

## RINGKASAN

Rika Nur Aisyah 2023, **Penyelenggaraan *Good Village Governance* Melalui Implementasi Standar Operasional Prosedur(SOP) Pelayanan Publik Di Desa Tamansari Kecamatan Kraksaan Kabupaten Probolinggo**. Verto Septiandika, S.sos., M.AP., Ach. Noor Busthomi, S.H.I., M.Si.

Dalam penyelenggaraan pemerintahan desa sangat erat berkaitan dengan pelayanan publik desa terhadap masyarakat desa. Pelayanan publik merupakan sebuah upaya untuk meningkatkan kualitas pelayanan yang diberikan oleh pemerintah desa kepada masyarakat. Persoalan pelayanan publik merupakan persoalan mendasar yang dihadapi oleh pemerintah desa. Tidak semua desa memberikan pelayanan yang maksimal, tidak banyak desa yang bekerja sesuai aturan dan prosedur. Oleh sebab itu, dalam menyelenggarakan pemerintah harus ada standar bagaimana kita memberikan pelayanan publik yang maksimal salah satunya yaitu dengan SOP. Dengan adanya SOP akan memudahkan bagi masyarakat untuk memantau kinerja aparat pelayanan, sebagai salah satu unsur terciptanya penyelenggaraan *good village governance*. Penerapan prinsip akuntabilitas, transparansi, partisipasi masyarakat dan aturan hukum adalah cerminan dari pelaksanaan *good village governance*. Prinsip-prinsip ini menjadi sangat penting dalam mewujudkan pemerintahan yang baik.

Maka dari itu peneliti tertarik untuk melakukan analisis terkait seberapa baik penyelenggaraan *good village governance* melalui implementasi SOP pelayanan publik di desa Tamansari. Penelitian ini menggunakan metode kualitatif deskriptif dengan teori *good governance* dari Sedarmayanti dengan indikator Akuntabilitas, Transparansi, Partisipasi masyarakat serta Aturan hukum.

Hasil penelitian ini dapat disimpulkan bahwa penyelenggaraan *good village governance* melalui implementasi sop pelayanan publik didesa Tamansari Kecamatan Kraksaan sudah terlaksana cukup maksimal. Akuntabilitas cukup baik karena aparat desa mampu mempertanggung jawabkan dalam memberikan pelayanan terhadap masyarakat. Tranparansi cukup terbuka dalam memberikan informasi yang jelas sedangkan mengenai jangka waktu pelayanan pemerintah desa belum melaksanakan dengan baik. Partisipasi masyarakat desa Tamansari telah terlaksana secara maksimal karena kepercayaan masyarakat terhadap aparat desa menunjukkan hubungan baik serta aparat desa merespon secara aktif terhadap keluhan masyarakat. Aturan Hukum pada kantor desa Tamansari dalam menerikan pelyanan berjalan dengan baik sesuai dengan aturan yang berlaku dan rasa keadilan melayani masyarakat sudah adil tanpa membedakan.

Kata kunci : *good village governance*, penerapan sop, pelayanan public

## SUMMARY

Rika Nur Aisyah 2023, **Implementation of Good Village Governance through the Implementation of Standard Operating Procedures (SOP) for Public Services in Tamansari Village, Kraksaan District, Probolinggo Regency.** Verto Septiandika, S.sos., M.AP., Ach. Noor Busthomi, S.H.I., M.Si.

The implementation of village governance is closely related to village public services to the village community. Public service is an effort to improve the quality of services provided by the village government to the community. The issue of public service is a fundamental issue faced by the village government. Not all villages provide maximum service, not many villages work according to rules and procedures. Therefore, in organizing the government, there must be standards for how we provide maximum public services, one of which is the SOP. The existence of SOPs will make it easier for the community to monitor the performance of service officials, as one of the elements of the creation of good village governance. The application of the principles of accountability, transparency, community participation and the rule of law is a reflection of the implementation of good village governance. These principles are very important in realizing good governance.

Therefore, researchers are interested in analyzing how well the implementation of good village governance through the implementation of public service SOPs in Tamansari village. This research uses descriptive qualitative methods with the theory of good governance from Sedarmayanti with indicators of Accountability, Transparency, Community participation and Rule of law.

The results of this study can be concluded that the implementation of good village governance through the implementation of public service sop in Tamansari Village, Kraksaan Subdistrict has been implemented quite optimally. Accountability is quite good because village officials are able to be accountable in providing services to the community. Transparency is quite open in providing clear information, while the village government has not implemented the service period properly. Community participation in Tamansari village has been maximally implemented because community trust in village officials shows good relations and village officials respond actively to community complaints. The Rule of Law at the Tamansari village office in providing services is running well in accordance with applicable rules and a sense of justice to serve the community is fair without discriminating.

**Keywords:** good village governance, application of sop, public services