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Original Research Article

Licensing of MSME Business through Online Single Submission Risk based Approach

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Abstract: This research aims to analyze and describe the implementation as well as the supporting and inhibiting factors in the business licensing service policy through the Online Single Submission Risk Based Approach (OSS-RBA) for MSMEs in the Pasuruan District Investment and One-Stop Service Office (DPMPTSP). The research location was conducted is located at the One Stop Investment and Services Agency (DPMPTSP) Pasuruan Regency, East Java. Because there were complaints from several business actors about the lack of optimal business licensing and unclear licensing procedures, which made them feel dissatisfied business actors complained on official social media accounts. There were complaints from several business actors about the need for optimal business licensing and unclear procedures permits that made them feel dissatisfied, so business actors complained on official social media accounts. Research results found DPMPTSP Pasuruan Regency prioritizes business licensing through OSS-RBA with appropriate procedures from BKPM. However, significant obstacles in the business licensing process include legal uncertainty, system compatibility issues, and a need for more knowledge among business actors. However, this obstacle can be overcome by the DPMPTSP of Pasuruan Regency, which prioritizes the OSS-RBA application as the primary licensing system.
Keywords: Retribution, Communication, Disposition, Bureaucratic Structure.

1. INTRODUCTION

The government has a vital role in providing services to the community, and public services are an essential indicator in improving local government investment goals. The presence of Investment Service and One-Stop Integrated Service (DPMPTSP) is a government agency that plays a role in carrying out its main tasks and functions. Administering permits and non-licensing, where the processing process from the application stage to the document issuance stage is carried out in an integrated manner in one door and one place, making it easier for the public to process permits. DPMPTSP is a government agency that organizes public services and has the main task of assisting the Mayor in administering government, development, and society in the Pasuruan Regency area. This increases the effectiveness of public services in helping the government and improving the quality of services in the form of services or licensing through transparency and standardization of services.

The government must meet the demands of high-quality and satisfying public services to the community. One way to meet these demands is by using technology because it can improve the quality of public services by making them more responsive, effective, efficient, and accountable. The results of technological advancements utilized by the government are electronically integrated business licensing or Online Single Submissions Risk Based Approach (OSS-RBA) at DPMPTSP. The OSS system was introduced to simplify licensing procedures for all types of business in Indonesia (foreign and domestic investment) so that inter-ministerial permits or licenses can be processed or at least monitored under one OSS system framework. This system was introduced to simplify licensing procedures for all types of business in Indonesia (foreign and domestic investment) so that inter-ministerial permits or licenses can be processed or at least monitored under one OSS system framework. Thus, Pasuruan regent regulation Number 126 of 2021 was formed to cooperate between the central and regional governments in realizing Electronically Integrated Business Licensing Services in Pasuruan Regency.

The government implemented the OSS policy to improve the national economy through the development of the business world, which complained about the slow service process and bureaucratic chains

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that had to be passed to start a business. The business licensing system with OSS requires business actors to obtain a Business Identification Number (NIB), which is a single permit for low-risk business activities. The Risk-Based Business Licensing activity is an ongoing improvement made by the government in providing excellent public services, significantly improving the business climate while protecting ecosystems, both the living environment and the social environment.

The Ministry of Investment Agency (BKPM) also consistently requires significant investments to work with non-UMK business actors. This is reinforced by research conducted by Syaharani (2011), where there is a 95% degree of confidence in data showing that domestic investment encourages economic expansion. Economic development will increase by 9.462474% if there is an increase in domestic investment of 1%. Thus, the increased domestic investment will encourage economic expansion. BKPM revealed that the highest number of NIB applications using OSS in 2020 reached 377,540 applications. 93.6% of the total NIB applications came from micro-businesses, or 353,478. This is proof that people's interest in MSMEs continues to dominate.

