ABSTRAK

SELVINA DEWI, NPM: 2022161, Judul: "TATA KELOLA KOLABORATIF DALAM SISTEM PELAYANAN PUBLIK TERPUSAT: STUDI KASUS MALL PELAYANAN PUBLIK HULU SUNGAI UTARA", di bawah bimbingan **Bapak Sugianor, S.Sos., M.AP**. sebagai Pembimbing I dan Ibu **Anna Maryati, S.Sos., M.A.P**. sebagai Pembimbing II.

Mall Pelayanan Publik merupakan inovasi yang mengintegrasikan berbagai layanan pada satu tempat agar masyarakat dapat memperoleh pelayanan yang mudah, cepat, terjangkau, dan efisien. Namun, implementasi Mal Pelayanan Publik Hulu Sungai Utara masih menghadapi belum optimalnya integrasi layanan secara menyeluruh, ketimpangan peran antar aktor, serta koordinasi lintas sektor. Penelitian ini bertujuan menganalisis tata kelola kolaboratif dalam sistem pelayanan publik terpusat dan mengidentifikasi faktor yang memengaruhi keberhasilannya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif, serta pengambilan sampel dengan teknik *purposive sampling.* Teknik pengumpulan data dilakukan melalui wawancara, observasi dan dokumentasi. Informan dalam penelitian ini berjumlah 12 orang, yang di ambil berdasarkan kebutuhan penelitian. Analisis data dilakukan melalui reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa tata kelola kolaboratif dalam penyelenggaraan Mal Pelayanan Publik Kabupaten Hulu Sungai Utara secara umum telah berjalan dengan cukup baik. Dimensi *starting conditions* berada pada kategori cukup baik karena adanya kesamaan tujuan, komitmen, dan pembagian peran antarinstansi. Dimensi *institutional design* juga dapat dinilai cukup baik, didukung oleh regulasi, serta standar operasional prosedur dan mekanisme koordinasi yang jelas. Dimensi *facilitative leadership* dapat dinilai cukup baik karena pimpinan mampu memfasilitasi komunikasi, koordinasi, dan penyelesaian permasalahan antarinstansi. Sementara itu, dimensi *collaborative process* dapat dinilai baik karena komunikasi, kesamaan pemahaman, dan hasil sementara telah berjalan dengan baik, namun kepercayaan dan komitmen dalam prosesnya masih perlu ditingkatkan. Faktor pendukung kolaborasi meliputi Koordinasi dan komunikasi antar instansi, Kesamaan tujuan dan komitmen pelayanan antar instansi, serta keberadaan instansi dalam satu lokasi yang di dukung fasilitas pelayanan dapat dinilai baik. Adapun faktor penghambat meliputi keterbatasan Kapasitas kelembagaan dan sumber daya, sistem informasi prosedur dan administrasi yang belum sepenuhnya terintegrasi, serta pemahaman masyarakat terhadap sistem pelayanan terpadu yang masih perlu ditingkatkan.

Oleh karena itu, disarankan agar MPP Hulu Sungai Utara meningkatkan integrasi sistem informasi antarinstansi, memperkuat kapasitas sumber daya manusia, serta mengoptimalkan koordinasi dan evaluasi kolaborasi secara berkelanjutan guna meningkatkan efektivitas pelayanan publik.

ABSTRACT

SELVINA DEWI, Student ID Number (NPM): 2022161. Title: "COLLABORATIVE GOVERNANCE IN AN INTEGRATED PUBLIC SERVICE SYSTEM: A CASE STUDY OF THE PUBLIC SERVICE MALL OF HULU SUNGAI UTARA," *under the supervision of* ***Mr. Sugianor, S.Sos., M.AP.*** *as Supervisor I and* ***Mrs. Anna Maryati, S.Sos., M.A.P.*** *as Supervisor II.*

Public Service Mall is an innovation that integrates various services in one location to enable communities to access services that are easy, fast, affordable, and efficient. However, the implementation of the Hulu Sungai Utara Public Service Mall still faces challenges, including suboptimal service integration, disparities in the roles of actors involved, and cross-sectoral coordination issues. This study aims to analyze collaborative governance in a centralized public service system and identify factors influencing its success.

This study employed a qualitative approach with a descriptive design and used purposive sampling to select the participants. Data were collected through interviews, observations, and documentation. The study involved 12 informants who were selected based on the research needs. Data were analyzed through data reduction, data presentation, and conclusion drawing.

The results showed that collaborative governance in the implementation of the Hulu Sungai Utara Public Service Mall has generally been implemented quite well. The starting conditions dimension was categorized as quite good due to the existence of shared objectives, commitment, and role distribution among institutions. The institutional design dimension was also categorized as quite good, supported by regulations, standard operating procedures, and clear coordination mechanisms. The facilitative leadership dimension was categorized as quite good because leaders were able to facilitate communication, coordination, and problem-solving among institutions. Meanwhile, the collaborative process dimension was categorized as good, as communication, shared understanding, and intermediate outcomes had been achieved effectively; however, trust and commitment among actors still need to be strengthened. Supporting factors for collaboration include inter-institutional coordination and communication, shared objectives and commitment to public service delivery, as well as the presence of various institutions in one location supported by adequate service facilities. Meanwhile, inhibiting factors include limited institutional capacity and resources, incomplete integration of information systems, procedures, and administrative processes, as well as the public's limited understanding of the integrated service system.

Therefore, it is recommended that the Hulu Sungai Utara Public Service Mall improve inter-agency information system integration, strengthen human resource capacity, and optimize coordination and continuous evaluation of collaboration to enhance the effectiveness of public services.