

# EVALUATION OF READINESS OF LOCAL GOVERNMENT IN THE IMPLEMENTATION OF ONLINE SINGLE SUBMISSION (OSS)

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## ABSTRACT

*This study aims to determine the readiness of the Regional Government in the implementation of the Online Single Submission (OSS) and identification of problems in the implementation of OSS in the region. The study method uses a qualitative approach and is supported by primary data through interviews with respondents and secondary data through literature studies, laws, and regulations, while the analysis used is qualitative-descriptive analysis. The findings depict that the application of OSS in the region cannot be optimally implemented because it has not been well integrated with the application in the area. The Central Government application (Coordinating Minister for the Economic, Ministry of Communication and Information, and BKPM) made through MANTRA cannot be connected and integrated with regional applications (SMART, SIMPONIE, SILAT). So far, the OSS has not been able to stream data into regional applications, resulting in licensing and non-licensing services. It still uses two applications, namely OSS applications and regional applications (SMART, SIMPONIE, SILAT). Implementation of OSS applications that regions can implement in an integrated manner between the central and provincial governments is limited to licensing services for the Business Identification Number (NIB).*

**Keywords:** Evaluation, Local Government Readiness, OSS

## INTRODUCTION

### Background

To speed up licensing and non-licensing services, the government has issued a new regulation through Government Regulation Number 24 of 2018 concerning Electronically

Integrated Business Licensing Services. In essence, this regulation regulates a single licensing registration system online, or OSS, to revamp the national licensing system.

The purpose of electronically integrated licensing is to facilitate business licenses for business actors to invest in Indonesia. In principle, OSS is a business licensing simplification system that integrates business licensing services: the Minister/Agency, Governor, Regent, and Mayor. This means that licensing must be standardized, combined with the Technical Ministry and Local Government, using information technology, and accessed and used by the business community (Atmanto, 2020; Indrajit, 2006; William, 2010).

This OSS system seeks to replace the old system, requiring investors to visit many agencies to obtain investment permits (Abdallah, 2018; Tindaon & Rahman, 2018). The online-based OSS registration system was created to integrate central and local licensing. This system connects the Central and Regional PTSP systems, so OSS only prepares the system while PTSP still carries out the administrative authority in the region (Islamy, 2008; Singarimbun, 1995; Winarno, 2010).

Institutionally, OSS is handled centrally by the Coordinating Minister for the Economy and the Investment Coordinating Board (BKPM), while in the region, it is handled by the One-Stop Service Investment Agency (DPMPTSP). Central and local government and PTSP will be well developed in the provincial government commits OSS (Sriboonyaponrat, 2016; Zaczyk, 2019). At this time, PTSP, as the implementing agency in the regions providing licensing services, has not run effectively, and there are still many problems (Eldabet, 2019; Horzela, 2019; Subarsono, 2008; Sunarya, 2018; Umar et al., 2019).

The Research and Development Agency of the Ministry of Home Affairs in 2018 has conducted a Strategic Study on the Evaluation of the Implementation of One-Stop Integrated Services in the Regions. Strategic studies that have been carried out include the Office of the One-Stop Service Investment Service (DPMPTSP), which the Province of South Sumatra manages, West Java Province, Banten Province, Bali Province. Thus, the permits issued by the Regional Government are in line with the licensing authority of the Central Government.

In the 2018 study, the Research Team focused on 4 (four) aspects studied, namely Institutional and Authority Aspects, Planning and Budget Aspects, Human Resources Aspects, and Facilities and Infrastructure Aspects.

