

INTISARI

Penelitian ini bertujuan untuk mengetahui hubungan antara pemahaman prinsip *good governance* terhadap kualitas pelayanan publik di lingkungan Dinas Pengelolaan Keuangan dan Aset Daerah kota Yogyakarta. Prinsip-prinsip *good governance* meliputi: partisipasi, penegakan hukum, transparansi, daya tanggap, kesetaraan, visi strategis, efektifitas dan efisiensi, profesionalisme, akuntabilitas, dan pengawasan. Penelitian ini melibatkan 50 responden yang merupakan pegawai di DPKAD. Pengumpulan data diperoleh secara langsung dari responden melalui kuesioner. Hasil penelitian ini menunjukkan bahwa dari sepuluh prinsip *good governance* hanya ada tiga prinsip yang berpengaruh positif terhadap kualitas pelayanan publik, yaitu prinsip partisipasi, penegakan hukum, dan daya tanggap.

Kata kunci: *Good Governance*, prinsip-prinsip *good governance*, pelayanan publik.

ABSTRACT

This study aims to determine the effect of understanding the principles of good governance on the quality of public services in Department of Financial and Regional Asset Management, Yogyakarta. The principles of good governance: participation, rule of law, transparency, responsiveness, equality, strategic vision, effectiveness and efficiency, professionalism, accountability, and supervision. This study involved 50 respondents who were employees of DPKAD. Data were collected primarily from respondents through questionnaire. Result shows that only three principles that have a positive effect on the quality of public services, the principles of participation, law enforcement, and responsiveness.

Keywords: *Good Governance, principles of good governance, public services.*