However, these services often need to be in sync between the central and regional governments, making it difficult for investors to obtain permits. Even though the leading One Stop Service (PTSP) has provided optimal service, investors still have to come to the regions to ask for access from the regional authorities, and not all areas have the expected PTSP quality. This prompted the central government to act quickly by launching the OSS-RBA. There are many obstacles in the licensing process where services still need to be effective, and the quality could be more optimal. Digitization between the Central Government and Regional Governments is not well integrated, the lack of complete OSS-RBA system facilities related to database services or data storage that is fast, precise, friendly, and safe.

2. LITERATURE REVIEW
2.1 Public Policy Implementation
Public policy is the principal capital owned by the government in regulating various aspects of people's lives. According to some experts, the definition of public policy is an action taken by the government in response to a crisis or problem that affects the general public. Another opinion from Chandler and Plano, cited in Tangkilisan (2003: 1), says that public policy is the strategic use of existing resources to solve problems the public or government faces. In addition, it is said that public policy is a form of intervention carried out continuously by the government to benefit disadvantaged groups of people to ensure the survival of these groups and take part in the growth in general.

Not all decisions made by government entities have policy status, decisions will be considered public policy if these decisions have an impact on people's lives. According to Robert R. Meyer and Ernest Greenwood (1980), this is validated by identifying three levels of perspective decision-making. Implementation guidelines/SOPs are the initial levels of bureaucratic decisions that are routine and recursive. The second level of decision requires complex tactics or strategies with a long reach. The third level decisions have the most significant potential impact, the longest time dimension, and generally require more information and contemplation. This third level decision is the definition of the intended public policy. The public policy process is complex because it requires a thoughtful, in-depth analysis of various subsystems. So, that some political experts divide the process of formulating public policies into several stages. William Dunn (2018) identified the stages of public policy development as the agenda-setting stage, the policy formulation stage, the policy adoption/legitimation stage, the policy implementation stage, and the policy evaluation stage.

2.2 Public Service Concept
Public services that serve society provide goods or services to individuals, families, and communities. It is not about the difference between the production of "services" and "goods" (Jordan, 2006). McKevitt (1998) identifies public service with professional and personal services, whereby "the product and production activity are identical" are interrelated, as it applies to medical care, social work, or education, but the notion of public service goes beyond this, which includes issues -Issues such as communications, roads, and sewers. Several authors emphasize the values of the "public service ethos" as a characteristic element in providing public services (Farnham, Horton, 1996; Flynn, 2007). An essential difference between public service and social service is that the client of social service is considered dependent in a way that is not the case for the person receiving public service.

There are six public service objectives put forward by Sinambela (2008, 6) including: (1) openness, in the sense of being simple and open to anyone who needs it, and offered in a precise and easy to understand way; (2) Accountability, namely being accountable in accordance with the provisions of laws and regulations; (3) Conditional, in accordance with the conditions and skills of the service provider, as well as the principles of efficiency and effectiveness; conditional service (4) Participatory, promoting community involvement in the delivery of public services through attention to community goals, requirements, and expectations; (5) Equal rights or non-discrimination, in the sense of not making differences based on factors such as ethnicity, religion, skin color, class, gender, or economic position; (6) Balance, Meaning, the implementation of public policy needs to

be carried out by considering various factors, so that public policy which is intended to function as a tool to realize the desired expectations can actually carry out this function. In other words, public policy implementation is an effort to realize a decision or agreement that has been decided. According to Fadillah Putra (2001), the success of a public policy is highly dependent on the preparation of both macro and micro public policies. This shows that the formulation of macro public policies must be regulated in the applicable laws and regulations, and their implementation must be carried out with operational policies and environmental targets. Therefore, the implementation of public policy does not merely involve operationalizing public policy into bureaucratic mechanisms; but also ways and strategies so that public policies can be accepted, understood, and supported by the intended public. The success of policy implementation depends in part on how well the targets adhere to the policy in question. As stated by Ripley & Franklin (1986), three aspects that support implementation are 1) employee compliance with the law, 2) routines that run without problems, and 3) implementation and impacts (benefits) that support all programs on target. The success of policy implementation depends in part on how well the targets adhere to the policy in question. As stated by Ripley & Franklin (1986), three aspects that support implementation are 1) employee compliance with the law, 2) routines that run without problems, and 3) implementation and impacts (benefits) that support all programs on target. The success of policy implementation depends in part on how well the targets adhere to the policy in question. As stated by Ripley & Franklin (1986), three aspects that support implementation are 1) employee compliance with the law, 2) routines that run without problems, and 3) implementation and impacts (benefits) that support all programs on target.

