

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh akuntabilitas, transparansi dan partisipasi publik terhadap kinerja pelayanan publik, khususnya pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Surabaya

Jenis penelitian ini adalah penelitian kuantitatif dengan menggunakan data primer berupa kuesioner atau angket dari peneliti yang respondennya diperoleh dari pengguna layanan Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Surabaya. Populasi penelitian adalah pengguna layanan Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Surabaya. Proses pengambilan sampel menggunakan metode *convenience sampling* yaitu metode penentuan sampel sesuai keinginan peneliti. Berdasarkan metode *convenience sampling* didapatkan sampel penelitian yaitu 100 responden pengguna layanan Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Surabaya. Teknik analisis data dilakukan dengan analisis *Partial Least Square* (PLS) melalui *software SmartPLS 0.3*.

Hasil dari penelitian ini menunjukkan bahwa akuntabilitas berpengaruh signifikan positif terhadap kinerja pelayanan publik, transparansi berpengaruh signifikan positif terhadap kinerja pelayanan publik, dan partisipasi publik berpengaruh tidak signifikan positif terhadap kinerja pelayanan publik.

Kata Kunci : Akuntabilitas, Transparansi, Partisipasi Publik, Kinerja Pelayanan Publik

ABSTRACT

This research aimed to find out the effect of accountability, transparency, and public participation on the public service performance, especially at the Investment and One-Stop Integrated Services Office (DPMPTSP) of Surabaya.

The research was quantitative. The data were primary. Moreover, the data collection technique used convenience sampling, in which the sample was taken based on the researcher's needs. The instrument in the data collection technique was a questionnaire. The questionnaires were distributed to 100 respondents who were the users of the Investment and One-Stop Integrated Services Office (DPMPTSP) of Surabaya service; as the sample. Furthermore, the data analysis technique used Partial Least Square (PLS) with SmartPLS 3.0

The result showed that accountability had a significantly positive effect on public service performance. Likewise, transparency had a significantly positive effect on public service performance. On the other hand, public participation had an insignificant positive effect on the public service performance at the Investment and One-Stop Integrated Services Office (DPMPTSP) of Surabaya.

Keywords: *Accountability, Transparency, Public Participation, Public Service Performance*



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