

ABSTRAK

**PENGARUH PENERAPAN *GOOD PUBLIC GOVERNANCE*
TERHADAP KEPUASAN PELAYANAN PUBLIK
DI DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL
KOTA YOGYAKARTA**

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Penelitian ini bertujuan untuk mengetahui pengaruh penerapan *Good Public Governance* terhadap Kepuasan Pelayanan Publik di Dinas Kependudukan dan Pencatatan Sipil Kota Yogyakarta. *Good Public Governance* diukur menggunakan asas demokrasi, transparansi, akuntabilitas, budaya hukum, serta kewajaran dan kesetaraan. Sedangkan Kepuasan Pelayanan Publik diukur menggunakan Keputusan MENPAN Nomor 25 Tahun 2004.

Metode penelitian yang digunakan adalah korelasional dengan pendekatan kuantitatif, dengan sumber data primer yang diambil menggunakan kuesioner. Kuesioner disebarkan kepada pengguna pelayanan di Dinas Kependudukan dan Pencatatan Sipil Kota Yogyakarta. Teknik analisis data yang digunakan dalam penelitian ini adalah analisis regresi linier sederhana, yang diolah menggunakan program SPSS versi 26.

Hasil dari penelitian ini menunjukkan bahwa *good public governance* berpengaruh positif dan signifikan terhadap kepuasan pelayanan publik di Dinas Kependudukan dan Pencatatan Sipil Kota Yogyakarta.

Kata kunci: *Good Public Governance*, Kepuasan Pelayanan Publik

ABSTRACT

**THE EFFECT OF THE IMPLEMENTATION OF GOOD PUBLIC GOVERNANCE
ON PUBLIC SERVICE SATISFACTION
IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION
OF YOGYAKARTA**

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This study aims to determine the effect of the implementation of Good Public Governance on the satisfaction of public services in the Department of Population and Civil Registration of Yogyakarta City. Good Public Governance is measured using the principles of democracy, transparency, accountability, legal culture, as well as fairness and equality. Meanwhile, Public Service Satisfaction was measured using the MENPAN Decree Number 25 of 2004.

The research method used is correlational with a quantitative approach, with primary data sources taken using a questionnaire. Questionnaires were distributed to service users at the Yogyakarta City Population and Civil Registration Office. The data analysis technique used in this study was simple linear regression analysis, which was processed using the SPSS version 26 program.

The results of this study indicate that good public governance has a positive and significant effect on public service satisfaction at the Yogyakarta City Population and Civil Registration Office.

Keywords: Good Public Governance, Satisfaction of Public Service