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Research Article

Online System Adaptation Single Submission Risk Based Approach (OSS-RBA)

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ABSTRACT

The industrial revolution can bring changes in human lifestyles, from manual to digital trading and ways of working. This will provide Indonesia with opportunities, enormous opportunities, including government organizations that are innovative in fulfilling their mandates and functions. Utilizing developments in information technology, accelerating the promotion of e-government, implementing science and technology public services and implementing other government affairs. The Indonesian government has finally passed Law No. 19 of 2020. Law Number 11 of 2020 concerning Job Creation has changed the licensing paradigm from a permit-based approach to a risk-based approach (RBA). Not without reason, this provision is intended to provide ease and certainty in doing business so as to increase regional competitiveness. This new paradigm places risk as the main consideration in every business activity, thus having implications for changes in the current design of business policies, institutions and service platforms in the central and regional governments. However, at the implementation level in each region, the application of this risk-based licensing model depends on the readiness and subsequent response from each region, especially policies, institutions (organization and human resources) and digital service tools (sarpras, internet networks). Electronically Integrated Business Licensing or Online Single Submission Risk-Based Approach (OSS-RBA) is a business license issued by the OSS-RBA agency on behalf of the Minister, Head of Agency, Governor, or Regent/Mayor to commercial participants through an electronic system. The OSS-RBA was created as a form of reform in the field of commercial licensing, because initially the handling of proposed permits seemed complicated, requiring lengthy bureaucratic procedures and direct visits to relevant agencies.

Keywords: *Online Single Submission Risk-Based Approach (OSS-RBA), Service Public*

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Introduction

In 2020, the government passed Law (UU) Number 11 concerning Job Creation. Known as the Omnibus Law on Job Creation, this regulation changes the licensing paradigm from a license-based approach to a risk-based approach (RBA). As a policy tool, the Job Creation Law establishes a series of Government Regulations (PP) and Presidential Regulations (Perpres) as derivative regulations and work guidelines for the central government and regional governments (Pemda) (Firdaus et al., 2023).

It needs attention, especially Government Regulation Number 5 of 2021 concerning Implementation of Risk-Based Business Licensing (PP No. 05/2021) and Government Regulation Number 6 of 2021 concerning Implementation of Business Licensing in the Regions (PP No. 06/2021).

The OSS-RBA was created with the aim of being a form of reform in the field of business licensing, because initially the processing of proposed permits seemed complicated and had to go through a long and systematic bureaucratic process.

Physically must be present to the relevant agency. Therefore, with the OSS-RBA system, it is hoped that in the future the community will be able to apply for business licenses more practically, quickly and without leaving their homes or offices, because the OSS-RBA system itself is an independent program that can be accessed by the public anytime and anywhere (Edwin & Tan, 2022).

The difference between OSS RBA and OSS 1.1 (version PP 24/2018) lies in the procedure for obtaining business licenses. OSS 1.1 does not use risk classification in determining the degree of licensing. In this system, business actors are required to obtain a Business Identification Number (NIB) as the identity of business actors issued by the OSS Institution (Salama et al., 2018).

This differentiation is intended to ensure that the higher the hazard level of a type of business, the more safety requirements that must be met so as not to distort the existing environmental, economic and social qualities. The degree of hazard is measured by taking into account the assessment of the level of hazard, the potential for hazard to occur, the level of risk

and the rating of the business scale of the business activity (Saptono et al., 2023).

OSS RBA also provides convenience and certainty for MSEs. MSE actors enjoy their own path and are different from non-UMK businesses (Kusumastito, 2023).

OSS RBA at an ideal level will integrate sectoral digital-based licensing services. For example, building approval services are carried out through SIMBG, spatial use suitability approval is obtained through Gistaru, and the process of obtaining environmental feasibility approval is carried out at Amdalnet (Kusumaningtyas et al., 2022). Guidelines regarding the mechanism for managing OSS business licensing for business actors and licensing regulators can be accessed via <https://oss.go.id/panduan>.

The implementation of risk-based business licensing presents innovation in the form of a positive fictitious principle. PP No. 05 of 2021 explains that ministers/heads of institutions, governors, regents/mayors, administrators of special economic zones, and/or heads of KPBPB concessions in accordance with their respective authorities in examining the requirements for Business Permits must be in accordance with the time period and granting Business Permits must according to the validity period (Kencana et al., 2022).