Based on the study of theory and implementation in the field, it can provide an overview of:

- 1) Institutional Aspect and Authority, The delegation of authority for licensing and non-licensing services at DPMPTSP is less than optimal. This is due to the lack of commitment of the Regional Head in fully delegating authority to PTSP.
- 2) Aspects of Program Planning and Budget
  - a. The lack of involvement of DPMPTSP in the program and budget preparation process is full by the Regional Head, and the limited budget allocation both from the APBD and APBN.
- 3) Aspects of Human Resources
  - a. Lack of quantity and quality of human resources, lack of formal and informal education and training, and the absence of special incentives or allowances for implementing officials. In addition, the relevant OPD Technical Team personnel have not been entirely delegated to the DPMPTSP organization, making it difficult to accelerate the process of making recommendations needed by business actors in-licensing and non-licensing services.
- 4) Aspects of Facilities and Infrastructure

The lack of facilities and infrastructure owned by PTSP, including ownership of office buildings, application networks, servers, data centers, and not yet integrated applications with the OSS System.

What is exciting and needs to be evaluated in depth is how the OSS system is applied to district/city PTSP offices considering that the licensing authority between the Provincial Government and the Regency/City Government is different.

The Actual Study in 2019 did not specifically discuss 4 (four) aspects as stated in previous research but focused more on the aspect of readiness for infrastructure (Hardware and Software) owned by PTSP in the regions. This Actual Study is expected to provide a comprehensive picture to complement previous studies on OSS implementation in licensing service offices in the city. It is necessary to conduct in-depth research related to the connectivity of the OSS system in the regions with the Central Government.

### **Formulation of the Problem**

- a) What is the readiness of the Bogor City Government, South Tangerang City, and Bekasi City Government in implementing OSS?
- b) What problems are faced by the Government of Bogor City, South Tangerang City, Bekasi City in implementing OSS?

### **Scope**

The scope of the study covers an aspect of the readiness of infrastructure in the form of Hardware (Office and Server) and Software (Application and Network), and the Readiness of Supporting Devices (regulation, technical guideline/technical instruction, socialization) owned by regional PTSP in the implementation of OSS.

### **Output**

The expected output of this study is the compilation of recommendations and policy briefs as input for improving the implementation of OSS at the center and the regional level.

## **RESEARCH METHOD**

This study requires data and information in the form of documents and field data. To fulfill the data, it is carried out with the following methods, namely:

### **Problem Approach**

In a normative way, the approach is carried out by examining directly the application of laws and regulations relating to licensing services through OSS to investors and conducting interviews with several respondents who are considered to be able to provide information about government policies in implementing OSS in the regions.

### **Data Source**

The data sources used in this study are primary data and secondary data, which are defined as follows:

- a) Primary Data, namely data sources obtained directly from the sources, includes respondents from related office employees and other stakeholders.
- b) Secondary data is data obtained from laws and regulations, official documents, books, and the results of previous research.

### **Data Collection Procedure**

To obtain valid and accurate data in this study, the following procedures were followed:

**Literature Study:** This study was conducted by studying, reviewing, and citing data from various applicable laws and regulations, books, Regional Government Regulations related to OSS and PTSP, papers, the internet, and other scientific sources that have a close relationship with those discussed in this study.

**Field Study:** This study was conducted by going directly to the study location, namely DPMPTSP, Kadinda, Kominfo Service, and the Regional Secretariat or other relevant agencies, to obtain accurate, complete, and valid primary data in-depth interview.

**Data Processing:** Data processing is carried out with the following stages:

- a) Identification of data, namely finding and determining data related to local government policies in implementing OSS in the regions.
- b) Editing is re-examining the data obtained from the respondents' information and the literature, and this needs to be done to find out whether the data is sufficient and can be done for the following process. All data obtained is then adjusted to the problems that exist in this writing, editing is carried out on the data that has been collected, selected, and taken the necessary information, namely:
  - 1) Data classification is arranging the data obtained according to the groups that have been determined systematically so that the data is ready to be analyzed.
  - 2) Preparation of data, namely, the arrangement of data regularly so that the data can be analyzed according to the correct and appropriate arrangement.
  - 3) Drawing conclusions, which is the next step after the data is systematically arranged, then followed by drawing general conclusions from specific data.

**Location and Time of Implementation:** Data collection was carried out in the sample area, namely Bekasi City, Bogor City, South Tangerang City because these three cities were buffer zones for the capital city of DKI Jakarta were assumed to have adequate infrastructure in implementing OSS. The time for conducting the study began in April and finished in May 2019.