Grindle (1980) mentions three main obstacles that arise in implementing a public policy. These obstacles are as follows: (1) the problem of horizontal work relations that are not synergistic; (2) problems of vertical cooperation that occur between superiors and subordinates; and (3) problems of change originating from the general public and the bureaucrats themselves. To overcome this obstacle, public policy implementers need to have the ability to adapt to developing conditions. To avoid these barriers, those charged with implementing public policies must have the flexibility to adjust their strategies in response to changing circumstances.

2.3 Risk-Based Business Licensing and Non-Business Licensing

Licensing is a state administrative, legal process that is one-sided in applying regulations on factual matters based on procedural requirements stipulated by laws and regulations (Basah, 1992). Licensing is a way of carrying out the function of government regulation and control over community activities. Each type of permit has different procedures and requirements, especially regarding the intended use and the institution issuing the license. Tickets have regulatory and control functions to ensure that business permits, buildings, and other forms of community activity do not conflict to create order in people's lives. The term "permit" refers to provisions made by the following terms and conditions: (1) requirements, (2) rights and obligations, (3) procedures (procedures), (4) validity period, (5) service time, (6) costs, (7) complaint mechanisms and dispute resolution, and (8) sanctions, (Sutedi Adrian, 2010: 180).

Based on government regulation number 5 of 2021 concerning the implementation of risk-based business licensing, the procedure for risk-based business licensing is carried out based on determining the level of risk and the level of scale of business activities, covering both SMEs and large companies. The central government carries out the implementation of risk analysis by identifying business activities, assessing the level of hazard, assessing potential hazards, determining the level of risk and rating of business scale, and determining the type of business permit for the implementation of risk-based business licensing covering the maritime and fisheries, agriculture, environment and forestry, employment, etc.

Non-Business Licensing is Registration Granted to Individuals or Non-Individuals to Start and Carry out Non- Business Activities. Within the scope of non-licensing stated in BKPM Regulation number 3 of 2012, investment which is the basis for exercising control over the implementation of actual investment, includes matters such as Approval of Exemption of Import Duty on Imported Machinery, Goods and Materials, Approval of Other Tax Facilities, Importer Identity Number (API), Permit to Employ Foreign Workers (IMTA), Other Non-Permits Related to the Implementation of Investment by Legislation.

2.4 Online Single Submission Risk-Based Approach (OSS-RBA) Concept

Based on the Ministry of Investment Coordinating Board (2021), single online submission (OSS) has existed since 2018. However, the online single submission risk-based approach (OSS-RBA) is a different matter because it implements law number 11 2020, commonly known as the job creation law. Factors that cause or create risks in doing business include: First, activities; the greater the possibility of damage caused by an action, the greater the risk; secondly, the size of the establishment; in the event of an accident, large establishments have a proportionally more significant negative impact; third, business location; large business premises built near sensitive natural resources or close to densely populated areas have a high risk; and fourth.

Risk-based business licensing has a principle of "Trust but Verify" because, in essence, Risk-Based Licensing replaces the concept of ex-ante licensing (requirements are met before starting) with the ex-post idea (confirmation made after needs are met). There are two supervisions on medium-low and medium-high risk level business permits, namely NIB and Standard Certificates. The Central Government or Regional Government can issue Standard Certificates based on the results of verifying compliance with standards for implementing activities by Business Actors. These results are used to determine whether a Business Actor has met the requirements of a Standard Certificate or not. After obtaining NIB, Business Actors must provide a statement through the OSS System to show that they meet the standard requirements for implementing business activities which the Central Government or Regional Government will verify. The OSS Institution issues legal Certificates that have yet to be confirmed. Unverified standard certificates will become the basis for business actors to prepare business activities.

