

Single Submission System (OSS) As A Feature to Simplify Business Licences (Case Study of the One-Stop Investment and Integrated Service Office (DPMPTSP) in Jepara Regency)

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ABSTRACT

Background. Licensing services for business actors or the public is one of the obligations that must be fulfilled by state administrators. Business actors and investors certainly really want fast and straightforward services and processes. The government as the licensing supervisor is the main legality for business actors. The function of licensing is to regulate activities that have the potential to cause disturbance to the public interest. The application procedure has strict policies but does not have to have a series of complicated processes. The government created a system in the form of Online Single Submission (OSS) to make it easier for business actors to manage business licences. The facilitator of the government in facilitating its implementation is assisted by the One-Stop Investment and Integrated Service Office.

Purpose. The purpose of this research is to find out how the performance of the Investment Service and One Stop Integrated Services is and also to find out what obstacles occur in the field and how solutions are produced to solve various existing obstacles.

Method. The research method in this study is to use qualitative methods and data collection methods using interview techniques to find out information from respondents.

Results. The results of the discussion of this study indicate that the Investment and One-Stop Service Office has provided good and responsive service so that existing constraints can be resolved immediately.

Conclusion. The Online Single Submission (OSS) system is implemented to accelerate business licensing at the Jepara Regency Investment and One-Stop Integrated Service Office (DPMPTSP) as a public service facility under the Jepara Regency Investment and One-Stop Integrated Service Office (DPMPTSP). To obtain a commercial or operational business licence, it must start with registration through the OSS website.

KEYWORDS

Investment Services, Online Single Submission, Services Licensing

INTRODUCTION

Public Service or Service for the community is one of the obligations for the government, the government is obliged to provide the best service or Public Services for the community and also one of its obligations is to take part in facilitating

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the best service to the community (Brown dkk., 2019; Gresh dkk., 2021). Service or good service for the community can be done by helping to speed up the licensing process related to the government (Asal dkk., 2022; Troup dkk., 2022). The service system is a determinant in accelerating the service process that can be provided by the government. With a good service system, the community will be able to feel easier, affordable, fast and efficient services in carrying out the licensing process (Styrin dkk., 2022).

It cannot be denied that the quality of service to the community is very important, with the quality of service to the community that is good it can make achievements for the government. If there are shortcomings in public services and also lack of attention from the government, it can also affect the achievements obtained by the government (Ko dkk., 2019). There are three aspects that are included in public services, namely, administrative services, services and goods. In administrative services, which include licensing, licensing is one of the important things in public services (Jespersen dkk., 2021). This includes licensing in business activities. Investors also consider the licensing process in their investment, with increasingly easy licensing, investors will be more interested in investing (Ronca dkk., 2020).

Rights or ownership is a service provided by the government that aims to legalise a business. Licensing is a tool for policies that can be carried out by the Government or Local Government as a form of control that can occur due to social or economic activities (Flores & Sonza, 2020). Licensing or permits are very important in the legal protection of an ownership right and the implementation of an activity (Mandi dkk., 2019).

Most people have connoted that the services provided by the government are inadequate, which is evidenced by the large number of complaints from the public that are designated on the issue of services provided by the government to the community (Amir dkk., 2020). One of the many demands of the community to the government is about the apparatus that is less friendly and less communicative (Corey dkk., 2022). One of the problems that is still widely complained about by the community is the licensing process (Alfandika & Muchetwa, 2019; Rychert & Wilkins, 2019).

Business licensing determines the stability of businesses in the region. High licensing fees are sometimes not matched by adequate services. Therefore, there are many complaints from business actors about inadequate services provided by the government in terms of licensing, for example the lack of transparency in financing issues and procedures carried out (Leiponen & Delcamp, 2019; Sovacool dkk., 2020).

As a result of the long and complicated system, entrepreneurs experience losses both in energy, cost and time. The number of complaints from entrepreneurs regarding the length of the bureaucratic system or procedures that are passed, with the more systems that are passed, the more costs must be incurred (Meijer dkk., 2021). There are several factors that affect the bureaucracy in licensing, one of which is internal factors (Suseno & Abbott, 2021). Limited human resources due to the State Civil Apparatus whose performance is not optimal in supporting government performance (Drolet dkk., 2021). The State Civil Apparatus plays an important role as a human resource to help run the bureaucracy. Licensing services are a source of revenue for the government and the success of licensing services can be seen from the number of licences issued and the amount of retribution obtained (Maulana dkk., 2020). It is recognised that retribution is a major factor in local own-source revenue (PAD) and also in the preparation of the local budget (APBD). The civil service that must be produced by the licensing service must be able to meet the targets set by PAD to succeed in receiving retribution (García-Ponce dkk., 2023). With this, it can be concluded that the quality of service is not more important than the result of retribution. This, of course, contradicts the purpose of issuing licences for the government, which has the main purpose of guidance, control, and supervision (Huang & Wang, 2022).