## **Data Analysis Method**

The data that has been processed is then analyzed using descriptive qualitative analysis, which means that the results of this study are described in the form of explanations and sentence descriptions that are easy to read and understand to be interpreted and drawn conclusions about government policies in implementing OSS in the regions.

## **RESULTS AND DISCUSSION**

### **Bekasi City**

Bekasi City is an autonomous region and is part of regencies and cities in the West Java Province based on Law Number 9 of 1996. Bekasi City is administratively divided into 12 Districts and 56 Kelurahan with regional boundaries, namely the east bordering the Bekasi Regency, in the west, it is bordered by DKI Jakarta Province south by Bogor Regency and Depok City, and in the north by Bekasi Regency.

Bekasi City has an area of 210.49 km<sup>2</sup> and a population of 2.2 million people. Besides being a residential area, Bekasi City is developing as a trade, services, and industrial city. The trade industry sector is a leading sector following the Vision of the City of Bekasi, namely Excellence in Services and Trade. The investment value of Bekasi City continues to increase from year to year, which is Rp. 6.7 trillion (2015), Rp. 8.6 trillion (2016), Rp. 14.1 trillion (2017), and in 2018 it is targeted to increase even more.

## **Bogor City**

The administrative boundaries of the geographical area, Bogor City, are located between 106° 43'30"-106° 51.00" East Longitude and 6° 30'30"-6° 41'00" South Latitude. The city is approximately 50 km from Jakarta with the following territorial boundaries:

- 1) North side: Kemang District, Bojong Gede District and Sukaraja District, East Bogor Regency
- 2) Westside: Darmaga and Ciomas sub-districts, Bogor regency
- 3) To the East: Sukaraja District and Ciawi District, Bogor Regency
- 4) On the south side: Cijeruk and Caringin sub-districts, Bogor regency. The area of Bogor City is 11,850 ha, consisting of 6 sub-districts and 68 sub-districts.

The population of Bogor City in 2016 was 1,064,687 inhabitants.

## **South Tangerang City**

South Tangerang City is a city located in Tatar Pasundan, Banten Province, Indonesia. The town is located 30 km west of Jakarta and 90 km southeast of Serang, the capital city of Banten Province. Tangerang City borders south Tangerang City in the north, Bogor Regency (West Java Province) in the south, Tangerang Regency in the west, and the Special Capital Region of Jakarta in the east.

South Tangerang City consists of 7 sub-districts and 54 urban villages with a population in 2017 of 1,244,204 people and 147.19 km<sup>2</sup> with a density of 8,453 people/km<sup>2</sup>. Since its establishment, the people of South Tangerang have continued to grow along with the rapid development of the city, especially the property industry.

## **Data**

To complete the data needed in this study, apart from primary data, secondary data was also obtained from various regional regulations or Mayor's Decrees, related to the regulation on the delegation of licensing and non-licensing authority to DPMPST and OPD. The secondary data obtained from the city of Bogor, South Tangerang, and Bekasi, among others, can be stated as follows:

## **Bogor City**

Bogor City has issued a regulation in Bogor Mayor Decree No. 70 of 2018 concerning Delegation of Authority for Licensing and Non-Licensing Services within the Bogor City Government. The data relating to Licensing and Non-Licensing is divided into 14 sectors of Government affairs and is described in the types of Licensing and Non-Licensing services and the processing and signing authority.

## **South Tangerang City**

The regulation that the City of South Tangerang has issued as a guide in matters of licensing services is the South Tangerang Mayor Decree No.503/Kep.313-Huk/2017 concerning Delegation of Authority for Licensing and Non-Licensing to the Head of the One-Stop Integrated Licensing Investment Office, which is divided into 14 Business Sectors and translated into types of Licensing and Non-Licensing.

