

ABSTRACT

This study aims to analyze the implementation of Good Governance principles in improving public services in Manonjaya District, Tasikmalaya Regency, focusing on transparency, accountability, and community participation. The research method used is descriptive qualitative, with data collection techniques through in-depth interviews with the district head, district officials, and the community, as well as direct observation of service mechanisms. The results show that Manonjaya District has attempted to implement Good Governance, although there are still challenges in the consistent application of these principles. The transparency principle is evident from efforts to provide information through financial reports and policies, but it is hindered by limited physical facilities and technological infrastructure, such as unstable internet networks, outdated computers, and the absence of an active official website. Public access to information is also hampered by minimal socialization and the use of bureaucratic language that is difficult for the public to understand. The accountability principle is reflected in quarterly performance reports, but they remain formalistic and are not published to the public. Only 25% of staff are trained in preparing accountable reports, and complaint mechanisms such as suggestion boxes are not followed up transparently. Community participation is not yet optimal due to low public literacy about participation rights and the dominance of local elites in deliberation forums. Socialization of participatory forums only reaches 40% of residents, and marginalized groups such as women and youth are not involved in decision-making. The main inhibiting factors include limited human resources, budget constraints, technological infrastructure, hierarchical bureaucratic culture, and non-inclusive participation mechanisms. The conclusion of this study emphasizes the need to improve official capacity, reform participation mechanisms, optimize budgets, and strengthen infrastructure to support more effective implementation of Good Governance.

Keywords: Good Governance, Public Services, Transparency, Accountability, Community Participation