

## **ABSTRACT**

**DINA SAPUTRI PAHRUN.** *Principles of Good Governance in Digital-Based Services at the Gorontalo City Investment and One-Stop Integrated Service Office. The first supervisor is NUZLAN BOTUTIHE and the second supervisor is SRIHANDAYANI SUPRAPTO.*

*This research aims to discover the principles of good governance in digital-based services at the Gorontalo City Investment and One-Stop Integrated Service Office. The method uses descriptive research with a qualitative approach and data collection techniques through observation, interviews, and documentation derived from primary and secondary data. This research uses data analysis techniques through data collection techniques, data reduction, data presentation, and conclusion drawing. The results showed that the principles of Good Governance in the One-Stop Integrated Service Investment Office of Gorontalo City, seen from the indicators of transparency, equality/justice, and community participation, have yet to be achieved. This is due to unclear requirements and periods for permit completion, nepotism in the service, and lack of public participation in socialization held by the agency. It is suggested that the government provide appropriate and proper intensive services to all people who come to the Gorontalo City Investment and One-Stop Integrated Service Office and improve the SICANTIK service system so that the purpose of holding SICANTIK can be achieved following what is expected by both the government and the community.*

**Keywords:** *Good Governance, Service, Digital*

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**DINA SAPUTRI PAHRUN.** D02419003. Prinsip Good Governance Dalam Pelayanan Berbasis Digital Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kota Gorontalo. Pembimbing I Ibu Nuzlan Botutihe S.E., M.Si dan pembimbing II Ibu Srihandayani Suprpto S.E., M.Si

*Tujuan penelitian ini untuk mengetahui prinsip good governance dalam pelayanan berbasis digital di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Gorontalo. Metode penelitian menggunakan jenis penelitian deskriptif dengan pendekatan kualitatif dan Teknik pengumpulan data melalui observasi, wawancara dan dokumentasi yang berasal dari data primer dan data sekunder. Adapun dalam penelitian ini menggunakan teknik analisis data melalui teknik pengumpulan data, reduksi data, penyajian data dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa prinsip Good Governance di Dinas Penanaman Modal Pelayanan Terpadu Satu Pintu kota Gorontalo dilihat dari indikator transparansi, kesetaraan/keadilan dan partisipasi masyarakat belum tercapai. Hal ini dikarenakan tidak jelasnya persyaratan dan jangka waktu penyelesaian surat izin, adanya nepotisme dalam pelayanan dan kurangnya partisipasi masyarakat dalam sosialisasi yang diadakan oleh dinas tersebut. Disarankan agar pemerintah dapat memberikan pelayanan intensif yang sesuai dan layak kepada seluruh Masyarakat yang datang ke Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Gorontalo serta memperbaiki sistem layanan SICANTIK agar tujuan diadakannya SICANTIK tersebut dapat tercapai sesuai dengan apa yang diharapkan baik itu pemerintah maupun masyarakat*

**Kata Kunci: Good Governance, Pelayanan, Digital**