To provide licensing and non-licensing services to business actors, Bekasi City has issued regulations through the Mayor of Bekasi Decree No. 060/Kep.422-Org/X/2018 Concerning the Delegation of Authority for Signing Licensing and Non-Licensing within the Bekasi City Government, which is not divided according to the sector but displays the types of licensing services.

### **Data Analysis Completeness of Questionnaire**

After the field data is collected and tabulated, the next step is to analyze the data using qualitative-descriptive analysis, which describes general terms related to OSS implementation in the regions. Based on the results of data collection in the field and data from literature studies, the following analysis can be put forward:

### **Software Readiness (Application and Network)**

In carrying out licensing and non-licensing services in the regions, the DPMPTSP at the study site already had an application developed by itself before the OSS application from the Central Government. The city of Bogor uses the SMART application, the city of South Tangerang uses the SIMPONIE application, and the city of Bekasi uses the SILAT application. However, in implementing OSS, the applications that these regions have developed have not been well integrated. This is because the Central Government applications through MANTRA have not been integrated with regional applications (SMART, SIMPONIE, SILAT). So until now, OSS has not been able to stream data into regional applications, resulting in licensing and non-licensing services using two applications: OSS applications and regional applications (SMART, SIMPONIE, SILAT).

Another thing that causes its implementation is that the OSS application can only serve the NIB issuance. In contrast, it still needs to be in touch with the relevant technical offices to apply commitment and operational licensing services. OSS data integration is still constrained because there has been no follow-up from BKPM, the OSS Institution, and the Ministry of Communication and Information for OSS data integration, whether through MANTRA (Kominfo) or directly host to host (API) to BKPM.

All DPMPTSP study locations have a database to support the implementation of licensing and non-licensing services. This can be seen on the website of the regional DPMPTSP. The network used by DPMPTSP in-licensing and non-licensing services differs from one city to another. For the City of Bogor utilizing the internet network provided by the Kominfo service, plus a backup network from a network provider (third party) with fiber-optic lines, the City of South Tangerang uses my SQL internet network, and the City of Bekasi in providing licensing and non-licensing services already has an application. Namely the availability of application device infrastructure and Internet networks for MANTRA applications using the [api.bekasikota.go.id](http://api.bekasikota.go.id) website,

Although the infrastructure is available and ready, in reality, it has not been able to integrate with OSS at the center because there has been no follow-up from the Investment Coordinating Board (BKPM), OSS Institution, and the Ministry of Communication and Information (Kemenkominfo) for OSS data integration, whether through MANTRA (Kemenkominfo) or directly host to host (API) to BKPM.

Meanwhile, the licensing and non-licensing service applications used by the City of Bogor use the SMART application, and to run OSS using an application network with the same programming language through PHP and CI (Code Igniter), and for the server, one particular server has been provided to install the application. MANTRA provided by the Ministry of Communication and Information. Likewise, South Tangerang City, which before the existence of OSS had

performed online licensing services supported by networks, applications, and servers using my SQL.

### **Hardware Readiness (Office and Server)**

In addition to networks and applications, other facilities and infrastructure needed to support licensing services in 3 (three) cities, all of them already have facilities and infrastructure in offices and servers that can accommodate all the needs of operating OSS in the regions. The facilities and infrastructure include offices, front offices, back offices, computers, waiting rooms, SOPs, help desk rooms, archive rooms, lactation rooms, server rooms, and parking areas.

In Bogor, South Tangerang, and Bekasi, they already have their own licensing and non-licensing service offices, which are part of the Regional Apparatus Organization (OPD), with the nomenclature of the One-Stop Service Investment Office (DPMPTSP). The DPMPTSP office has been equipped with various facilities and infrastructure as mandated in Permendagri No. 138 of 2017. Besides having office facilities, it also has a server as a supporting facility in providing licensing and non-licensing services online.

The types of licensing and non-licensing services handled by each city vary from one town to another regarding management authority and licensing signing. For Bekasi City, there are 140 permits and non-licensing, 64 of which have been delegated to DPMPTSP, 26 are carried out online, 38 types of permits are carried out manually, and the Head of DPMPTSP carries out the signing of permits. Meanwhile, the 76 permits and non-licenses are managed and signed by the Head of Regional Apparatus Organizations.

