

APPLICATION OF ONLINE SINGLE SUBMISSION (OSS) INNOVATION IN THE INTEGRATED INVESTMENT AND SERVICE OF BULUNGAN DISTRICT

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ABSTRACT

The application of one-stop integrated admission services at the Office of Investment and One-stop Integrated Services (Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu/DPMTSP) of the Bulungan District which has the aim of making it easy for the public or business actors to manage their licenses and accelerate the process of admission issuance services, just by visiting one agency. The research methods used are descriptive qualitative and the source of the data used are primary data sources in the form of in-depth interviews and field observations as well as secondary data sources of notes, reports, regulations obtained in the field. Methods of data collection using semi-structured interviews, observations, and documentation review. Data analysis techniques using data reduction, data presentation, and conclusion drawing. The validity of the data used triangulation namely time triangulation, source triangulation, and technical triangulation. The results showed that the application of public service innovation in the form of OSS services with research dimensions, including ICT connectivity, ICT use and integration, training, Human Resources capacity, local policies and regulations, infrastructure, security, access, and application services.

Keywords: *Service Innovation, One-Stop Integrated Services.*

A. PRELIMINARY

The *Instruksi Presiden Nomor 3 Tahun 2003* concerning e-government development policies and strategies as structuring information management systems and the process of recording and tracking information on access to public services and optimizing the use of communication and information technology in the field of government efficiency, effectiveness, transparency and accountability on improving the quality of good services at the district/city level and at the provincial level (Azhari and Idham, 2002). The implementation of e-governance shifts from e-administration (increasing the implementation of government order) to e-citizen (increasing government relations with citizens), e-service (improving public services), and e-society (interaction and synergy between various components of society (Suaedi; 2010).

Admission services try to be integrated electronically nationally or so-called Online Single Submission (OSS) with the issuance of *Peraturan Pemerintah Nomor 24 Tahun 2018* with the aim of accelerating the implementation of admission services, cutting down many bureaucratic chains and will make all

licenses from the center to the regions into a single unit which is electronically integrated.

The Provincial Government of North Kalimantan (Kaltara) through the Bulungan Investment and One-Stop Integrated Service (DPMPTSP) which is a regional apparatus organization that carries out admission services using the OSS system aimed at accelerating and increasing investment and trying and facilitating registration/management of admission services activities businesses such as environmental admissions, building admissions, etc. for business people, both individuals, and non-individuals.

The problems faced include: the application of e-government based services to the community there are still many things that need to be prepared, the community feels the OSS system is not feasible, while the supporting infrastructure has not been prepared, DPMPTSP also does not want to be blamed, when there is a problem from the admission holder if-then object and want to take legal action, which is sacrificed by the Regional Government, whether the Regional Government must face it directly in court. OSS related to location admissions is often ambiguous, because after seeing in the field, the point is unknown, not even there. In the OSS there is a location admission, when seen by DPMPTSP employees in the field, where the location is, apparently there is not, one at which sea, another were so. So OSS is not yet in order with its coordinate points, at least there are at least four polygon-formed points, so they can be verified.

Based on the background above, the researcher conducted a study with the title "Application of Online Single Submission (OSS) Application Innovation in the Investment Office and One-Stop Integrated Service of Bulungan district."

B. CONCEPT

a. Innovation Concept

Zaltman and Duncan (in Yulianti and Eddy; DIA; 2019) explain an innovation is an idea, practice, or artifact that is considered new by the relevant unit. Innovation is an object change. Change is part of the response to the situation. In a situation requires a creative process to produce an invention. However, not all things renewal is called innovation, because not all groups of individuals both formal and informal groups consider something new.

b. Service Concept

The *Undang-Undang Nomor 25 Tahun 2009* concerning Public Services, the definition of public service is explained as follows: Public service is an activity or series of activities in the framework of meeting service needs in accordance with statutory regulations for every citizen and resident of goods, services and or administrative services provided by public service providers.