As for supervision of high-risk level business licensing in the form of NIB and Permits, the license in question is a permit granted by the Central Government or Regional Government in conducting business activities. Business actors are allowed to use NIB to prepare their business activities before obtaining permission from the government. NIB and permit are business permits that give authority to Business Actors to carry out operational or commercial business activities. The results of the standard compliance verification are used to provide Business Standard Certificates or Product Standard Certificates from the Central Government or Regional Governments.

3. RESEARCH METHOD

3.1 Research Locations

This study's research location is the Investment and One-Stop Services Office (DPMPTSP) Pasuruan Regency, East Java. This study chose DPMPTSP Pasuruan because there were complaints from several business actors about less optimal business licensing and unclear licensing procedures, which made them feel dissatisfied, so business actors complained on the official social media account of DPMPTSP Pasuruan Regency. The scope of this research is the study of Policy Implementation Based on the Regulation of the Regent of Pasuruan Regency Number 126 of 2021.

3.2 Research Informants

In qualitative research, the terms "population" and "sample" are replaced by the term "informants," where the informants are chosen to explain the conditions or phenomena that occur in the environment of the informants themselves. The informants used were the Secretary of the Pasuruan Regency DPMPTSP, Administration and Licensing Verification Section, Section for Processing and Issuance of Permits, and MSME Business Actors who have taken care of business licensing at DPMPTSP Pasuruan Regency. The informants here are divided into three components with different levels of effort.

3.3 Data Sources

According to Lofland and Lofland, as quoted by Lexy. J. Moleong in his book entitled Qualitative Research Methodology argues that the primary data sources in qualitative research are words and actions; the rest is in the form of additional data such as documents and others. This study uses a qualitative descriptive research type with primary data sources in the form of words obtained from interviews with informants who have been determined through the organizational structure of the Pasuruan Regency DPMPT. While the secondary data sources in this study were in the form of organizational structures, lists of names and ranks, Sununan standard operating procedures, and profiles of the Pasuruan DPMPT

3.4 Data Analysis Techniques

Data analysis in this study uses the model from Miles, Huberman, & Saldana (2014). The stages in data analysis are shown in Figure 06 below:
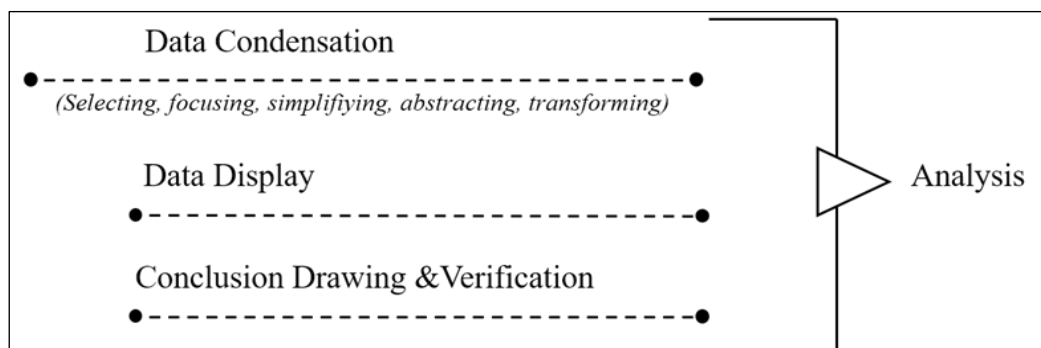
The components in the data analysis model, according to Figure 06, start from collecting data from the methods used are observation, interviews, and documentation, then followed by data condensation where, which is a process of selecting, simplifying, abstracting, and transforming field data found, either in written notes, interview transcripts, documents, or other empirical data. To find data that is not significant or outside the scope of research that does not support it. Data condensation refers to selecting, concentrating,

simplifying, abstracting, and transforming data. After condensing the data, it is followed by presenting the data where the data is presented as a collection of information in an organized manner that makes it possible to make conclusions and take action.