Meanwhile, for licensing and non-licensing services in Bogor City, as many as 87, all have been carried out online, but the signing of licensing and non-licensing is managed by DPMPTSP as many as eight and OPD as many as 6, and South Tangerang City as many as 137 types of permits and non-licensing are also carried out entirely online.

The investment value of the three locations studied varies widely and tends to decrease compared to the achievement in the previous year, namely for Bekasi City before the enactment of the PP. No. 24 of 2018, amounting to Rp. 14,148,897,269,811 (2017) spipise and non-spipise, while after the enactment of PP. No. 24 of 2018, to Rp10,460,053,504,800 (2018) non-spipise spipise, resulting in a decrease of Rp3,688,843,765,011. For the City of South Tangerang, the investment value was IDR 3,061,985,874,800 (2017) and IDR 1,236,116,460,000 (2018), there was a decrease of IDR 1,825,869,414,800. This decline is predicted or allegedly due to implementing OSS policies that have not been well integrated. However, in Bogor, the investment value achieved tends to increase, although not significantly, reaching Rp2,947,851,998.

Concerning coordination between implementing units of DPMPTSP in Bogor City, they have coordinated with the Technical Service to support the issuance of permits granted through electronic access rights to input recommendations/records, which are the basis for issuing permits by appointing an official to represent the Head of the Service in approving recommendations. According to the SOP issued by the respective Technical Offices. Whereas previously, the City of Bogor had planned the issuance of permits and non-licensing and was issued by DPMPTSP directly as the only issuer of permits without any recommendation. Then, the coordination carried out by the City of Bekasi, the relevant Technical Service personnel have been placed under one roof at the DPMPTSP office,

Then for South Tangerang City, the Technical Service has been integrated with an integrated service system in DPMPTSP through SIMPONIE, and licensing services are sufficient through DPMPTSP, and no recommendation from the Technical Service is needed because it has become one door and one roof. As for the City of Bekasi, each Technical Service has assigned its personnel

to have an office at the local DPMPTSP to facilitate coordination between units related to licensing and non-licensing services.

Regarding simplifying the permit, the three cities have simplified simplifications: In Bekasi City, simplified permits include SIUP, SIUJK, IMTA, SIPA, Doctor SIP, Midwife SIP. For the City of Bogor, among others, licenses for organizing advertisements permit practicing health workers. Likewise, South Tangerang City has also simplified and carried out services with refers to the Standard Operating Procedure (SOP) adjusted where the requirements, time, and clear stages have been measured.

The OSS implementation policy is expected to accelerate licensing services to business actors, but the facts on the ground for the 3 (three) sample areas, namely Bekasi City, Bogor, and South Tangerang, cannot be served quickly, but even slower. So it depends on the type, for example, for the Company Registration Certificate (TDP) service, and customs duties are more easily replaced with a NIB. However, the spatial pattern and building permits owned by the applicant are not necessarily following their functions. As for services other than obtaining NIB, they become irregular and work twice. This is because the community performs the licensing registration process twice, namely, first through the OSS, then the second is the fulfillment of commitments through regional applications.

Readiness of Supporting Equipment (Technical Guideline/Implementation Guideline, Socialization)

Supporting devices as infrastructure facilities in-licensing and non-licensing services are also very supportive in speeding up licensing services. HR as implementers granting permits and non-licensing need to be equipped with various knowledge related to the newly issued regulations. In the sample cities, namely Bogor, South Tangerang, and Bekasi, there is still a lack of Technical Guidelines (Juknis) from Ministries/Institutions regarding Norms, Standards, Guidelines, Criteria (NSPK) as a reference or guideline in administering licensing through OSS in the regions and very little PP material socialization. No. 24 of 2018. As a result of these two things, the level of understanding of implementing HR is still low,

PP substance. No. 24 of 2018 has not been appropriately implemented in-licensing and non-licensing services in the regions in the 3 (three) cities of the study area. This is because it has not been able to accommodate the needs required by the region. What has happened is still limited to the use of NIB. In addition, it is still constrained by the tools in the application that cannot be appropriately functioned, and until now, the OSS application has not been maximized because the OSS application has not been integrated with the local permit application.

