

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui implementasi prinsip-prinsip *good government governance* dan *e-government single window* dalam meningkatkan kinerja organisasi pelayanan publik serta dampak implementasi pada Unit Pelayanan Terpadu Satu Atap Siola Kota Surabaya. Prinsip yang digunakan pada penelitian ini adalah partisipasi, aturan hukum, transparansi, daya tanggap, berorientasi konsensus, keadilan, efektivitas dan efisiensi, akuntabilitas dan visi strategis. Elemen sukses *electronic government* adalah dukungan, kapasitas dan nilai.

Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif, informan terdiri dari Staf Sekretariat, Staf Pelayanan dan Staf Informasi serta masyarakat yang memiliki pengalaman pengurusan perizinan. Teknik pengumpulan data menggunakan observasi dan wawancara, teknik analisis data dimulai dari reduksi data, penyajian data dan penarikan kesimpulan.

Hasil penelitian ini menunjukkan bahwa Unit Pelayanan Terpadu Satu Atap Siola Kota Surabaya telah mengimplementasikan dengan baik sembilan prinsip menurut *United Nation Development Program* (UNDP) dengan adanya maklumat pelayanan dan fasilitas yang telah disediakan. Implementasi *e-government single window* telah berjalan sesuai dengan adanya dukungan sosialisasi, kapasitas yang dapat menghubungkan antara organisasi perangkat daerah serta nilai yang berperan penting dalam peningkatan kinerja organisasi pelayanan publik, namun masih terdapat masyarakat yang tetap memilih pelayanan secara tatap muka langsung. Peningkatan jumlah berkas yang dapat terselesaikan dengan cepat adalah dampak implementasi yang telah dilaksanakan dengan baik.

Kata Kunci: *Good Government Governance, Single Window, Kinerja Organisasi.*

## **ABSTRACT**

This research aimed to find out the implementation of good government governance and single window e-government principles in improving the performance of public service organization and the effect of implementation of Siola One-Stop Integrated Service Unit, Surabaya. While, those principles were participation, rule of law, transparency, responsiveness, consensus oriented, fairness, effectiveness and efficiency, accountability and strategic vision. The elements of successful electronic government were support, capacity and value.

The research was descriptive-qualitative. Moreover, the informants were consist of Secretariat Staff, Service Staff and Information Staff as well as people who had experience in licensing, furthermore, the instruments in data collection techniques started from data reduction, data presentation and ended by drawing conclusion.

The research result showed Siola One-Stop Integrated Service Unit, Surabaya had well-implemented on nine principles according to United Nations Development Program (UNDP) due to announcement of services and facilities which were provided. Besides, the implementation of single window e-government had proceeded in accordance with support of socialization, capacity which connected between regional organization and values that had important role in improving the performance of public service organization. However, there were people who still continued to choose face to face service. In brief, the number of increasing files which could be resolved quickly; was the effect of well-implementation.

**Keywords:** Good Government Governance, Single Window, Organization's Performance.