4. RESULTS AND DISCUSSION

4.1 Implementation of Business Licensing Service Policy through OSS-RBA for MSMEs in the Investment Service and One-Stop Integrated Service in Pasuruan Regency

As is known, one of the techniques used by the government to increase added value, employment, investment in the real sector, and industrialization is to improve the business climate and attract more investment. This effort was carried out by improvising the ease of doing business rating and developing a business licensing system integrated electronically with the OSS RBA. Based on interview results regarding the implementation of OSS-RBA, this application began operating at the Pasuruan District Investment and Integrated Services Office in December 2018. The OSS system version 1.1 is not a development of the OSS system version 1.0, but rather the government's effort to design a new system based on an evaluation of all errors and weaknesses in the OSS system version 1.0 by improving the database structure and completing additional validation and access rights with functions (in a web form) DPMPTSP can use that to deliver notifications regarding business or project operation approval for each location point.

Business licensing in the OSS 1.1 systems does not differentiate between the level of risk or the amount of business activity. It does not take into account the needs or preferences of MSMEs. So that MSMEs with low risk are still required to obtain a business license. Meanwhile, business licensing on the OSS-RBA system differentiates between risks during the company and the scale of business activities. The central government carries out this risk assessment by taking into account the identification of business activities, an evaluation of the level of danger, a review of potential hazards, a determination of the risk level and rating of the business scale, and a determination of the type of business permitted by Article 8 of Government Regulation Number 5 of 2021. In DPMPTSP Pasuruan Regency, The analysis is carried out after the business actor uploads documents and other basic requirements, which will later be re-verified by administrative and technical staff. Papers will be accepted and returned if they meet the applicable verification standards. The system will also notify business actors to complete the necessary requirements if there is incomplete data. Permits issued related to the business actor's application will be given if there is an intermediate verification agreement, administrative and technical.

Regarding other changes, the OSS 1.1 system does not have special supervision, in contrast to the OSS-RBA, which has a supervisory subsystem used to monitor risk-based business licensing. In addition, at OSS-RBA, all fees are paid online using a system based on Non-Tax State Revenue (PNBP) provisions, commonly referred to as retribution. The results of interviews found several problems in essential permits related to less optimal policies from spatial planning, PBG, and SLF. This is based on incompatibility Government Regulation (PP) Number 5 of 2021 concerning implementing Risk-Based Business Licensing with PP Number 22 of 2021 concerning implementing Environmental Protection and Management. Under the provisions of PP Number 5 of 2021 Article 4, to start and carry out business activities, business actors are required to meet the basic requirements for business licensing or risk-based business permits requirements such as suitability for space utilization activities (KKPR), Environmental Permits, Building Approvals (PBG), and Certificate of Functionality (SLF). Based on the results of the data analysis, it can be concluded that OSS has a legal side along with the issuance of Government Regulation Number 24 of 2018. Since then, applications for business licenses have been made online through OSS. However, many business actors still complain about problems with this system, which has prompted the government to continue improving OSS to encourage investment. One of them is launching OSS 1.1.

There are still disagreements in understanding between the central government, institutions, and local governments (pemda) regarding the licensing system, which is an obstacle to realizing OSS-RBA. This is because OSS- RBA still requires improvisation in optimizing mechanisms and regional/institutional database integrity in the system itself. This is why some regions need to be more optimal in implementing OSS-RBA as a licensing facility, causing implications for different basic permit requirements for each area.

4.2 Factors supporting the implementation of business licensing service policies through OSS-RBA for MSMEs in DPMPTSP Pasuruan Regency

In the process of policy implementation, of course, there are aspects related to the supporting and inhibiting factors of the successful implementation of a government-issued policy. Inhibiting factors in policy implementation, where the OSS-RBA is an application still in the refinement stage from the constraints on the previous version, namely OSS 1.1. The implications of OSS-RBA in this thesis include aspects.