Several licenses can be immediately effective without having to fulfill commitments first. Access to the OSS application is only owned by the Regional Secretary and Head of the PMPTSP Service, while the supervisory function is in the Technical Office.

The local government's view of PTSP as an OSS Institution, in general, is very supportive and is considered appropriate and suitable because the existence of the institution is the embodiment of the OSS Institution in the region so that only DPMPTSP is the only institution/organization that issues permits in the region.

DPMPTSP's view on the use of OSS applications, in general, can be stated that the use of OSS applications in the regions is not optimal, so it cannot provide fast licensing services, and there are still many business actors who are confused because they do not understand the new policies related to licensing and non-licensing. This is because the OSS application has not been connected to the maximum local licensing application.

As a follow-up to the implementation of PP, no. 24 of 2018 to support the implementation of OSS in the regions, the City of Bogor and the City of South Tangerang have issued technical policies in the areas, including Bogor Mayor Regulation Number 14 of 2019 concerning Guidelines and Procedures for Licensing and Non-Licensing Services at the Investment and Integrated Services



Office. One Door. For the City of South Tangerang, follow up with Mayor Regulation Number 33 concerning Delegation of Licensing and Non-Licensing Authorities to the Head of DPMPTSP. The Perwali in question is a revision of the previous Perwali Concerning Delegation adjusted to the PP. No. 24 of 2018. Then the Decree of the Mayor of South Tangerang City Number 503/Kep. 681-Huk/2018 Concerning the Resolution of Problems and Barriers to Business Licensing Through OSS and the decision of the Head of DPMPTSP Number 188.4/kep 0298-Rembang/2018 concerning Business Licensing Services through OSS.

Meanwhile, Bekasi City is still using the old Mayor Decree, namely Bekasi Mayor Decree Number: 060/Kep.422-Org/X/2018 concerning Delegation of Authority for Signing Permits and Non-Licensing within the Bekasi City Government has not issued a new regulation that adjusts with PP. No. 24 the Year 2018. Meanwhile, Bekasi City is still using the old Mayor Decree, namely Bekasi Mayor Decree Number: 060/Kep.422-Org/X/2018 concerning Delegation of Authority for Signing Licensing and Non-Licensing within the Bekasi City Government has not issued a new regulation that adjusts with PP. No. 24 the Year 2018.

Meanwhile, Bekasi City is still using the old Mayor Decree, namely Bekasi Mayor Decree Number: 060/Kep.422-Org/X/2018 concerning Delegation of Authority for Signing Permits and Non-Licensing within the Bekasi City Government has not issued a new regulation that adjusts with PP. No. 24 the Year 2018.

Regarding the Technical Guidelines (Juknis) or Implementation Guidelines (Juklak) issued by the Coordinating Ministry for Economic Affairs and the Investment Coordinating Board, the three cities stated that there were no Technical Guidelines or Guidelines provided by the central OSS management agency, as well as DPMPTSP had not received any related socialization with OSS.

