang transparan tentang pencapaian tujuan organisasi.

## **ABSTRACT**

Aryandono, Komang Kappa Tri (2024). *Analysis of the Application of Good Governance Principles in Public Services in the National Unity and Political Agency of Buleleng Regency*

*Thesis, Management Science, Postgraduate Program, Ganesha University of Education.*

*This thesis has been approved and examined by Supervisor I: Dr. Komang Krisna Heryanda, S.E., M.M., and Supervisor II: Dr. Ni Luh Wayan Sayang Telagawathi, S.E., M.Si.*

*Key words: National Unity Body and Politics Public Services, Principles of Good Governance*

*This research aims to analyze the application of good governance principles and develop development strategies to increase the implementation of good governance in public services at the National Unity and Political Agency of Buleleng Regency. The research location is the National Unity and Politics Agency of Buleleng Regency. The subjects in this research were 60 mass organizations. The object of this research is the principles of good governance, public services, National Unity and Politics. The sample in the research used census techniques, namely: 60 officially registered mass organizations and all of them were used as research respondents and 4 elements of public service management. The data collection technique uses questionnaires and interviews which are filled in via Google Form. Data analysis techniques use descriptive analysis and SWOT. Results of the investigation of the factors affecting the implementation of good governance: human resources have already performed well. Public participation is good in every activity, as well as does not close the desire to participate, convey aspirations. The finances are good, but there is a need for transparency in the use of the budget. The equipment still needs infrastructure. Based on the development strategy: application of the principle of transparency that the implementation of the transparency principle needs to carry out periodic monitoring, evaluate results, identify areas of improvement. Challenges in increasing participation, such as lack of public awareness, information gaps, cultural barriers. Application of the principle of accountability requires conducting periodic performance evaluations and preparing transparent reports on the achievement of the organization's goals.*