There are people in the bureaucracy who take advantage of the difficulty of the permit management system for individual interests, by discriminating against entrepreneurs (Rubio-Navarro dkk., 2021). By using the services of bureaucratic consumers, business people will get faster licensing services. The licensing fee paid through the bureaucratic person will not go to government finances but to the personal money of the licensing service person. This is one of the bad factors in licensing services, with that, the public has the right to submit their complaints (Choi & Hong, 2021).

Community needs that include aspects of legality, especially on business licences, are through licensing services provided by the government (Cuesta dkk., 2020). There is a regulation Number 24 of 2018 concerning government policies regarding Electronic-Based Systematic Business Licensing which is a government effort to increase the level of effectiveness of business licensing activities (Frizzo-Barker dkk., 2020). Online Single Submission (OSS) is a website that provides services for business licensing registration created by the government in order to facilitate business licensing services. With the OSS system of integrated and electronic-based business services, everything related to business licensing can be carried out more quickly, easily and efficiently (Inggarwati dkk., 2020).

From the background description above, it results in the problem 1. How is the implementation of Online Single Submission (OSS) as a tool to facilitate licensing? 2. What are the obstacles that occur in the implementation of Online Single Submission (OSS) at the Jepara Regency Investment and One-Stop Integrated Service Office (DPMPTSP)?

RESEARCH METHODOLOGY

The research method in this study is to use qualitative methods, qualitative research is a method that can explore and better understand the meaning of individuals and groups that come from social or humanitarian problems. In this study, the technique used is the interview technique to find out information from the respondents. Interviews in this study emphasised the knowledge of informants to extract information in the form of data in the form of words on existing problems and solutions to solving a problem (Badalpur & Nurbakhsh, 2021; Goswami dkk., 2021).

In this study the approach used is the Empirical Juridical approach. *Yuridis Empiris* is an approach method with a procedure that has a function to solve problems by examining secondary data and then examining field data. The purpose of the juridical approach in this research is to be reviewed from government law relating to licensing services. While the empirical approach in this research is intended to gain empirical knowledge about the influence and also the legal relationship that serves to encourage people to carry out this research on research subjects as primary data which is useful for obtaining data as the first source (Asmara & Abubakar, 2019).

RESULT AND DISCUSSION

Implementation of Online Single Submission (OSS) as Licensing Acceleration

Online Single Submission (OSS) Registration

The procedures fulfilled by registering through the OSS website are no different for both individual and non-individual businesses. The main data that needs to be prepared by an individual business is to use the NIK listed on the business type KTP, home address, address of the agency where the capital will be invested, the plan for the amount invested, activity number or business contact, workforce planning, planning for various facilities and NPWP for each individual business actor (Lyng dkk., 2021).

In contrast to the registration carried out by non-individual business actors, the registrations that must be completed include, name or validation number of the deed of establishment, type of business, type of investment, foreign investment, investment location, plan for the amount of capital invested, human resource planning as a workforce, business activity number, workforce planning, planning for various facilities which are also accompanied by NPWP (for non-individual businesses) and NIK (for the person in charge of the business) (Nguyen Trong dkk., 2022; Ohashi & Phelps, 2023).

For those who want to register their business but do not have an NPWP, there is no need to worry because DPMPTSP facilitates the making of NPWP for business actors. With this, it will make it easier to register a business licence. This is proof of adequate service for business actors.

After the fulfilment of the commitment of business actors, the next stage is the issuance of NIB which will automatically be made by the OSS institution. The next stage after the business actors get the NIB, data adjustments will be made by DPMPTSP for commercial or operational licensing.

Permit Issuance

After the fulfilment of the commitment is fulfilled, the next step is the issuance of business licensing as well as commercial and or operational licensing which will automatically be carried out by OSS. The business actors in question are business actors who will use infrastructure facilities for their business as well as for businesses that do not use infrastructure facilities for business activities (Kunnen, 2022).

A business licence is effective if the business actor has fulfilled all requirements from the agency or PTPS related to the licensing authority. Business actors who have fulfilled all requirements for licensing can be called if the business actor has committed. Business actors are not only sufficient with a permit from OSS but must still fulfil the agreement to fulfil all permits (Fraser dkk., 2021).

The form of commitment that can be fulfilled by business actors if they need infrastructure but the business actors have not fulfilled the infrastructure, then commitments such as licensing are needed, including location permits, water locations, and of course IMB and or environmental permits. Other than that, commercial or operational permits include standard commitments, certificates, or licences, administration of goods and services. For example, in a restaurant business permit, if you have obtained a business permit, you also need a commercial permit such as a hygiene certificate (Kuramochi dkk., 2020).