Regulation is one of the main foundations in building a conducive investment climate. Regional governments are expected to immediately carry out regulatory reform (deregulation) which is a structural step to organize and accelerate licensing services as an upstream step in increasing investment activities in the region (Koeswahyono et al., 2022). The local government must strive to overcome problems in the field that directly conflict with the community. Policy adaptation occurs when formal decisions or directives have been issued and administrators are tasked with interpreting them and translating them into one or more policy proposals. Policy proposals are defined in a broad sense, and include action plans, government programs. The proposal should suggest some type of solution for future implementation. The solution can be broadly defined or more concrete (Sterzer, 2023).

One way to investigate how policy adaptation occurs is to study knowledge generation, considering what information administrators use when adapting policy directives and how this information is translated into proposals. The role of knowledge generation has long attracted the attention of planning scholars, and this paper will use some of this theory to complement political science theory of policy making. Planning studies have shown that planners use multiple sources of knowledge when making plans, some sources being more dominant than others (Napitupulu, 2022).

Some researchers provide an overview of the sources of knowledge that planners use when making plans: process knowledge, project/goal knowledge, context knowledge, and expert knowledge (Tennøy et al., 2016). Process knowledge relates to rules and regulations about how planning and decision-making processes should be carried out, for example, when plans should be discussed in hearings. It also includes knowledge about negotiating and presenting plan content to stakeholders (S. A. P. Rahayu et al., 2022). Knowledge of the project/goals includes knowledge of the objectives and intentions underlying the project (Anggursuri & Zahara, 2023). Context knowledge relates to existing information, such as existing plans, official statistics, and government investigations, relevant to the planning process. Expert knowledge concerns empirical, theoretical, and methodological knowledge about causal effects, for example whether, how, and to what extent different actions can cause effects in different contexts and how these effects can be measured (Tennøy et al., 2016). It is assumed that academic/educational background influences how a planner interprets and resolves conflicting goals in the planning process (Tennøy et al., 2016). It has been argued that expert knowledge has been dispensed with in favor of a more communicative approach (H, Muklir et al., 2022).

It should be noted that the definition of expert knowledge in the planning studies above differs from the political science view of expert knowledge in the public sector. In political science, "the power of an expert lies in the expertise or special abilities possessed by the expert" (Fuadi, 2023). Expertise is built by

systematically allocating time in an area. Administrators accumulate knowledge throughout their professional lives through long-term work in their sector (Wijayanti et al., 2023). That is, experience-based factors are included in the definition of expert knowledge in political science (Agustina, 2022).

Based on the Decree of the Minister of Administrative Reform No. 63 of 2003, the definition of public services is: All forms of services carried out by government agencies at the center, in the regions, and within the environment of State-Owned Enterprises or Regional-Owned Enterprises in the form of goods and or services, both in the context of implementing the provisions of laws and regulations. Meanwhile, according to Chapter 1 Article 1 Paragraph 1 of Law no. 25/2009, what is meant by public service is an activity or a series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

Public service is one of the needs in the context of fulfilling services according to statutory regulations. Fulfillment of needs is a basic right for every citizen and resident to obtain services for goods, services and administration provided by public service providers to the fullest.

Another definition according to Hardiyansyah (2022) the notion of public service is: "Serving the needs of people or communities or organizations that have an interest in the organization, in accordance with the basic rules and procedures determined and intended to provide satisfaction to service recipients."

Based on the definition of public service above, it can be concluded that public services are all forms of services provided by the government, whether organized by the government agencies themselves or by non-governmental organizations to meet the needs of the community and the implementation of the provisions that have been determined with all the means and equipment through certain work procedures to provide services in the form of goods and services (HK, 2023). The public services referred to in this study include all forms of service to the community carried out by the Madiun Regency Public Service Mall in meeting

the needs of the people of the Madiun Regency area which are carried out based on the principles, principles and standards of public service in order to realize democratic government.

Good service will ultimately be able to provide satisfaction to the community. Optimal service in the end will also be able to improve the image of the organization so that the image of the organization in the eyes of the public continues to increase. The existence of a good organizational image, then everything that is done by the organization will be considered good too. According to Kasmir, the factors that influence service are human resources. This means that the role of humans (employees) serving the community is the main factor because only with humans can customers communicate directly and openly.

According to Atep Adya Barata (in Mufti et al., 2022), service quality is divided into two parts, namely internal and external service quality. Each of these parts is influenced by several factors that are quite important, namely as follows:

- a. Factors that affect the quality of internal services (organizational employee interaction), namely the pattern of general management of the organization, provision of supporting facilities, human resource development, work climate and harmony of work relations, and patterns of incentives.
- b. Factors that influence the quality of external services (external customers), namely service patterns and procedures for providing services, service distribution patterns, sales service patterns, and service patterns in service delivery.

