

ABSTRAK

Ayuntamara Sekar Nusantara. NIM: 202002010016. Penerapan Prinsip *Good Governance* Dalam Pelayanan *Online Single Submission* di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Nganjuk. Pembimbing : Choirul Anam, S.IP., M.Si.

Penerapan prinsip *good governance* merupakan hal terpenting yang digunakan oleh para aparatur pemerintah untuk memberikan pelayanan publik baik kepada masyarakat sesuai ketentuan yang telah ditetapkan. *Good governance* diinterpretasikan sebagai sistem pemerintahan yang efektif yang mencakup proses penyelenggaraan kekuasaan negara dalam menyediakan layanan publik dan pelayanan yang baik. Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Nganjuk telah menjadi pelopor dalam penerapan sistem pelayanan *Online Single Submission* (OSS) RBA. Melalui OSS, proses registrasi dan pengajuan izin usaha dapat dilakukan secara daring, mengurangi birokrasi dan mempercepat proses perizinan. Langkah ini menunjukkan komitmen dinas dalam memperbaiki layanan publik, sejalan dengan prinsip *good governance*. Keberhasilan OSS mencerminkan konsensus antara pemerintah, masyarakat, dan sektor swasta untuk mencapai *good governance*. Penelitian ini bertujuan untuk mengetahui dan menganalisis penerapan *good governance* dan faktor pendorong sekaligus faktor penghambat penerapan prinsip *good governance* di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Nganjuk. Teknik pengumpulan data meliputi observasi, wawancara dan dokumentasi. Teknik analisis data menggunakan analisis data Miles Huberman, & J. Saldana dalam Sugiyono (2018). Hasil penelitian berdasar indikator penerapan prinsip *good governance* menurut Sedarmayanti dalam Erna, dkk. (2023) yaitu akuntabilitas, transparansi, partisipasi, dan aturan hukum. Menunjukkan bahwa penerapan prinsip *good governance* di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Nganjuk sebagian sudah berjalan dengan baik. Namun dari indikator partisipasi masih kurang dikarenakan masyarakat masih banyak yang belum bisa mengaplikasikan pelayanan OSS secara mandiri, keterbatasan pemahaman IT, terkendala teknis dan kurang kesadaran dari masyarakat dalam memenuhi peraturan perundang-undangan.

Kata Kunci : Good Governance, Pelayanan Online Single Submission

ABSTRACT

Ayuntamara Sekar Nusantara. NIM: 202002010016. *Application of Good Governance Principles in Online Single Submission Services at the Nganjuk Regency Investment and One Stop Integrated Services Service*. Advisor: Choirul Anam, S.IP., M.Si.

The application of good governance principles is the most important thing used by government officials to provide good public services to the community in accordance with established provisions. Good governance is interpreted as an effective government system that includes the process of exercising state power in providing public services and good services. The Nganjuk Regency Investment and One Stop Integrated Services Service has been a pioneer in implementing the RBA Online Single Submission (OSS) service system. Through OSS, the registration and application process for business permits can be done online, reducing bureaucracy and speeding up the licensing process. This step shows the department's commitment to improving public services, in line with the principles of good governance. The success of OSS reflects a consensus between government, society and the private sector to achieve good governance. This research aims to determine and analyze the implementation of good governance and the driving factors as well as inhibiting factors in the implementation of good governance principles in the Nganjuk Regency Investment and One-Stop Integrated Services Service. Data collection techniques include observation, interviews and documentation. The data analysis technique uses data analysis by Miles Huberman, & J. Saldana in Sugiyono (2018). The research results are based on indicators of the application of good governance principles according to Sedarmayanti Erna, dkk. (2023) namely accountability, transparency, participation and the rule of law. Shows that the implementation of the principles of good governance in the Nganjuk Regency Investment and One-Stop Integrated Services Service has partially gone well. However, participation indicators are still lacking because many people are still unable to apply OSS services independently, have limited understanding of IT, technical obstacles and lack of awareness among the public in complying with statutory regulations.

Keywords: *Good Governance, Service Online Single Submission*