In facing the demands of today's progress, an organization's primary competitive advantage is its human resources' effectiveness, efficiency, strength, and qualifications. This human resource is the difference between employees regarding knowledge and ignorance. As a result, the expertise and quality of an

organization's human resources and workforce play a vital role in the sustainable development of society. The majority of employees with an age range of 30 to 40 in DPMPTSP Pasuruan Regency is one of the reasons why this agency can independently implement licensing policies through OSS-RBA, adults in the age range of 30 to 40 years are still relatively easy to learn, and able to adapt to technological advances currently assisted by their experiences during work, mental models, and pre-existing knowledge. Meanwhile, employees aged between 40 to 50 years will be continuously encouraged to learn about OSS-RBA by observing, observing, and studying the OSS-RBA mentoring process for business actors. This will continue until goals are set for them to be able to accompany their own, at which point they will be deemed fully prepared.

Planning for the realization of permits through the OSS-RBA application by the central government is considered very inefficient because they need to train DPMPTSP throughout Indonesia before the OSS-RBA application is inaugurated. This is what causes the implementation of OSS-RBA to be less than optimal. Those responsible as license administrators in the regions still need to understand the operationalization. The efforts made by BKPM in assisting implementation are by holding a Training of Trainers (ToT) agenda. The ToT training conducted by BKPM regarding the operationalization of the OSS-RBA application for DPMPTSP Indonesia, especially Pasuruan Regency, was considered less than optimal because they had undertaken only training for two people from each DPMPTSP in Indonesia DPMPTSP Pasuruan Regency runs socialization as a way to assist the implementation process of OSS-RBA to the community, where this socialization aims to inform them that the old version of OSS is no longer valid and current licensing is only through OSS-RBA.

Essential permits in the application for a business license are spelled out slowly because many commitment fulfillment requirements must be met in the OSS-RBA system, especially at medium to high-risk levels. This factor makes the initiative of DPMPTSP Pasuruan Regency to hold free OSS-RBA assistance activities for UMK and non- UMK actors in obtaining legality from their business. Another effort made by the DPMPTSP of Pasuruan Regency in helping to optimize the implementation of business licensing through OSS-RBA is by assisting business actors in obtaining business licenses that are by the level of risk scale through OSS-RBA and providing facilities and infrastructure. DPMPTSP Pasuruan Regency is considered superior in its efforts to provide business licensing services through OSS-RBA. This can be seen clearly from efforts to accelerate business licensing by coordinating with related technical offices as a step in supporting the optimal OSS-RBA implementation process, where this coordination will assist them in accelerating the creation of public service

standards by the Ministry of Administrative Reform, such as standard operating procedures consisting of manufacturing and service delivery. This output is evidence of efforts to optimize business licensing through OSS.

From the results of observations made, the facilities and infrastructure at DPMPTSP are adequate and are used optimally by the community and the service employees themselves. The facilities and infrastructure have followed the rules. This is a supporting factor considered very important in the OSS-RBA mentoring process. DPMPTSP Pasuruan Regency needs help with the operationalization of OSS-RBA. They have not received socialization or technical guidance related to the OSS-RBA application, causing a gap of fewer than five months from realization. The hole is caused because they are still in the learning stage regarding the operationalization of the OSS-RBA application independently by doing practice and, at the same time helping business actors apply for their business permits through OSS-RBA. With this effort, the DPMPTSP of Pasuruan Regency optimally integrates business licensing without waiting for training or technical guidance from the central government.

4.3 Factors inhibiting the implementation of business licensing service policies through OSS-RBA for MSMEs in DPMPTSP Pasuruan Regency

Disagreements still exist between the central government, institutions, and local governments (pemda). This is because, so far, the regional government has also had its licensing system, which has confused the business world. This has become an obstacle to the realization of business licensing through OSS-RBA.OSS-RBA still requires improvisation in optimizing regional/institutional mechanisms and databases that need to be integrated into the OSS system. Various obstacles must be overcome before business licenses can be issued through OSS, including legal uncertainty, system compatibility issues, and lack of knowledge among business actors. Outside the financial, mining, and energy sectors, OSS is currently the only means to obtain company operational permits. One of the problems constraining business licensing is the regulations for obtaining licenses that need to be aligned at the central and regional levels.

