

## Digitalization of Online Single Submission as a Manifestation of Integrated Services at DPMPTSP Kepulauan Riau Province

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### Article Info

#### Keyword:

Policy  
Implementation;  
Digital  
Transformation;  
Licensing.

**Abstract:** This research target is in line with the basic problems that will be revealed related to the positive significance of the digital transformation policy implementation process at the Kepulauan Riau Province Investment and One-Stop Integrated Service Office and the dominant obstacles faced related to the digital transformation policy implementation process at the DPMPTSP of Riau Islands Province. The relationship between these problems will be explored using a qualitative approach as a tiered research design supported by the availability of Grindle's approach to policy implementation and the linear relevance of the locus under study.

The parameters of the findings by Mergel, et al. (2019), in order to meet public expectations of the Government's ability to provide high-value real-time digital services, the Government changed operational standards to improve public services to be more effective so as to achieve goals, including transparency and public satisfaction. The indicators of these research findings indicate the existence of relevance and linear comparison as novelty which is the author's target in providing research novelty.

The achievement of research targets is supported by qualitative methods and descriptive analysis and discussion of field observations segmented within the scope of field research. However, after the author completed an initial survey at the Kepri Province Investment and One-Stop Integrated Service Office, indicating the relevance of the research findings that the added value of the community is obtained as needed, namely fast, easy, and free of charge, the function of NIB which also applies as a business license, distribution permit, SNI, and Halal Certificate, through OSS-RBA, MSE and Non MSE business actors. A number of conclusions followed by positive and negative implications indicate a multiplying effect on research findings directly and indirectly which can be used as empirical evidence for policy making related to online licensing in Riau Islands Province.

**Article History:** Received 18-07-2024, Revised 27-07-2024, Accepted: 11-08-2024

#### How to Cite:

Syarfita, Nosy et.al. (2024). Digitalization Of Online Single Submission As A Manifestation Of Integrated Services At Dpmptsp Kepulauan Riau Province. Kemudi: Journal Of Government Science, 9(01), 47-53.

## INTRODUCTION

The added value of the function and usefulness of information technology transformation is linear in the urgency of the needs of micro and small businesses which are the largest component of the national economy and can be used as a dominant indicator in the variable level of community participation in a number of sectors and economic activities. The public sector that has implemented digital transformation updates the derivation of the investment sector, the implementation of which is carried out by the Riau Islands Province Investment and One-Stop Integrated Service Office or DPMPTSP. One of the public sectors that has transformed from manual to digitalization is the Investment Service and One-Stop Integrated Service or DPMPTSP of Riau Islands Province as the implementation of risk-based business licensing through the Online Single Submission (OSS) system which is the implementation of Law Number 11 of 2020 concerning Job Creation. The implementation of regional business licensing services must use the OSS system managed by the central government. Risk-Based OSS must be used by every Business Actor, Ministry / Institution, Regional Government, Special Economic Zone or SEZ Administrator, and Free Port Free Trade Zone or KPBPB Concession Agency.

The policy formulation stage, the policy statement or policy statement contained in the decided policy will be implemented through a concrete stage called implementation. Implementation is based on the opinion of Van Metter and Van Horn (1975) (in Budi Winarno, 2007: 144), policy implementation is described macro in the stages of the policy process immediately after the enactment of the law, implementation from a macro perspective is defined as the implementation of laws where a number of actors, organizations, procedures, and techniques work together to carry out policies in an effort to achieve a number of policy or program targets. The Grindle model of public policy implementation approach is based on the explanation above which is described in detail that implementation as a political and administrative process. The degree of successful implementation is based on public policies that can be measured based on the process of achieving the final results or outcomes, namely the achievement of the desired targets. This factor can be identified from two aspects, namely paying attention to the process, the effectiveness of policy implementation has been linearly decided according to the linear design of policy actions and considering the degree of success of the implemented policies.

The first relevant research was prepared by Regan Vaughan, R. Hari Busthomi, Anggi Andani P in 2021 entitled Implementation of E-Government Policy through the Subang.go.id Website at the Communication and Informastika Service of Subang Regency. The research findings indicate that the implementation of the E-government policy is considered good, but there are obstacles in the form of consistency and lack of staff in its implementation. Online single submission or OSS is an information technology-based licensing system that integrates regional and central licensing in order to facilitate business activities in the country. Government policy as an effort to improve the national economy through business growth, anticipating problems that currently occur with complaints about the long time and bureaucratic chain of starting a business. Indonesian people establishing a business and have created a business that does not yet have a business license, then learn about OSS and submit it through the application launched by the Government.