Based on this description, it can be concluded that to improve service quality many factors influence, including human resources, awareness, rules, organization, skills and abilities, service facilities, and customer experience. In addition, internal and external factors are important and influential in realizing quality service for every user (Octavian et al., 2023).

Every implementation of public services must have service standards, as a guarantee of certainty for providers in carrying out their duties and functions and for service recipients in the process of submitting their requests.

Service standard is a standardized measurement in the implementation of public services as a guideline that must be adhered to and implemented by service providers, and becomes a guideline for service recipients in the process of submitting applications, as well as a means of controlling the public and/or service recipients on the performance of service providers (Salama et al., 2018). Therefore, it is necessary to develop and stipulate service standards in accordance with the nature, type and characteristics of the services provided, as well as taking into account the needs and environmental conditions. Service (Morillo-Flores et al., 2020).

Seeing the various conditions of the problems above, it is necessary to have adaptations starting from regulations and institutions that exist in the Regional Government. For the adaptation process of the Regional Government, a fast response is required so as not to impede investment that will enter the Region. The Investment Service and One-Stop Integrated Service (DPMPTSP) as the leading sector in terms of services are required to be innovative immediately and be able to integrate between related agencies. Based on the background that the author has put forward, the writer is interested in conducting further research regarding "Adaptation of the Online Single Submission Risk Based Approach (OSS-RBA) System in Madiun Regency".

Methods

The type of research used in this research is descriptive with a qualitative approach. This research seeks to provide a detailed description of a phenomenon which in turn provides a clearer understanding of the problem to be studied. According to Bungin (in Maidin et al., 2023), a qualitative descriptive study aims to describe, summarize various conditions, various situations, or various phenomena, social reality that exists in society which is the object of research, and seeks to draw that reality to the surface as a characteristic, character, trait, models, signs, or descriptions of certain conditions, situations, or phenomena. Thus, the use of this type of qualitative research is more directed at describing a social phenomenon that exists in society to provide an overview of a

condition, which is then drawn conclusions based on relevant and accurate data.

The research location is the place used by researchers to obtain data, namely the Investment and One-Stop Services Office (DPMPTSP) of Madiun Regency and several business communities. The focus of this research is divided into two, namely using the theory of William N. Dunn (in Abigail et al., 2022) who says there are six criteria in evaluating policies, namely effectiveness, efficiency, adequacy, alignment, responsiveness, accuracy and using the theory of Edward III (Situmeang, 2022) which explains that there are 4 aspects in analyzing the inhibiting and supporting factors of policy implementation namely, communication, resources, disposition/attitude of implementers and bureaucratic structure. The sampling technique in this study used a purposive sampling technique. The data sources used in this study are primary and secondary data sources. Data collection techniques were carried out by interviews, observation and documentation. The validity of the data used is data/source triangulation. The data analysis technique uses an interactive model according to Miles and Huberman (in Rahayu et al., 2022) which consists of data collection, data reduction, data presentation and drawing conclusions.

Result and Discussion

Government regulations as derivative products of the Job Creation Law have not appeared solid in supporting the process of accelerating the Online Single Submission risk-based approach (OSS RBA) system in the regions.

The risk-based approach (RBA) business licensing system has been implemented since the promulgation of Law No. 11 of 2020 concerning Job Creation (UUCK). In accordance with Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing, this electronic system is expected to simplify and speed up the business licensing process which will be adapted to all regions in Indonesia (Blankenberger & Williams, 2020).

However, in the process of implementing the OSS system, it turned out that there were many obstacles and obstacles in the field. Local

governments as policy implementers at the lowest level still face obstacles in the dimensions of regulation, institutions and digitalization at the central level as well as at the regional level. As with Government Regulation number 5 of 2021 concerning risk-based business licensing that has not yet regulated the limits on the application of OSS RBA, there are still types of non-KBLI, non-KBLI non-business licensing, and non-licensing that have not been regulated and the Attachment to Government Regulation number 5 of 2021 This does not clearly regulate the terms and conditions for permits.

A. Policy Objectives

The policy objective is a dimension that explains that the implemented policy must be clear and measurable so that it can be realized properly at the level of policy implementers. The purpose of the OSS RBA-based licensing policy is to make it easier for business actors to issue business licenses. This convenience is based on the policy objectives of Government Regulation Number 5 of 2021 concerning Implementation of Risk-Based Business Licensing in article 3 to improve the investment ecosystem and business activities point (a) which states through "Implementation of business issuance and licensing in a more effective and simple manner". With this ease of doing business, it is hoped that it can improve the investment climate, especially in Madiun Regency (Naldi et al., 2021).