Then the technical guidelines or guidelines issued by the specialized ministry related to NSPK, Bekasi City, have not yet received the technical procedures because there has been no socialization related to technical guidelines / technical guidelines to PTSP. Furthermore, Bogor City has received technical guidelines, namely the Minister of Environment and Forestry Regulation Number: 102 of 2018 concerning Procedures for Licensing Wastewater Disposal Through Electronically Integrated Business Licensing Services, Minister of Public Works and Public Housing Regulation Number: 19/PRT/M/2018 concerning the Implementation of Building Construction Permits and Certificates of Eligibility for Building Functions through Electronically Integrated Business Licensing Services, Regulation of the Minister of Health Number: 26 of 2018 concerning Electronically Integrated Business Licensing Services for the Health Sector. For South Tangerang City, the Ministries that have issued NSPKs include Regulation of the Minister of Education and Culture Number: 25 of 2018, Minister of Health Regulation Number: 26 of 2018, Regulation of the Minister of Agrarian and Spatial Planning / Head of BPN. Number: 14 of 2018, Minister of Public Works and Public Housing Regulation Number: 19 of 2018, Minister of Manpower Regulation Number: 10 of 2018, Minister of Environment and Forestry Regulation Number: 22 of 2018, Minister of Transportation Regulation Number: 88 of 2018, Regulation of the Minister of Agriculture Number: 29 of 2018, Regulation of the Minister of Tourism Number: 10 of 2018, and Regulation of the Minister of Trade Number: 77 of 2018. Minister of Health Regulation Number: 26 of 2018, Regulation of the Minister of Agrarian Affairs and Spatial Planning / Head of BPN. Number: 14 of 2018, Minister of Public Works and Public Housing Regulation Number: 19 of 2018, Minister of Manpower Regulation Number: 10 of 2018, Minister of Environment and Forestry Regulation Number: 22 of 2018, Minister of Transportation Regulation Number: 88 of 2018, Regulation of the Minister of Agriculture Number: 29 of 2018, Regulation of the Minister of Tourism Number: 10 of 2018, and Regulation of the Minister of Trade Number: 77 of 2018. Minister of Health Regulation Number: 26 of 2018, Regulation of the Minister of Agrarian Affairs and Spatial Planning / Head of BPN. Number: 14 of 2018, Minister of Public Works and Public

Housing Regulation Number: 19 of 2018, Minister of Manpower Regulation Number: 10 of 2018, Minister of Environment and Forestry Regulation Number: 22 of 2018, Minister of Transportation Regulation Number: 88 of 2018, Regulation of the Minister of Agriculture Number: 29 of 2018, Regulation of the Minister of Tourism Number: 10 of 2018, and Regulation of the Minister of Trade Number: 77 of 2018.

For guidelines from the Central Government (specifications on central regulations) that are needed by the regions are the NSPK for every complete business permit from all Ministries and Institutions related to licensing, OSS implementation guidelines, rules associated with the distribution of authority for issuing permits from the Central, Provincial, Regional/City, guidelines integrated licensing in all Ministries and Institutions regarding licensing services and licensing requirements under the authority of the Regional Government.

So far, the OSS institution has not communicated intensively with PTSP in the regions, either through socialization activities or Technical Guidance (Bintek) activities. The various socializations carried out by the Coordinating Ministry for the Economy and BKPM has not fully described from upstream to downstream regarding OSS services in the regions.

The implementation of OSS in the regions is experiencing obstacles. Namely, there are still conflicts with regulations in the 3 (three) cities of the study area: For Bogor, there is a conflict of regulation with the environment. South Tangerang City has a conflict of regulation regarding the implementation of OSS based on PP. No. 24 of 2018 conflicts with Law no. 23 of 2014, Article 230, which states that the Regional Head is obliged to provide licensing services by establishing a One-Stop Service Unit (PTSP). While Article 19 Paragraph 1 PP. No. 24 of 2018 states that the implementation of the authority to issue business permits by the Regional Head must be carried out through the OSS Institution. Based on the provisions in this PP for and on behalf of the Regional Head issues business permits, the OSS Institution is the Regional Head's authority.

In addition, there are overlapping regulations between one regulation and another. The overlap includes: in the issuance of location permits, where all permits must have a location permit (PP. No. 24 of 2018) even though the implementation is only for applications for land permits above 1 Ha. (according to the Minister of Agrarian Affairs and Spatial Planning Number 5 of 2018). 2015 concerning Location Permits).