There are a number of problems that will be analyzed in a caulitative and descriptive discussion in this study. The researcher's initial survey at the Investment and One-Stop

Integrated Service Office in Riau Islands Province indicated that the transformation process from manual to digital was significantly influenced by a number of internal and external factors. Internal influences identified included the unpreparedness and quality of human resources and the lack of OSS operators during OSS assistance services. Infrastructure unpreparedness, work culture with old patterns as indicators that make delays in comprehensive services to the community. External factors that become the dominant variable are described as there are still business actors who do not fulfill their commitments.

The target of this research focuses on solving the problems that have been formulated during the initial research survey, including identifying the positive significance of the digital transformation policy implementation process at the Riau Islands Province Investment and One-Stop Integrated Service Office and the dominant obstacles faced related to the digital transformation policy implementation process at the DPMPTSP of Riau Islands Province.

## RESEARCH METHOD

The literature review stage provides a basis for discussing empirical theories and comparative relevant research in the form of research journals compiled with different time durations and research loci. Meanwhile, the research variables have similarities to the actual conditions and expected situations. The description of the literature review in the discussion of the grand theory and its derivations describes a number of definitions and definitions discussed in this study. In order to sharpen the research analysis and discussion, this study describes a number of linear and segmented research citations on the research theme being discussed. The final part of the literature review describes the research framework which is a brief description of the flow and stages of research carried out and is described comprehensively through a research flow chart. The author's belief in the findings of the preliminary survey is the basis for carrying out the next stages of research related to the positive significance of the digital transformation policy implementation process at the Riau Islands Province Investment and One-Stop Integrated Service Office and the dominant obstacles faced related to the digital transformation policy implementation process at the DPMPTSP of Riau Islands Province.

The description above is the basis for conducting this research to provide alternative solutions to the implementation of good governance in a proportional and sustainable manner. This qualitative research is a development of the implementation of previous similar research and the effectiveness parameters of data availability and empirical theory support are measured based on the display of grand theory and its derivations as well as the availability of primary and secondary data that researchers have collected from a number of verified sources. objectivity. The conceptual basis is a parameter for achieving research targets that synergize with aspects of the relevance of real conditions at the Riau Islands Province Investment and One-Stop Integrated Service Office. The target of data analysis is to be able to identify significant positives by implementing the Grindle model of policy implementation. Implementation of descriptive qualitative methods with reference parameters for a number of linear and relevant studies to understand the relevance of the research discussions carried out. The qualitative method implemented is based on obtaining data from selected sources and a list of questions and statements supported by supporting instruments and attributes to all respondents. Based on the research design designed during the preliminary survey at the Riau Islands Province Investment and One-Stop Integrated Service Office, analysis and discussion were carried out regarding the targets to be achieved and the implications of the research.

## RESULT AND DICUSSION

Services at the One-Stop Investment and Integrated Services Office or DPMPTSP in Riau Islands Province refer to a number of normatives, including simplicity, clarity, certainty, security, openness, efficiency, justice and timeliness which are expected to provide integrated licensing services according to simple procedures so as to provide convenience for the community in taking care of licensing. DPMPTSP is tasked with assisting the Governor in carrying out Government affairs in the field of Investment and One-Stop Integrated Services which are the authority of the Region and Assistance Tasks assigned to the Provincial Region. The function of organizing the DPMPTSP of Riau Islands Province is to formulate policies in the fields of secretariat, planning, development and processing of investment data, investment promotion, controlling the implementation of investment, organizing licensing services, organizing non-licensing services, complaints, policy and service reporting. Optimization of services provided by employees of the One-Stop Investment and Integrated Services Agency (DPMPTSP) is supported by a number of infrastructure related to licensing services that can simplify and speed up the integrated licensing process.

