

ABSTRAK

Penelitian ini bertujuan untuk menganalisis penerapan tata kelola pemerintahan di Distrik Wandai Kabupaten Intan Jaya, menganalisis kondisi pelayanan publik, serta mengkaji peran tata kelola pemerintahan dalam mendorong peningkatan pelayanan publik. Penelitian dilatarbelakangi oleh pentingnya penerapan prinsip-prinsip *good governance* dalam meningkatkan kualitas pelayanan publik, khususnya pada daerah yang memiliki keterbatasan sumber daya, infrastruktur, dan kondisi geografis yang menantang.

Penelitian menggunakan pendekatan kualitatif dengan metode deskriptif. Informan penelitian ditentukan menggunakan teknik purposive sampling yang terdiri atas lima orang, yaitu Kepala Distrik Wandai, Sekretaris Distrik, Kepala Seksi Pelayanan Publik, Kepala Seksi Pemerintahan, dan Tokoh Masyarakat. Teknik pengumpulan data dilakukan melalui observasi, wawancara mendalam, dan dokumentasi. Analisis data menggunakan model Miles, Huberman, dan Saldaña yang meliputi kondensasi data, penyajian data, serta penarikan kesimpulan. Keabsahan data dilakukan melalui triangulasi sumber, triangulasi teknik, dan triangulasi waktu.

Hasil penelitian menunjukkan bahwa penerapan tata kelola pemerintahan di Distrik Wandai telah mengarah pada prinsip-prinsip *good governance*, yang meliputi transparansi, akuntabilitas, partisipasi masyarakat, efektivitas dan efisiensi, penegakan hukum (*rule of law*), serta responsivitas. Meskipun demikian, implementasinya belum optimal karena masih menghadapi kendala berupa keterbatasan sumber daya manusia, sarana dan prasarana, jaringan komunikasi, kondisi geografis, serta keterbatasan anggaran. Kondisi pelayanan publik secara umum telah berjalan cukup baik dengan prosedur pelayanan yang jelas, sikap aparatur yang ramah, serta pelayanan yang tidak diskriminatif. Namun, kualitas pelayanan masih dipengaruhi oleh keterbatasan fasilitas dan kapasitas aparatur. Tata kelola pemerintahan terbukti berperan penting dalam meningkatkan kualitas pelayanan publik melalui perencanaan yang partisipatif, koordinasi antarlembaga, kepemimpinan yang efektif, serta peningkatan responsivitas aparatur terhadap kebutuhan masyarakat.

Penelitian ini menyimpulkan bahwa penerapan tata kelola pemerintahan yang baik memberikan kontribusi positif terhadap peningkatan kualitas pelayanan publik di Distrik Wandai Kabupaten Intan Jaya. Oleh karena itu, diperlukan penguatan kapasitas aparatur, peningkatan sarana dan prasarana, optimalisasi pemanfaatan teknologi informasi, serta penguatan koordinasi antara pemerintah daerah, pemerintah distrik, pemerintah kampung, dan masyarakat guna mewujudkan pelayanan publik yang lebih efektif, transparan, akuntabel, dan berorientasi pada kepentingan masyarakat.

Kata Kunci: Tata Kelola Pemerintahan, *Good Governance*, Pelayanan Publik, Pemerintah Distrik, Kabupaten Intan Jaya.

ABSTRACT

This study aims to analyze the implementation of governance in Wandai District, Intan Jaya Regency, examine the condition of public services, and explore the role of governance in promoting the improvement of public service delivery. The study is motivated by the importance of implementing the principles of good governance to enhance the quality of public services, particularly in areas facing limitations in human resources, infrastructure, and challenging geographical conditions.

This study employed a qualitative approach using a descriptive research method. Informants were selected through purposive sampling, consisting of five participants: the Head of Wandai District, the District Secretary, the Head of the Public Service Section, the Head of the Government Affairs Section, and a Community Leader. Data were collected through observation, in-depth interviews, and documentation. Data were analyzed using the Miles, Huberman, and Saldaña interactive analysis model, which includes data condensation, data display, and conclusion drawing. Data validity was ensured through source triangulation, technique triangulation, and time triangulation.

The findings indicate that the implementation of governance in Wandai District has reflected the principles of good governance, including transparency, accountability, community participation, effectiveness and efficiency, the rule of law, and responsiveness. However, its implementation has not yet reached an optimal level due to several constraints, such as limited human resources, inadequate facilities and infrastructure, insufficient communication networks, challenging geographical conditions, and budget limitations. Public service delivery in the district has generally been satisfactory, characterized by clear service procedures, courteous government officials, and non-discriminatory services. Nevertheless, the quality of public services is still affected by limited facilities and the capacity of government personnel. Furthermore, governance plays a significant role in improving public services through participatory planning, intergovernmental coordination, effective leadership, and greater responsiveness to community needs.

This study concludes that the implementation of good governance has made a positive contribution to improving the quality of public services in Wandai District, Intan Jaya Regency. Therefore, strengthening the capacity of government personnel, improving facilities and infrastructure, optimizing the use of information technology, and enhancing coordination among the regency government, district government, village governments, and the community are essential to achieving more effective, transparent, accountable, and community-oriented public services.

Keywords: Governance, Good Governance, Public Service, District Government, Intan Jaya Regency.