

Analysis of the Licensing System in Healthcare Worker Practice License Services in Lumajang Regency

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Analysis of the Licensing System in Healthcare Worker Practice License Services in Lumajang Regency

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Abstract

Licensing Practice Licenses (SIP) for healthcare workers is crucial in ensuring the legality and quality of healthcare services provided to the community. Lumajang Regency, one of Indonesia's regions, has various regulations and procedures related to the issuance of SIP that follow national rules and regional policies. This research aims to explore and analyse the SIP licensing process in Lumajang Regency using the literature review method from several references available in SINTA journals. The literature review method is conducted to obtain a comprehensive picture of the challenges, policies, and regulations related to SIP issuance for healthcare workers. The research results indicate several factors influencing the licensing process, including administrative constraints, compliance with regulations, and regional policy support. This research is expected to contribute to the development of more effective health worker licensing policies in Lumajang Regency.

Keywords: Practice License, Healthcare Personnel, Licensing.

1. Introduction

The issuance of a Practice License (SIP) is a critical procedure for healthcare workers in Indonesia to practice legally and professionally. From the administrative law perspective, a license is a decision issued by the government containing concrete, individual, and final provisions (Syahputra, 2022). A license can be defined as an act of state administrative law that applies regulations concretely based on the requirements and procedures established by legislation. Licensing is a form of regulatory function and control that the government exercises over community activities. It can take the form of registration, recommendations, certifications, and permits for undertaking certain business activities that organizations or individuals must acquire before initiating specific actions. Healthcare workers have the authority to provide public health services and must obtain permits from the government or health institutions (Susanto, 2017). In healthcare services, licensing is essential regarding practices conducted in hospitals or clinics. The issuance of SIP ensures legal and professional standards are met, safeguarding both practitioners and patients. This legitimacy protects healthcare workers from potential legal consequences while promoting public trust in medical services.

The issuance of a Practice License (SIP) is a crucial requirement for healthcare workers in Indonesia to ensure that their practice is legal and adheres to professional standards. In administrative law, a license is considered a government-issued decision that is concrete, individual, and final (Syahputra, 2022). In the context of public health services, such licensing is not merely an administrative requirement but also serves as a control mechanism to



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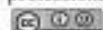
maintain the quality of healthcare services and protect patient rights. SIP is essential from a regulatory perspective and in fostering public trust (Handayani, 2024). Licensing, including SIP, is a government instrument to ensure that healthcare workers possess adequate competencies and comply with ethical professional standards. More than a formality, licensing provides legal legitimacy for healthcare workers to conduct their professional practices. This is crucial as medical practices directly intersect with patient safety and well-being, potentially leading to legal consequences if not performed correctly.

Licensing healthcare practice is vital because healthcare professionals are closely linked to legal issues (Andriyawan, 2017). This is due to the healthcare profession's intrinsic relationship with human safety. Recognizing this, healthcare workers must possess legal immunity while performing their duties and responsibilities, which other professions might not require. Tasks such as medical procedures on patients cannot be carried out without a Practice License (SIP), as this would be deemed illegal. Therefore, every healthcare worker is obligated to hold this license. Licensing healthcare practices is a key element in ensuring the quality of public health services and protecting society from potential malpractice. Malpractice in healthcare services results in material and immaterial harm to patients or their families as victims (Fadhlan et al., 2023).

A Practice License (SIP) is a mandatory document for healthcare workers, as stipulated in the Ministry of Health Regulation No. 2052 of 2011. SIP not only ensures the legality of medical actions but also supports the accountability of healthcare workers in performing their professions. This regulation aims to prevent illegal medical practices that could endanger patients and violate the law. The monitoring and evaluation system for healthcare worker licensing needs continuous development. Studies indicate that digital monitoring systems for practice license documents can enhance supervision efficiency and minimize administrative violations (Nurhayati et al., 2020). Additionally, legal protection for healthcare workers must be ensured so they can work without fear of unfounded legal accusations as long as their actions align with professional standards (Ifkar, 2022).

The obligation to possess SIP for all healthcare workers is absolute and must be renewed according to the stipulated timeframe. This requirement reflects the professionalism of healthcare workers. In Indonesia, there is a basis of authority concerning the expertise possessed by healthcare workers, particularly doctors. A doctor who holds a Registration Certificate (STR) has the authority to practice medicine by their education and competencies (Belantara, 2024: 800). SIP entails legal responsibilities, including compensating patients affected by violations of health regulations (Nurdin et al., 2024: 12). However, cases of healthcare workers or doctors providing services without a registration certificate and practice license are still frequently found in major cities in Indonesia. This highlights the presence of illegal practices in our surroundings, necessitating vigilance.