According to Dwiyanto (in Maduratna; DIA Journal; 2016) states that the performance of the public service bureaucracy is "The low performance of the public bureaucracy is strongly influenced by a culture of paternalism that is still very strong, which tends to encourage bureaucratic officials to be more oriented to power rather than service, placing themselves as rulers and treat service users as objects of service that need their help. The low performance is also caused by the

power-sharing system which tends to focus on the leadership. A hierarchical bureaucratic structure encourages centralization of power and authority to superiors so that bureaucratic officials who are directly in contact with service users often do not have sufficient authority to respond to the dynamics that develop in service delivery."

c. Admission services Concept

The definition of service is an achievement done or sacrificed in order to satisfy the demands or needs of other parties. According to Harbani Pasalong (2007: 128) service can basically be defined as the activities of a person, group, or organization both directly and indirectly to meet needs. The meaning of admission services is one form of implementing regulatory and control functions that are owned by the government for activities carried out by the community. Admission is any form of approval issued by the government and regional governments that have the authority in accordance with the provisions of Article 1 of the *Peraturan Presiden Republik Indonesia Nomor 97 Tahun 2014*.

d. Electronic Government

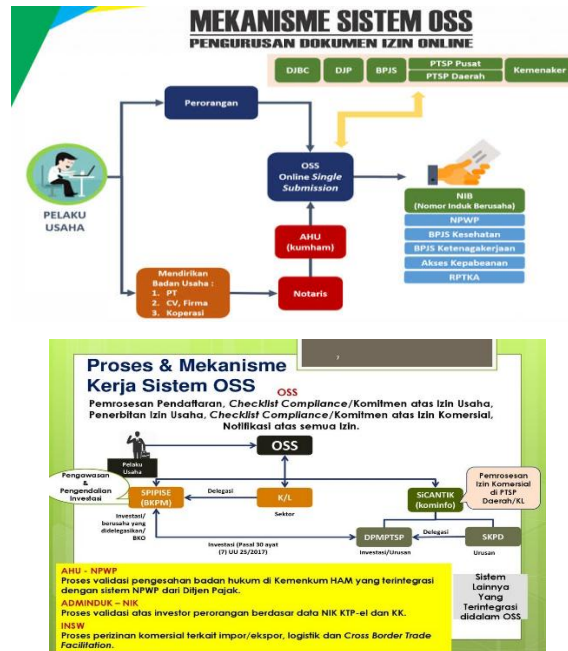
Electronic Government (e-government) is a form of implementation of the use of information technology to produce relationships, for example, G2C (Government to Citizen), G2B (Government to Business Enterprises), and G2G (Government to Government/interagency relationships). There is also one that adds another form of the relationship, G2E (Government to Employees), namely how the government provides information to stakeholders (stakeholders) through a web portal with the aim of increasing efficiency (e-government improves efficiency), improve service quality (e-government improves service quality), help achieve better policy outputs (e-government helps achieve policy outcomes), contribute to achieving economic goals (e-government contributes achieve economic objectives); the main contributor to implementing reforms (e-government can be the major contributor to reform) and building trust between government and citizens (building trust between citizens and government).

e. Online Single Submission (OSS) Integrated Business Admission services

The Electronic Integrated Business Admission services, or the so-called Online Single Submission (OSS) through the Minister of Economy was July 9, 2018, with an integrated and integrated data system with 480 One-Stop Integrated Service Agencies (PTSP) that applies in all Ministries, Institutions and Local Governments throughout Indonesia, Indonesia. The public can access the OSS system online wherever and whenever that can encourage economic growth/investment in Indonesia, as well as will help business people or investors in obtaining admission in Indonesia.

Online Single Submission (OSS) as a substitute for API (Import Identification Number), OSS to customs, the electronic mechanism for charging data on the implementation of business activity admission services with OSS, incentives or disincentives for business admission services through OSS, resolution of problems if there are OSS admission services constraints, sanctions and implementation of the OSS transition.

