ABSTRAK

MUH. TAKBIR. 2023. *Evaluasi Kinerja Pegawai untuk Mewujudkan Pelayanan Publik dalam Perspektif Good Governance di Dinas Sosial Kabupaten Gowa*. **Skripsi. Jurusan Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Makassar. Dibimbing oleh Dg Maklassa dan M. Yusuf Alfian Rendra Anggoro KR**

Tujuan penelitian ini adalah untuk mengetahui kinerja pegawai mewujudkan pelayanan publik dalam perspektif *Good Governance* di Dinas Sosial Kabupaten Gowa. Jenis data yang digunakan dalam penelitian ini yaitu data kualitatif yaitu data dari penjelasan kata tidak dapat dianalisis dalam bentuk bilangan atau angka, sumber data yaitu data primer dan data sekunder. Adapun informan penelitian ialah Kepala Dinas Sosial Kabupaten Gowa dan Staf/Pegawai Dinas Sosial Kabupaten Gowa. Pengumpulan data menggunakan metode observasi, wawancara, dan dokumentasi. Teknik analisis data yaitu reduksi data, penyajian dan pengumpulan data serta penarikan kesimpulan. Hasil penelitian menunjukkan bahwa kinerja pegawai mewujudkan pelayanan publik dalam perspektif *Good Governance* di Dinas Sosial Kabupaten Gowa berjalan dengan baik, dibuktikan melalui pelayanan yang baik dan ramah, responsivitas pegawai dalam menyelesaikan tugas dan tanggungjawab melayani masyarakat, ketelitian dalam bekerja dengan pegelolaan adminsitrasi pelayanan sesuai aturan yng berlaku.

Kata kunci : *Pelayanan Publik, Good Governance, Kinerja Pegawai*

ABSTRACT

MUH. TAKBIR. 2023. *Evaluation of Employee Performance to Realize Public Services in the Perspective of Good Governance at the Gowa Regency Social Service. Thesis. Department of Management, Faculty of Economics and Business, University of Muhammadiyah Makassar. Supervised by Dg Maklassa and M. Yusuf Alfian Rendra Anggoro KR.*

The purpose of this study was to determine the performance of employees in realizing public services in the perspective of Good Governance at the Gowa Regency Social Service. The type of data used in this study is qualitative data, namely data from explanatory words that cannot be analyzed in the form of numbers or numbers, the source of data is primary data and secondary data. The research informants are the Head of the Gowa Regency Social Service and Staff/Employee of the Gowa Regency Social Service. Collecting data using the method of observation, interviews, and documentation. Data analysis techniques namely data reduction, data presentation and collection as well as drawing conclusions. The results of the study show that the performance of employees in realizing public services in the perspective of Good Governance at the Gowa Regency Social Service is going well, as evidenced by good and friendly service, employee responsiveness in completing tasks and responsibilities serving the community, thoroughness in working with service administration management according to the rules set. apply.

Keywords: *Public Service, Good Governance, Employee Performance*