

RINGKASAN

Pemerintah telah menekankan peningkatan pelayanan publik dengan membentuk Mall Pelayanan Publik, mengintegrasikan layanan publik dalam satu tempat untuk memenuhi Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik. Kualitas layanan publik menjadi kunci dalam meningkatkan kesejahteraan masyarakat. Di sektor kepelabuhanan perikanan, layanan pelayanan seperti penerbitan Surat Persetujuan Berlayar (SPB) merupakan hal penting. Namun, proses ini melibatkan beberapa instansi dan dokumen dari BPJS Ketenagakerjaan hingga Karantina Kesehatan. Meskipun demikian, ada tantangan seperti fragmentasi dan ego sektoral yang mempengaruhi efisiensi layanan. Terdapat upaya seperti *Whole of Government (WoG)* untuk mengatasi hal ini dengan mendukung kolaborasi lintas-sektor dan mendukung peningkatan kualitas layanan publik. Laporan Ombudsman juga menunjukkan bahwa pelayanan publik belum optimal, terdapat maladministrasi, yang menimbulkan banyak laporan dari masyarakat. Dalam konteks ini, integrasi pelayanan publik dalam MPP atau Gedung Pelayanan menjadi penting, bukan hanya untuk co-location, tapi juga integrasi proses kerja, sharing data, dan perubahan pola pikir dari sektoral menuju kinerja bersama. Dalam konteks penelitian, fokus pada penyelenggaraan layanan terintegrasi di sektor kepelabuhanan perikanan dan penerbitan SPB di Pelayanan Terpadu Satu Atap UPT KKP dengan pendekatan WoG untuk mengevaluasi restrukturisasi lembaga, budaya bersama, dan pertukaran data yang mendukung serta faktor-faktor penghambat dalam integrasi pelayanan publik.

Secara umum, penelitian tersebut dilakukan di Gedung Pelayanan Terpadu Satu Atap di Pelabuhan Perikanan Samudera Cilacap dan melibatkan beberapa instansi terkait. Ini melibatkan metode penelitian kualitatif dengan fokus pada *Whole of Government (WoG)* dalam meningkatkan kualitas layanan publik di gedung tersebut. Metode kualitatif yang diaplikasikan memungkinkan peneliti untuk memahami masalah sosial secara mendalam dan interpretatif. Adapun pengumpulan data melalui wawancara mendalam, observasi, dan dokumentasi memberikan cakupan yang luas dalam memperoleh informasi yang relevan dari berbagai sumber.

Hasil penelitian dan pembahasan mengenai penerapan integrasi pelayanan publik di Gedung PTSA UPT KKP adalah sebagai berikut: 1. Aspek restrukturisasi lembaga PTSA telah dilakukan bertahap namun belum terdapat legal aspek dalam kelembagaannya; Kejelasan tugas dan peran setiap instansi sudah jelas serta telah melakukan evaluasi dan pengelolaan sumber daya secara mandiri. 2. Aspek budaya bersama telah dilakukan namun perlu upaya lebih lanjut untuk memaksimalkan efektivitas dan keterpaduannya; 3. Aspek pertukaran data dan informasi telah dilakukan namun belum ada penggunaan aplikasi terintegrasi; 4. Faktor Penghambat dalam Pelaksanaan Pelayanan Publik Terintegrasi: keterbatasan pemanfaatan teknologi bersama dan setiap instansi fokus pada pencapaian hasil dan kepentingannya masing-masing.

Kata Kunci: Mall Pelayanan Publik, *Whole of Government (WoG)*.

SUMMARY

The government has emphasized the improvement of public services by establishing a Public Service Mall, integrating public services in one place to comply with the Public Service Act No. 25 of 2009. The quality of public services is the key to improving the well-being of the people. In the fisheries sector, services such as the issuance of the Shipment Agreement Letter (SPB) are important. However, this process involves several agencies and documents from the BPJS Employment to the Health Quarantine. Despite this, there are challenges such as fragmentation and sectoral egos that affect service efficiency. There are efforts such as the Whole of Government (WoG) to address this by supporting cross-sectoral collaboration and supporting improved quality of public services. The Ombudsman's report also shows that public services are not optimal, there is maladministration, which raises a lot of reports from the public. In this context, the integration of public services into the MPP or Service Building becomes essential, not only for co-location, but also for integration in work processes, data sharing, and a shift in thinking from sectoral to joint performance. In the context of the research, the focus is on the maintenance of integrated services in the fisheries sector and the publication of SPBs in the Single Roof Integrated Services of the UPT KKP with the WoG approach to evaluate institutional restructuring, shared culture, and supporting data exchange as well as obstacles to the integration of public services.

Generally speaking, the research was carried out in the One Roof Integrated Service Building at the Cilacap Ocean Fishing Port and involved several related agencies. It involves qualitative research methods with a focus on the Whole of Government (WoG) in improving the quality of public services in the building. As for data collection through in-depth interviews, observations, and documentation provide extensive coverage in obtaining relevant information from various sources.

The results of the research and discussion on the implementation of integration of public services in the PTSA UPT KKP building are as follows: 1. The aspects of the restructuring of the PTSA institutions have been carried out gradually but there are no legal aspects in its effectiveness; the clarity of the tasks and roles of each agency is clear and has conducted the evaluation and management of resources independently. 2. The joint cultural aspects have been done but need further efforts to maximize its efficiency and integration; 3. The aspect of the exchange of data and information has been made but there is no use of integrated applications; 4. Hindering Factors in the Implementation of Integrated Public Service: the limitation of the use of joint technology and each of the agencies focuses on achieving their respective results and interests.

Keywords: Public Service Mall, Whole of Government (WoG).