In its implementation, there are still disagreements in understanding between the central government, institutions, and local governments (pemda) regarding the licensing system, which is an obstacle to realizing OSS-RBA. This is because OSS-RBA still requires improvisation in optimizing mechanisms and regional/institutional database integrity in the system itself. This is why some regions are not optimal in implementing OSS-RBA as a licensing facility, causing implications for different basic permit requirements -Different for each area, especially since

the formation of Law Number 11 of 2020 concerning Job Creation, where business actors are not required to have SIUP and TDP in operating business activities. Instead, they are required to have a NIB. Related to this, various obstacles must be overcome before business licenses can be issued through OSS, including legal uncertainty, system compatibility issues, and lack of knowledge among business actors. Another problem related to the NIB application process for business actors that needs to be resolved is the list of data recorders that need to be found in the OSS-RBA system. Other obstacles were also found in the Pasuruan Regency DPMPTSP regarding coordination with technical OPD regarding business licensing through OSS-RBA. Where the technical OPDs are less thorough in checking the requirements that have been conveyed, such as the environment, PBG, and especially spatial planning that requires accuracy, the inability of the technical OPD to carry out adequate verification of applications for business licenses submitted by business actors is the main factor causing obstacles in the process of issuing business licenses. This is because the system in the OSS- RBA DBMS needs to be fully connected to the application to service basic licensing requirements with the application Spatial Geographic Information System (GISTARU), Building Management Information System (SIMBG), and other applications under the Ministry.

5. CONCLUSIONS AND SUGGESTIONS
5.1 Conclusion

Based on the results of the data presentation and discussion of research results, it can be concluded that the DPMPTSP of Pasuruan Regency prioritizes business licensing through OSS-RBA with appropriate procedures from BKPM. However, there are significant obstacles in the business licensing process. The efforts of the Pasuruan Regency DPMPTSP in accelerating business licensing by coordinating with the relevant technical offices as an effort to support the optimal OSS-RBA implementation process, OSS-RBA still needs to facilitate 170 KBLI. However, this obstacle can be overcome by the DPMPTSP of Pasuruan Regency, which prioritizes the OSS-RBA application as the primary licensing system and makes the application with a secondary role (Support) in facilitating 170 KBLI which is not yet available in the OSS-RBA system. There are several basic permit requirements, and implementing OSS-RBA in a condition that could be more optimal that it hinders the process of issuing business licenses to business actors. The realization of business licensing through the OSS-RBA application by the central government is considered very inefficient because they do not carry out training for DPMPTSP throughout Indonesia before the OSS-RBA application was inaugurated,

One of the driving factors for the realization of business licensing through OSS-RBA is the Pasuruan District DPMPTSP Employee, who is proficient in utilizing technology to operate tasks. Factor Another driver lies in the facilities and infrastructure available at the Pasuruan Regency DPMPTSP, where the facilities and infrastructure at the Pasuruan Regency DPMPTSP have been used optimally by both the community and the office staff themselves. Meanwhile, another inhibiting factor lies in data migration from the old version of OSS to OSS-RBA, where the data migration process could be more optimal.

5.2 Suggestions

The primary advice is addressed to BKPM regarding the overhaul of basic licensing in the OSS-RBA system, Holding socialization or training on changes related to mechanisms or procedures long before the launch or inauguration of these changes and policies, In the process of migrating data from OSS 1.1 to OSS-RBA, it is highly recommended to carry out further data evaluation on local databases or old databases. To improve and improve licensing services, there is a need for inter-institutional collaboration reliably by involving interested parties in the application development field. Such as central government, local government, MSMEs, and OSS system developers, There is further research related to the integration of sectoral applications related to essential licensing services such as spatial Geographic Information System, evaluation of the OSS-RBA system, and related to business licensing efficiency comparison through OSS-RBA with specific regional applications or with regions that do not use the OSS system as their licensing facility.

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