

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *good governance*, komitmen organisasi, dan pengendalian internal terhadap kinerja organisasi dinas dengan budaya organisasi sebagai variabel pemoderasi pada Dinas Komunikasi dan Informatika Kota Surabaya.

Jenis penelitian ini adalah penelitian kuantitatif. Populasi dalam penelitian ini adalah pegawai pada Dinas Komunikasi dan Informatika Kota Surabaya. Teknik pengambilan sampel dalam penelitian ini menggunakan metode *simple random sampling*. Jumlah responden yang diperoleh sebanyak 67 responden. Data yang digunakan dalam penelitian ini adalah data primer yang diperoleh dari hasil penyebaran kuesioner. Teknik analisis data yang digunakan adalah regresi interaksi (*Moderated Regression Analysis*) dengan bantuan program SPSS versi 27.

Hasil penelitian menunjukkan bahwa (1) *good governance* tidak berpengaruh terhadap kinerja organisasi dinas, (2) komitmen organisasi berpengaruh terhadap kinerja organisasi dinas, (3) pengendalian internal berpengaruh terhadap kinerja organisasi dinas, (4) budaya organisasi memoderasi *good governance* terhadap kinerja organisasi dinas, (5) budaya organisasi memoderasi komitmen organisasi terhadap kinerja organisasi dinas, dan (6) budaya organisasi tidak memoderasi pengendalian internal terhadap kinerja organisasi dinas.

**Kata kunci:** *Good Governance*, Komitmen Organisasi, Pengendalian Internal, Budaya Organisasi, Kinerja Organisasi Dinas.

## ABSTRACT

*This research analyzed the effect of Good Governance, organizational commitment, and internal control on service organizations' performance, with organizational culture as a moderating variable in the communication and information office, Surabaya.*

*The research was quantitative. Moreover, the population was employees of the communication and information office in Surabaya. The data collection technique used simple random sampling. In line with that, there were 67 respondents as the sample. Furthermore, the data were primary taken from respondents' questionnaires. The data analysis technique used interaction regression (Moderated Regression Analysis) with SPSS 27.*

*The result showed that (1) Good Governance did not affect service organizations' performance, (2) organizational commitment affected service organizations' performance, (3) internal control affected service organizations' performance, (4) organizational culture moderated the effect of Good Governance on service organizations' performance, (5) organizational culture moderated the effect of organizational commitment on service organizations' performance, and (6) organizational culture did not moderate the effect of internal control on service organizations' performance.*

**Keywords:** *Good Governance, Organizational Commitment, Internal Control, Organizational Culture, Service Organizations' Performance*

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