

Policy Implementation of System Online Single Submission Risk Based Approach in Banda Aceh

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ABSTRACT

This study aims to analyze barriers factor the policy implementation of Online Single Submission Risk-Based Approach (OSS RBA) in BandaAceh. This study uses a qualitative descriptive approach by collecting data through observation, interviews, and documentation. This study uses Van Meter and Van Horn model (1975). Factors supporting the implementation of OSS BRA are standardization of licencing requirements, human resources, characteristics of implementers agencies and dispositions of implementers, economic, social and political conditions. While the barriers factors are the readiness of the technology resources OSS RBA which still often errors and it's not yet fully integrated with other application. Then, the factor of inter-organizational communication and outreach activities to business actors are still limited. This study recommended to increase the socialization of applying system OSS RBA to business actors in Banda Aceh.

Keywords: policy implementation, online single submission, barriers of electronic public services.

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1. INTRODUCTION

Starting a business in Indonesia is still considered complicated by business actors, including in Banda Aceh. The government is committed to providing convenience through the system of online single submission (OSS), as a top down policy by central government, OSS was established from 2018 to present. The online licensing was launched in June 2018 (OSS Version 1.0), was upgraded in November (OSS Version 1.1) based on The Government Regulation (Gr) Number 24 of 2018, Then, in August 2021 OSS Risk-Based Approach (RBA) was launched based on Gr Number 5 and Number 6 of 2021.

1.1. Business licensing flow OSS RBA

The flow of business licensing issuance through OSS-RBA in general is as follows. First, the businesses apply through the OSS-RBA website to gain access by creating username and password. The Indonesian citizens' businesses only need a Single Identity Number (NIK), while foreigners need a passport number; both need an active email to make a new account on OSS-RBA. The next step is to input the business field and investment value. Once all the data is complete, the system will issue the NIB. The notification will go to each official office as the

issuer of business licensing. Should there be any verification required, the relevant authorized institution will verify the compliance [1].

The OSS-RBA system then will verify whether the applications are approved, incomplete, or rejected. The system also will submit a request to complete the deficiency if the results are preliminary.

OSS-RBA is a one-stop system. Therefore, the businesses do not need to visit many places to take care of the license. The OSS-RBA system has been integrated with the Ministry of Home Affairs (Dukcapil), Ministry of Finance (Tax Service Office), Ministry of Law and Human Rights (company information), and Ministry of Agrarian and Spatial Planning (detailed spatial plan) for company establishment. OSS is also integrated with the Technical Ministry and Regional One-Stop Integrated Service (PTSP) regarding business permits, location permits, and environmental permits. Meanwhile, the OSS registration process and business development are under the Ministry of Investment/Indonesia Investment Coordinating Board (BKPM).

This research is based on the previous research gap related to OSS. Rizal Bahroni, et al.(2022) [2] in Situbondo Regency, Nurhayati, et al. in Enrekang Agency, Annisa R P Sabillah, et al.(2022) [3] in Lamongan, Tomo H.S. et al. (2021) [4] in South

Lampung. Then, Hillary A Praise, et al. (2021) [5] found that oss has a positive impact on accelerating issuance of business permits. Furthermore, Habibie H Carlo, et al. (2021) [6] said that OSS has the potential to improve the quality of public services in Indonesia.

The novelty of this research compared to previous research is as follows. First, the authors examine the implementation in three subsystem, namely the information service of subsystem, the business licencing subsystem, and the supervision of subsystem. Second, the authors examines the implementation at all level business scale based risk (low risk, medium low risk, medium high risk and high risk).

Banda Aceh is one of 35 districts and 20 cities in Indonesia won Innovative Government Award (IGA) by Ministry of Home Affairs in 2022. The award is given for the city for the big step taken by regional government in encouraging reforms in the public sector and good governance in the regions. Currently, Banda Aceh has 93 applications to support e-Government [7]. In 2021, Banda Aceh won the first rank for the best performance of One Stop Integrated Services in Aceh, and the 17 rank position at national level [8].

2. RESEARCH METHOD

This research requires data and information in the form of documents and field data. Data source used primary data and secondary data. Field study was conducted by going directly to the study location, namely DPMPTSP Kota Banda Aceh (Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintuk Kota Banda Aceh). The study method uses a qualitative-descriptive approach through interviews with respondents The analyse with the model of policy implementation by Van Meter and Van Horn (1975).