In accordance with Government Regulation No. 24/2018 on Electronic-based Systematic Business Licensing Services Article 38, if the requirements have been fulfilled by the licensing business actor and has a business licence that has been made by OSS, the business actor has been allowed to carry out activities that require licensing, for example, building construction, land area changes and others.

Fulfilment of Business Actors' Commitments

In accordance with the applicable provisions, if a business actor has obtained a commercial and operational licence made by OSS, it must then fulfil the specified commitments. If the business actor cannot fulfil the commitments, the business licence will be forcibly closed by the OSS. As stated in Government Regulation Number 24 of 2018 concerning Electronic-Based Systematic Business Licensing Services Article 39, the issuance of licences from the OSS institution regarding commercial and operational licences is in accordance with the standards set by OSS (Ahmad dkk., 2020).

If the business actor does not fulfil the commitment according to the OSS institution's regulations, the OSS institution has the right to cancel the business permit. If the administration and all requirements listed in the applicable law have been fulfilled, the commercial licence will take effect. As stated in Government Regulation No. 24/2018 on Electronic-Based Systematic Licensing Services Article 39, which basically discusses the commitments fulfilled for commercial or operational licences to be effective.

Fee Payment

Like government regulation Number 24 of 2018 concerning Electronic-Based Systematic Business Licensing Services Article 77, after that business actors must complete the administration of business licences which are included in non-tax state revenues, import and export duties, regional taxes or regional retribution.

Facilities

The OSS page or website is a form of business licensing service facility that functions to manage business licensing registration. Licensing facilities in the Online Single Submission (OSS) System in Jepara Regency are facilitated by the Jepara Regency DPMPTSP. Every day there are 3 to 4 business actors at the DPMPTSP office to register their business and also assistance for OSS registration at the Jepara Regency DPMPTSP. This is one of the facilities provided by the government (Zapletal, 2019).

Supervision

OSS is an institution that has authority over licensing and in conducting supervision, the ministry or local government. As stated in Government Regulation Number 24 of 2018 concerning Electronic-Based Systematic Business Licensing Services on the implementation of licensing supervision in the OSS system which includes standards, licences, certifications, and licences.

There are Business Actors Who Do Not Fulfil Commitments Obstacles to the Implementation of Online Single Submission (OSS) at the Jepara Regency Investment and One-Stop Integrated Services Office (DPMPTSP).

Currently, the public works and public housing sector is a sector that has a high level of issuance compared to other sectors. Fulfilment of commitments is a mandatory requirement that must be met by business actors in order to obtain commercial or operational licences. To fulfil these permit commitments, they still have to come to the relevant agencies such as DPMPTSP.

Jepara Regency DPMPTSP's Efforts to Reduce Barriers to OSS Implementation

The facilitator in the implementation of the OSS system carried out by DPMPTSP is also obliged to provide the best service and also provide assistance to business actors starting at the time of fulfilling the requirements until the issuance of a commercial or operational permit. DPMPTSP is also obliged to resolve obstacles and find solutive efforts so that obstacles can be overcome.

Jepara Regency DPMPTSP's efforts to encourage business actors who have not completed their requirements. Requirements that must be fulfilled by business actors to obtain commercial and operational licences. Efforts made by the Jepara Regency DPMPTSP are to encourage business actors to fulfil commitments by contacting business actors. Good communication must be carried out between the government and also business actors so as to minimise non-compliance with fulfilling commitments.

CONCLUSION

The Online Single Submission (OSS) system is implemented to accelerate business licensing at the Jepara Regency Investment and One-Stop Integrated Service Office (DPMPTSP) as a public

service facility under the Jepara Regency Investment and One-Stop Integrated Service Office (DPMPTSP). To obtain a commercial or operational business licence, it must start with registration through the OSS website. Registration through the OSS website aims to obtain a NIB or Business Identification Number. If the business actor has fulfilled the registration on OSS and has also fulfilled the commitment, the NIB will automatically be issued. With an online-based licensing system, the process of obtaining an NIB is not complicated. The facilities provided by DPMPTSP Jepara Regency are in the form of assistance to business actors who will register their business licences through OSS. If the permit is effective, then further supervision will be carried out by the authorised ministry, institution, or local government. If the supervision finds non-compliance, a warning action will be taken or even a temporary business suspension, or the business licence will be revoked.

AUTHORS' CONTRIBUTION

Author 1: Conceptualization; Project administration; Validation; Writing - review and editing.

Author 2: Conceptualization; Data curation; In-vestigation.

Author 3: Data curation; Investigation.

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