The 157 licenses served through the Online Single Submission (OSS) are based on Governor Regulation Number 53 of 2021 concerning the implementation of risk-based business licensing DPMPTSP Riau Islands Province. The legal basis for the implementation and implementation of the Online Single Submission (OSS) System for the Riau Islands Province is linear Governor Regulation Number 12 of 2023 concerning the position of the organizational structure of duties and functions, as well as the work procedures of regional apparatus, Governor Regulation Number 53 of 2021 concerning the implementation of risk-based business licensing DPMPTSP Riau Islands Province, supported by the licensing SOP, namely 2072/KPTS-14/XII/2023. Public policy analysis is the implementation of a number of scientific methods and arguments that produce and transfer information relevant to policy so that it can be utilized at the political level in order to solve public policy problems.

The effectiveness of the Online Single Submission (OSS) implementation is used as an identification parameter for the successful implementation of licensing and non-licensing policies in Riau Islands Province. Based on the results of preliminary observations, researchers identified a number of indications that lead to the not yet optimal effectiveness of the implementation of linear digital transformational policies at the Riau Islands Province Investment and One-Stop Integrated Service Office. Ayuningtyas, (2020: 87), the policy analysis carried out describes the process and content of policies that are important to follow up, shortcomings and discrepancies that need to be intervened in an effort to improve the policy implementation process and lead to better results. Discussing the process and content aspects, policy analysis describes the need for interventions that focus on a number of policy problems, develop the policy implementation process and ensure that the policy has a significant impact.

Organizational structure plays a vital role in policy implementation which includes mechanisms and bureaucratic structures. The policy implementation mechanism is implemented through the SOP. Standard Operating Procedures are considered good if they include a clear, straightforward, systematic, legal basis and are easy to understand for implementers. The SOP will become a guideline, so it is not allowed to deviate from the policy target. Bureaucratic structure is considered as characteristics, patterns, norms, close interrelationships of both potential and linear executives in implementing policies. The bureaucratic structure will tend to weaken supervision if it is too long and will make bureaucratic procedures more complicated, thus causing activation to be inflexible. Zulaeha, (2015: 87). Discussion related to the content of policy or content of policy refers to the interests that affect or interest effected. Based on the empirical basis of Grindle (1980: 8), the type of policy will have a considerable impact on political activities stimulated by the policy-making process. The interests affected relate to a number of interests that can influence policy implementation. Despite these conditions, this indicator identifies the degree to which these interests are able to influence the policy. The focus of this research identifies a number of field note results that will be analyzed based on the interest effected indicator. Interest effected is related to a number of interests that influence policy implementation, this indicator argues that the policy in its implementation must involve many interests, and to what extent these interests have an influence on its implementation.

The bureaucratic structure of authority in implementing Governor Regulation Number 53 of 2021 concerning the implementation of one-stop integrated services, namely the Investment and One-Stop Integrated Services Office or DPMPTSP (DPMPTSP) of Riau Islands Province, has been well provided by the Provincial Government. Important characters that must be possessed by policy implementers include honesty and high commitment. Honesty directs implementors to stay within the outlined program, while the high commitment of policy implementers will make them always enthusiastic in carrying out their duties, authorities, functions, and responsibilities based on established regulations. The attitude of policy implementers will be very influential in policy implementation.

One of the benefits of the OSS system is that it reduces duplication of licensing processes. Prior to OSS, business actors often had to apply for the same license to a number of related ministries and agencies, consuming considerable time and costs. Through risk-based business licensing supervision or OSS RBA, the benefits and conveniences obtained are no overlapping implementation of supervisory functions, budget savings, and ease for business actors in investing. Another benefit obtained by business actors is that business legality helps companies avoid legal risks that could potentially harm the business, for example by having clear contracts and proper licensing legality, companies can avoid legal disputes that could potentially consume a lot of resources and costs.

## CONCLUSION

Based on the research findings, it is concluded that the interests that influence or interest effected in the implementation of policies based on Governor Decree Number 53 of 2021 concerning Risk-Based Business Licensing are well implemented. This factor is evident from the field results that in implementing this policy all parties are involved. Starting from the Head of Service to officers in the field. The form of support from other agencies is clear, namely the existence of a technical team that has the task of coordinating integration in licensing Online Single Submission (OSS).

This factor has been implemented by the Riau Islands Province Investment and One-Stop Integrated Service Office or DPMPTSP so that until now weekly meetings continue to be held regularly internally. In this factor, the implementers of Governor Regulation Number 53 of 2021 concerning Risk-Based Business Licensing carry out their duties and responsibilities as expected based on instructions from the center. The following are the relevant agencies in the Online Single Submission risk base approach (OSS RBA) Permit Processing in Riau Islands Province

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