

Implementasi Inovasi Good Governance dalam Pelayanan Publik

Kota Yogyakarta

Ismara dkk, dg dana menristek dan mendagri

ABSTRACT

This research is entitled : Innovation of Good Governance Implementation in the Government of Yogyakarta City. Starting from the problem concerns low level of good governance implementation in the government of Yogyakarta City both in its development and public service, this research is conducted. It is clearly evident from attitude and appearance performed by bureaucrats of Yogyakarta City who tend to put themselves as superior in relational context with people. In public service as well, people are still in weak position compared with bureaucrats that making them to have no bargaining position to obtain service, thus they haven't empowered yet as result.

Thereby, the implementation of good governance principles is still merely a discourse disseminated by the elite. It is visible from ; low institutionalization of good governance values, low capacity of employee as human resources to innovate and to be creative to support good governance. It is also the case regarding the policy and budget allocation to support the implementation of good governance. Meanwhile, the process of public service hasn't fully customer's interest-oriented, in fact, in many cases people have to obey several stipulation that hinder them to obtain service. Therefore, this research sought to elaborate how far the implementation of good governance service? How far the innovation performed by bureaucrats in good governance implementation in the government of Yogyakarta City.

This research used qualitative descriptive method by interpretative approach, namely sought to explain phenomenons in depth relate with good governance implementation in the government of Yogyakarta City. The unit analysis was the good governance implementation in the government of Yogyakarta City with the subjects are apparatus of department, office, division, subdistrict and *kelurahan* that determined by purposive sampling. The techniques used were : observation, in depth interview, focus group discussion/FGD, and documentation. The field data obtained was further analyzed by interpretative approach, meaning the researcher makes interpretation based on the fact. The phases to be conducted were : data identification, data reduction, data interpretation and conclusion.

The target of research was to obtain data and information as well as analysis relates with the innovation of good governance implementation in Yogyakarta City. Therefore, this research used 4 indicators as follow : institutionalization of good governance implementation, capacity of apparatus as the implementer, policy and budget allocation to support good governance, and process of public service by apparatus of the government of Yogyakarta City.