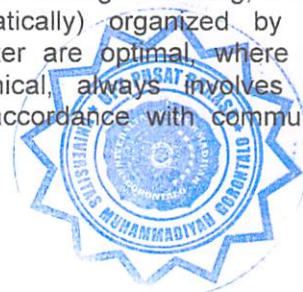


ABSTRACT

MINARTI HADI. Implementation of the New Public Service (NPS) at the Gorontalo Region Settlement Infrastructure Center. Supervised by WIDYA KURNIATI MOHI as Chairman and SAKBIR as Member.

This research aims to determine the implementation of the New Public Service (NPS) in the Gorontalo Region Settlement Infrastructure Center. The research method uses a qualitative type. The research results showed the indicators of serving citizens, not customers are not optimal. The researcher's findings are that public services are still often provided by several employees who expect compensation from the people who need the service, especially contractors. The indicator of prioritizing the public interest (Seeks the Public Interest) is not optimal, because there are still many public complaints related to employee indiscipline in fulfilling office working hours, which has an impact on public dissatisfaction with public services provided by the Gorontalo Regional Settlement Infrastructure Center. The indicators of strategic thinking, acting democratically (Think Strategically, Act Democratically) organized by the Gorontalo Regional Settlement Infrastructure Center are optimal, where the decision-making process, both policy and technical, always involves the community thus the program implemented is in accordance with community needs.

Keywords: *Implementation, New Public Service*



ABSTRAK

MINARTI HADI. Penerapan *New Public Service* (NPS) di Balai Prasarana Permukiman Wilayah Gorontalo. Dibimbing oleh WIDYA KURNIATI MOHI sebagai Ketua dan SAKBIR sebagai Anggota

Penelitian ini bertujuan untuk mengetahui Penerapan *New Public Service* (NPS) di Balai Prasarana Permukiman Wilayah Gorontalo. Metode penelitian menggunakan jenis kualitatif. Hasil penelitian menunjukkan bahwa indikator melayani warga negara, bukan customer (*Serve Citizens, Not Customers*) belum optimal. Temuan peneliti bahwa masih sering terjadi penyelenggaraan layanan publik dari beberapa pegawai yang mengharapkan imbalan dari masyarakat yang membutuhkan pelayanan khususnya para kontraktor. Indikator mengutamakan kepentingan publik (*Seeks the Public Interest*) belum optimal, dikarenakan masih banyaknya keluhan masyarakat terkait dengan ketidakdisiplinan pegawai dalam memenuhi jam kerja kantor sehingga berdampak pada ketidakpuasan masyarakat atas layanan publik yang diselenggarakan oleh pihak Balai Prasarana Permukiman Wilayah Gorontalo. Indikator berpikir strategis, bertindak demokratis (*Think Strategically, Act Democratically*) yang diselenggarakan oleh Balai Prasarana Permukiman Wilayah Gorontalo sudah optimal, dimana dari proses pengambilan keputusan baik yang bersifat kebijakan maupun teknis selalu melibatkan masyarakat sehingga program yang dilaksanakan tersebut sesuai dengan kebutuhan masyarakat

Kata Kunci: *Penerapan, New Public Service*