Constraints faced by local governments in implementing PP. No. 24 of 2018, both in Bogor, Tangerang Selatan, and Bekasi, applications cannot be connected in the regions between technical SKPDs and PTSP; there are no local regulations related to follow-up implementation PP. No. 24 of 2018, there is no connection or connection between regional applications and OSS, incomplete NSPK from Ministries and Institutions, and the absence of guidelines and guidelines for operating OSS.

Based on the analysis results stated above, the Regional Government is ready to implement the OSS implementation but is still constrained by the lack of integration between the OSS application at the center and the Regional Government application. The Regional Government hopes that the OSS Program can be implemented properly. Steps need to be taken through: Accelerating the integration of OSS applications with regional applications and the need for a shared perception between Ministries/Institutions related to OSS implementation and optimizing OSS applications.

## CONCLUSION AND RECOMMENDATIONS

### Software Readiness (Application and Network)

- a) To carry outlicensing and non-licensing services in the region, DPMPTSP at the study site already has applications and networks developed by themselves before the OSS application from the Central Government.

- Bogor City uses the SMART Application (Simple, Easy, Accountable, Friendly, and Transparent), South Tangerang City uses the SIMPONIE Application (Online Licensing Management Information System and Bekasi City uses the SILAT Application (Integrated Administration Service Information System);
- b) OSS applications in the region cannot be carried out optimally because they have not been well integrated with regional applications. This is due to the application of the Central Government (Coordinating Minister for Economic Affairs, Kemenkominfo, and BKPM), which is carried out through MANTRA cannot be connected and integrated with regional applications (SMART, SIMPONIE, SILAT). So until now, OSS has not been able to stream data into regional applications, which resulted in licensing and non-licensing services still using two applications, namely, OSS applications and regional applications (SMART, SIMPONIE, SILAT);
  - c) The implementation of the OSS Application that the region can implement in an integrated manner between the center and the region is currently only limited to licensing service for the NIB;
  - d) Efforts made by the Regional Government in dealing with licensing service problems so as not to be hampered, DPMPSTP, and following the OSS system, also uses its application to issue the commercial permit and the required technical commitment or recommendation.

### **Hardware Readiness (Office and Server)**

- a) The Regional Government of the City of Bogor and Bekasi already have the infrastructure in the form of their own office and server, while the City of South Tangerang does not yet have its own office as a place for licensing and non-licensing services, namely the One-Stop Integrated Service Investment Service (DPMPSTP) which is in charge of providing online service ) and manual;
- b) Bogor City DPMPSTP handles 87 Permits and Non-Licensing Types, South Tangerang City handles 121 Permits and Non-Licensing Types, Bekasi City handles 64 Permit and Non-Licensing Types, 26 permits online while 38 Permits still use the manual system.

### **Readiness of Supporting Equipment (Regulation, Technical Guidelines/Technical Guidelines, and Socialization)**

- a) Lack of guidelines or (Juknis) and (Bintek) from the Coordinating Ministry for the Economy, BKPM, and Ministries/Institutions related to the issuance of Norms, Standards, Guidelines, and Criteria (NSPK) as guidelines in administering licensing through OSS in the regions;
- b) The lack of socialization to OSS actors in the regions, whether carried out by the Coordinating Ministry for the Economic, BKPM and other relevant Ministries/Institutions, impacts licensing and non-licensing services' sluggishness business actors and investors.

## **RECOMMENDATIONS**

- 1) It is necessary to immediately integrate OSS Institution application owned by the Central Government and Regional Governments by arranging the types of applications in the region and synergizing with application owned by the Central Government;
- 2) It is necessary to carry out continuous socialization to OSS implementers in the regions to be able to understand the OSS program and implementation;
- 3) It is necessary to provide technical guidance from the Coordinating Ministry for the Economy and BKPM to OSS implementers in the regions so that they have the skill and competency needed in online system licensing service;
- 4) It is necessary to immediately issue implementation guidelines and technical guidelines for implementing OSS from the Coordinating Ministry for the Economic and BKPM and NSPK from relevant Ministry/Institution as a guideline for DPMPSTP in-licensing and licensing non-licensing service to business actors and investors.

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