Based on the results of the interviews, it shows that business actors really feel the convenience of the OSS RBA-based licensing service policy, especially small micro business actors. According to data from DPMPTSP Madiun Regency, around 81% of business actors who issue business licenses through OSS RBA are small and medium-sized businesses. Based on low and medium risk, standard business permits will be issued automatically via the Application without requiring validation from the relevant Office. In addition, according to data from the DPMPTSP of Madiun Regency, there was an increase in the number of NIB issued, which also had an impact on increasing the amount of investment realization in Madiun Regency.

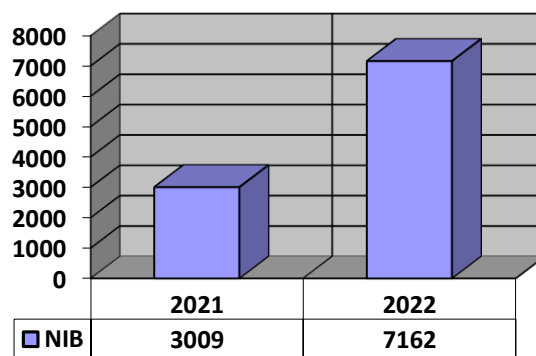
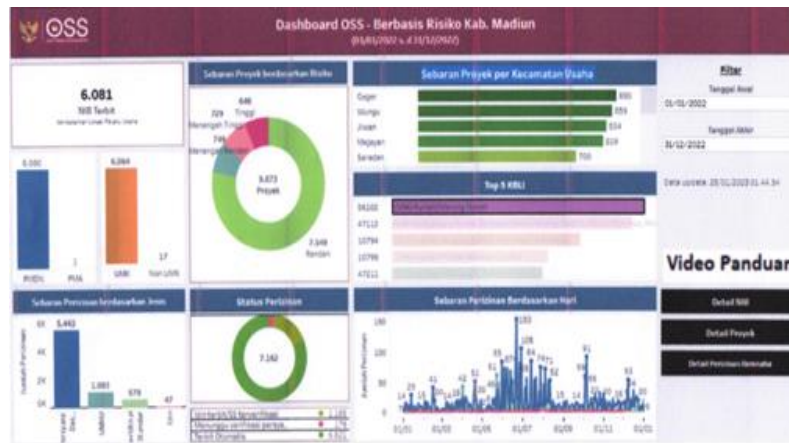


Figure 1. DPMPSTP Data for Madiun Regency, 2023

Based on these data, it can be seen that the objective of the OSS RBA risk-based licensing service policy in Madiun Regency was achieved with a policy that has not been implemented for even 1 year (Kholmuminov et al., 2019).

B. Regulation

The adaptation of existing policies in the regions varies, possibly this is because each region has challenges and obstacles that occur according to the conditions of each region. The Madiun District Government has identified and created a problem inventory list. In the process of drafting this derivative regulation it involves and communicates with other regional apparatus organizations. This poses a distinct challenge to the Head of the One Pindu Integrated Services and Investment Service (DPMPSTP) as the leading sector. For regional regulations related to business licensing, the Madiun Regency Government is still in the process of drafting the regulation. However, the Madiun Regency Government has an Urgency Analysis seen from the availability of time, whether or not the

problem is urgent to be resolved in relation to standard operating procedures (Berkovich, 2020).

Regent Regulation Number 64 of 2022 concerning Standard Operational Procedures for Risk-Based Business Licensing Services and Non-Business Licensing at the Investment Service and One-Stop Integrated Services provides convenience, clarity and transparency to the wider community starting from licensing procedures, leading sector agencies in charge of licensing, the requirements that must be completed, the time needed to carry out the licensing and the output results that will be received by the business actor later (Abdullah, 2019). The Perbup is the answer to the incompleteness of the main points of the implementation of the OSS-RBA licensing system, especially in central regulations, including:

1. The attachment to PP number 5 of 2021 does not clearly stipulate the terms and duration of permits, as well as forms and supervision for certain sectors, nor is it in the regulations.