Figure of Online Single Submission (OSS) System Mechanism



f. One Stop Integrated Services

One-stop integrated service as an admission service and no admission services activity whose management process starts from the application stage to the document issuance stage is carried out in an integrated manner in one place and meets with the fronts office system only. The *Peraturan Presiden Republik Indonesia Nomor 97 Tahun 2014*, article 1 describes the implementation of the One-Stop Integrated Service as an integrated service in a unified process, the government's efforts to bring closer and improve services to the community and shorten the service process starting from the application stage to the stage of completing service products through one door. With the integrated one-stop service, investors do not need to go to the relevant agencies one by one in managing admissions.

g. Innovation

The public sector becomes a sector that can accommodate and respond to any changes that occur. Increasing community awareness of the rights that must be fulfilled by the government, innovation becomes a necessity. Innovation as demand for accountability, responsiveness, transparency, and various principles of good governance, to improve aspects in the organization so that it can change the mindset of people about poor public services and can lead public organizations to produce higher performance.

C. METHODS

The research method used is the descriptive qualitative inductive exploratory method. by analyzing and exploring in-depth the phenomena of the

use and utilization of OSS application in the Investment Office and the One-Stop Integrated Service of Bulungan district using the research dimension according to Kovacic and Davidrajuh consisting of ICT (Information and Communication Technology) connectivity, ICT use and integration, training, capacity Human Resources, local policies and regulations, infrastructure, security, access, and application services. Pre-survey this research by conducting observations and interviews with several officials from DPMPTSP and the Public Service Mall. The survey by collecting data distributing questionnaires to applicants for admission services and admission services service officials.

Data sources used are primary data sources in the form of in-depth interviews, among others, Operators Staff and the community or business operators of online admission services at DPMPTSP Bulungan district and field observations and secondary data sources of literature, notes, reports, regulations obtained in the field. In data collection techniques used observation, interviews, and documentation and in analyzing the data using data reduction, data display, and drawing conclusions, the validity of the data using three triangulation namely triangulation of sources, triangulation of time and triangulation of techniques.

D. EXPLANATION

The government of Bulungan district is serious and consequent in realizing quality public services in accordance with the demands and expectations of the community, especially in the area of admission services.

Implementation of public service innovations in the form of OSS services with research dimensions, including ICT connectivity, ICT use and integration, training, Human Resources capacity, local policies and regulations, infrastructure, security, access, and application services.

The government provides a domain for the National Integrated Public Service portal including OSS. Internet connection facilities using ICT connectivity are available through speedy networks owned by PT. Telkom Indonesia. The available internet bandwidth is sometimes not the same so that it becomes an obstacle for the submission of licenses, when the internet traffic usage is again congested, the system will be slow. Network connectivity with technical SKPD has not functioned yet. The use of networks and the internet which is still lacking causes communication is still manual so there is weak coordination with Bulungan District and stakeholders.

Business actors to obtain an Industrial Business License (IUI) are required to register again with the Ministry of Industry's National Industrial Information System (SIINAS) application. The enrolment is not subjected to the *Peraturan Pemerintah Nomor 24 Tahun 2018* so that the Operating Standards and Procedures (SOP) in a number of areas related to admission services vary including in the Bulungan district.

Electronic-based service activities in the DPMPTSP Bulungan district have not yet been integrated with communication and information technology networks to support improved service quality and smooth flow of information. The system in DPMPTSP is not yet integrated each SKPD still uses its own application. The

lack of information about how to operate the OSS and the lack of data was needed so that many businessmen do not continue the registration.

Lack of socialization about the application and use of ICT, complaints Desk were formed in the form of on-line, SMS, Tel, and Letters because many people as business people or OSS users still did not understand the mechanism of the OSS system.

OSS is not yet fully integrated with the ministry's admission services system, and institutions rely more on application-based independent regional admission services systems, a system owned by the Ministry of Communication and Informatics as a central system. An existing help desk is still needed.

The admission services database in OSS is also not yet clearly classified. As a result, having to enter data manually which causes the process of issuing an admission takes a long time.