3. RESULT AND DISCUSSION

3.1. Standardization of licensing requirements. Policy of OSS RBA has provided licensing standards throughout Indonesia. Business actors and government agencies in the city of Banda Aceh responded positively to this policy.

3.2. Policy objectives are too broad
OSS RBA as a top down policy are too broad objectives making it difficult for implementation. Implementation OSS RBA policy involves 22 ministries for processing permits with access right, 548 DPMPTSP processing permits with regional access, and 34 provinces in Indonesia.

3.3. Technological resources and financial resources are limited.

Based on the interview on 30 October 2022 with Deputy Ministry of Investment/ BKPM said that the OSS RBA system developer acknowledge that the financial resources from the budget provided by government were still limited. Another ministry for developing alike an applications has a higher (double) for this project. In 2021, BKPM got the new developer. Then, based on the observation on November 15, 2022 at DPMPTSP Kota Banda Aceh in the moorning, the found that the system OSS RBA is error and the businessman cannot apply new licensing.

Based on the interview with PT. YPT and PT. ALJB in Banda Aceh on November 23, 2022, The System OSS RBA is not integrated with AHU online, so need revised the deed of establishment of company in order to integrate with OSS RBA. So, the readiness of technolocial resources and financial resources are barriers of factor in the implementation of policy OSS. The technological factor is a lot of problem when the implementing of OSS RBA.

On the other hands, the skill staff IT in DPMPTSP Kota Banda Aceh is available and have experienced to implement OSS RBA. Based on interview with Head of Section Licensing DPMPTSP in Banda Aceh on November 15, 2022. He said that the staffs IT skill are professional and very supporting this policy. So, the human resources is not issues in DPMPTSP Kota Banda Aceh.

3.4. Inter-organizational communication and implementation activities are limited.

Based on an interview on November 15, 2022 with the head of licensing section of DPMPTSP Banda Aceh, it was stated that online permitted applications by business actors when the system had authority ministry, business actors have difficulty to confirmation status licensing in ministry, because the ministry sectoral does not provide a channel complaints with OSS RBA. So, coordination and collaboration between OSS implementer at regions with central government is still limited.

The OSS RBA socialization carried out by DPMPTSP Banda Aceh has also only 3 times involving 240 users. This is very still limited, so many business actors do not understand how to operate the OSS RBA .

3.5. The characteristics of implementing agencies and the disposition of implementing actor agencies strongly support for policy implementation OSS RBA, and it was not found to an barriers factor.

Based on an interview with the head of One Stop Investment and Integrated Services Agency (DPMPTSP) Kota Banda Aceh on November 15, 22. He said that the Mayor and top leaders were very committed to implementing OSS RBA, this was marked by changes Standard Operating Procedures (SOP) permitted services based risk approach OSS RBA. The chief of section and staff are very supporting this policy.

3.6. Economic, social and political conditions are very conducive and provide a good climate investment in Banda Aceh, and it was not found to an barriers factor.

Based on BPS data, in Banda Aceh the economic growth rate of 5.53 percent in 2021 after previously contracting by 3.39 percent in 2020. This economic growth occurred because it was supported by the growth in the Transportation and Warehousing category as well as the Public Administration and Defence; Compulsory Social Security categories. In social dimension, Banda Aceh municipality succeeded in reaching 85.71 for the HDI. This illustrates that the city of Banda Aceh is getting better and better, both in terms of achieving life expectancy, health and literacy. The life expectancy of Banda Aceh City is 71.52. The life expectancy of Banda Aceh City is 71.52. [9]. In Banda Aceh, the politic is very stable and supporting for good climate investment.

4. CONCLUSION

The implementation of OSS RBA policy in Banda Aceh has been going well in the information services of subsystem, and in the subsystem of licensing cannot be optimally implemented because it has not been fully integrated with other application, and the subsystem of supervision OSS RBA has not been implementing because the OSS system is still in the trial stage. Factors supporting the implementation of OSS RBA in Banda Aceh are the standardization of licencing requirements, human resources, characteristics of implementing agencies and dispositions of implementers, and factor of economic, social, and political conditions. Factor drives of policy implementing are the readiness of technological resources with still frequently error system and The OSS RBA is still not fully integrating with other application in ministries/agencies and inter-organizational

communications and outreach activities implementers to users is still limited.

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