

ABSTRACT

This study aims to determine how much influence the implementation of good governance and the use of information technology has on the quality of public services at the SKPD of the Subang Regency Government.

The research approach used in this research is descriptive analysis and verification. The sample used is 110 respondents who are service employees at SKPD in Subang Regency. The method of collecting data is through primary data by distributing questionnaires. The sampling technique used is probability sampling with simple random sampling method. Statistical analysis used in this study is validity test, reliability test, normality test, multicollinearity test, heteroscedasticity test, with partial hypothesis testing, simultaneous hypothesis, coefficient of determination with the help of SPSS 25.0 program for Windows.

The results of this study indicate that the implementation of good government governance partially has a quality of public services with a contribution of 34.5%. The partial use of Information Technology has a public services with a contribution of 42.2%. The implementation of Good Government Governance and the use of Information Technology simultaneously have a quality of public services with a contribution of 76.7%.

Keywords: Implementation of Good Government Governance, Use of Information Technology and Quality of Public Services.