Admission issuance through SPIPISE, if the requirements are complete, the issuance of admission requires a relatively short period of time, not exceeding the time limit set in the SPP and SOP, one day service for no location review admissions.

The admission services database in OSS is also not yet clearly classified so the local government in this case the DPMPTSP Bulungan Regency as the executor must enter data manually which causes the process of issuing an admission to take a long time. Another weakness of the OSS system is the business location determination feature that is not yet connected to the Regional Spatial Plan (RTRW) as well as the availability of Spatial Detailed Plans (RDTD). This has led to the establishment of business locations that are not in accordance with regional planning and not even location-based business allotment.

Bulungan district DPMPTSP sent 3 (three) employees as technical personnel to take part in an internship at the OSS institution at the Indonesian Investment Bureau (BKPM RI) held on 18 to 20 February 2019. Human resources were specifically devoted to the online system that handles this OSS.

Innovation in the type of admission services so that to accelerate, DPMPTSP goes to business actors, provides information and education, helps to prepare documents, provides application training (OSS) for Electronic Integrated Business Admission services (PBTSE) containing training material on business activity admission services reform, the introduction of online single system admission services submission, legal basis, systems and procedures, types of requests and admissions related to admission services parties, OSS regarding licenses in the relevant ministries.

So far there are dozens of business operators in Bulungan District, both mines, oil palm plantations, and others who already have licenses are required to re-arrange their licenses through OSS. This is intended to be included in the database at the Ministry of Industry, as well as other Ministries and related institutions. If not, then it is not considered to be registered again so that there are business actors who have consulted and some of them ask for help from the DPMPTSP Bulungan district to enter the OSS system. The assistance is related to the data needed, and inventory first will then be inputted to the system.

The unavailability of adequate or minimal human resources in terms of skill and management in implementing OSS in the DPMTSP Bulungan district. The implementation of OSS is not in line with the availability and readiness in providing reliable resources. Force existing resources to carry out OSS activities with limited knowledge and sufficient skills. Lack of technical personnel who truly understand and have scientific disciplines about network engineering and applications Investment Office and One-Stop Integrated Service (DPMTSP) of Bulungan district, finally prepared Human Resources (HR) to maximize the operation of the online admission services system, through the Online Single Submission (OSS) application by including education or internships related to the operation of the OSS application, at OSS institutions in Republic of Indonesia Investment Bureau (BKPM RI).

The main role is unclear specifically for ICT network managers. HR in the field of information technology is not evenly distributed between work units. Business actors dealing with DPMTSP can be classified, namely technology literacy can use computers but are not yet proficient in using the internet, not all business actors understand what email is and other terms and people who are completely stuttering with the internet.

The regulations related to OSS overlap one another. The authority to grant licenses that were previously in the hands of regional heads has now moved to institutions that run the OSS system. The function of the admission services agency, which was previously delegated by the Investment Law to a one-stop integrated service (PTSP), has now shifted to OSS.

The OSS server infrastructure is available in an information technology capacity that relies on an internet connection that has not been maximized so that it becomes an OSS constraint. The IT system in question is more about the availability of adequate internet access in the regions. Supporting infrastructure such as computers and the internet need to be improved. Infrastructure If there are technical problems in IT, the use of gadgets is the simplest solution to use. The OSS-based Chrome web browser has the highest security quality value, which is then followed by Firefox.

The determination of one-stop integrated services in the field of admission services has been effectively socialized to the public through mass media or electronic media so that people do not need to go to many places to get their business licenses. There is no access to Top management to monitor the performance of the admission services system. Management that is supported by ICTs is more transparent so that the provision of data/information on OSS application services that are not qualified will reduce public confidence in the government.

E. CONCLUSION

Based on the results of research and discussion that have been explained in the previous chapter it can be concluded several things as follows: The existence of OSS is very helpful for the Bulungan district business community to obtain admission. The existence of OSS will certainly change the view of the business community who have the opinion that admission services are complicated and

very long, the convenience offered by OSS will certainly increase public awareness and concern for the importance of admission services and prevent the occurrence of unlicensed business activities.

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