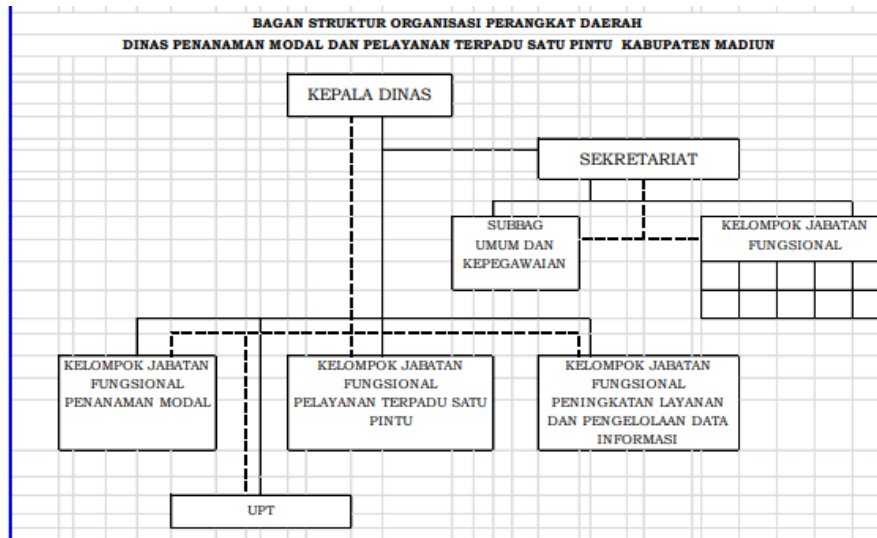


Figure 2. Position, Organizational Structure, Duties, Functions and Work Procedures for Investment Services and Integrated Services for Madiun Regency

D. Digitalization

The Detailed Spatial Plan (RDTR) is a mandatory requirement for the licensing process. This procedure is clearly regulated in PP number 21 of 2021 concerning Implementation of Spatial Planning (Bridgman et al., 2019). Local governments are required to have an RDTR and integrate it into the OSS-RBA system (Connolly, James, & Fertig, 2019).

The Madiun Regency Government already has Madiun Regent Regulation number 56 of 2021 concerning the RDTR for the Pilangkenceng Planning Area. Where the other planning areas are still in progress, namely the RDTR Mejayan, Balerejo, Jiwan and Dolopo (Asvio, 2022).

To continue serving the community, especially business actors, DPMPSTP Madiun Regency, at a technical level, has developed a supporting internal system for verifying business licenses. By carrying out 2 procedures, namely with a system that has been integrated with the RDTR and by carrying out manual procedures to continue to carry out field cross-checks to avoid the applicant's location being in a protected agricultural area or cannot be converted (Cardno, 2018).

Conclusion

Based on the results of research on the Adaptation of the Online Single Submission Risk Based Approach (OSS-RBA) System in Madiun

Regency, researchers can draw several conclusions

1. The Online Single Submission (OSS) system is an online platform used by the government to facilitate the licensing process and public services. Through the OSS system, applicants can apply for permits and complete the requirements electronically without having to visit government offices in person. This system aims to speed up and simplify the licensing process, as well as increase transparency and accountability. Risk Based Approach (RBA), or risk-based approach, is a method used to identify, measure, and manage the risks associated with certain activities or services. In the context of Public Service Malls, a risk-based approach is used to assess the risks associated with permits and public services provided by the government. In implementing OSS-RBA in Madiun Regency, the government uses the OSS online system to organize Public Service Malls. Through this system, the public can apply for permits or public services electronically. A risk-based approach is then used to identify and manage the risks associated with the application. With the OSS-RBA, it is hoped that several benefits will occur.
2. Business actors in Madiun have also greatly benefited from the policy adaptation carried out by the Madiun district government with

the existence of Perbup number 64 of 2022 which explains the standard operating procedures for OSS and non-OSS which have been prepared in detail even up to the required management time.

3. In terms of regulation, the Madiun district government strongly supports the continuity of the OSS system, as evidenced by the existence of an amended Madiun regency regional regulation to comply with the mandate of the Job Creation Law and its derivative products.
4. In terms of regional institutions, especially the Investment Service and One-Stop Integrated Services, it also directly mandates its Organizational Structure in accordance with the applicable regulations.
5. As well as in terms of digitalization, Madiun Regency has also been in the process of completing several RDTR Planning Areas so that they can immediately integrate the entire licensing system with the OSS RBA.

Suggestion

From the results of the research conducted, there are several suggestions for implementing the Smart School Transport (ACS) program, including:

1. In the event that "the adequacy of the ACS Program is constrained by a limited budget, it is hoped that the Ponorogo Regency Government together with the Ponorogo Regency Transportation Service can immediately make efforts to increase the amount of the budget so that it can increase the number of ACS fleets and drivers in addition to adding supporting facilities to the ACS program.
2. It is necessary to increase the number of executors from the Ponorogo Regency Transportation Service so that outreach to students in all schools is not hampered and direct supervision of ACS drivers can be carried out regularly.
3. It is advisable to prepare clear Standard Operating Procedures (SOP) for program implementation so that the program can be controlled and its success can be measured according to existing SOPs.

4. The need for a more detailed explanation of the duties and responsibilities of each implementer in this Smart School Transport program.

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