Based on the applicable regulations, every healthcare worker must have a Medical Practice License (SIP) issued by the local Health Office to comply with the legal standards in healthcare services. This is stated in Law No. 17 of 2023 on Health and supported by other regulations, such as the Ministry of Health Regulation (Permenkes) No. 2052 of 2011 on Practice Licenses and the Implementation of Medical Practice. This policy ensures that every healthcare worker providing medical services meets the necessary competency and professionalism requirements, thus ensuring quality healthcare for the public.



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The implementation of this SIP policy faces various challenges, especially at the regional level. In Lumajang Regency, for example, the SIP issuance process is often hindered by limited resources and the complexity of periodically updated regulations. These challenges can affect the efficiency of the licensing process and healthcare workers' compliance with the rules. Therefore, this study aims to explore the SIP licensing process in Lumajang Regency through a comprehensive literature review. By using journal sources indexed by SINTA, this research will analyze the key issues related to the process, obstacles, and effectiveness of SIP licensing for healthcare workers in the region. The results of this study are expected to provide a better understanding of the SIP licensing mechanism and recommendations for improving the licensing policy in Lumajang Regency.

The SIP policy in Lumajang Regency faces significant challenges that involve administrative obstacles and external factors that can affect the smoothness of the licensing process for healthcare workers. One of the main issues is the lack of resources, competent personnel to manage the licensing process and the infrastructure facilities that support the administrative system. Lumajang Regency, with most of its area being rural, often faces difficulties in accessing technology that could expedite the licensing process. In this regard, the digitalization of the SIP administrative process could be a solution to improve efficiency, as suggested in research by Sari et al. (2019), which revealed that information technology can reduce waiting times and administrative errors in license management.

Regulatory changes also pose a significant challenge in the implementation of SIP. Licensing policies are often updated or adjusted to reflect the latest regulations issued by the central or local government. These changes require adjustments from healthcare workers, who usually must study and follow new procedures, and administrative officers responsible for SIP verification. Synchronization of SIP verification in healthcare services provides legal protection to healthcare workers (Maranantan et al., 2023: 633). Research by Fadillah (2020) indicates that regulatory changes that are not well socialized or not implemented uniformly across all layers of society can cause confusion among healthcare workers in the field and slow down the SIP application process. Therefore, better coordination between the government, health offices, and professional organizations is essential to ensure that all parties understand and accept every regulatory change well.

Fulfilling practice facility standards also becomes an obstacle in SIP applications in regions with limited infrastructure. Many healthcare workers practising in rural or remote areas struggle to provide facilities that meet the standards set by licensing regulations, such as practice rooms that meet sanitation standards or adequate medical equipment. This often causes them to fail to meet the requirements for an SIP. Research by Setiawan (2018) shows that the lack of sufficient facilities in certain areas can slow the issuance of SIP, forcing healthcare workers to work without a valid license. With the increasing demand for quality healthcare services, providing practice facilities that meet the standards becomes even more urgent.

This study aims to delve deeper into the SIP licensing process in Lumajang Regency, particularly to identify the factors that hinder and delay the issuance of practice licenses. This comprehensive literature review will include an analysis of literature related to administrative constraints, regulatory challenges, and the fulfilment of practice facility standards. The results of this study are expected to provide deeper insights into how licensing



policies can be optimized in regions facing similar challenges. In addition, this research also aims to provide valuable recommendations for policymakers in Lumajang Regency to make healthcare worker licensing more effective and efficient.

2. Methods

This study uses a literature review method with a descriptive approach to explore the topic of healthcare worker licensing through an analysis of relevant literature. Data is collected from journal references indexed in the SINTA category, as well as books and documents related to policies and procedures for the Medical Practice License (SIP) in Indonesia. This approach was chosen to comprehensively understand the healthcare worker licensing procedure, particularly in Lumajang Regency. The following are the stages conducted in this study :

1. Identification and Selection of Literature

Literature relevant to healthcare worker licensing was identified and selected in the initial stage. The literature includes regulations related to healthcare worker licensing in Indonesia, SIP administrative procedures, and case studies from various regions with similar contexts. The relevant literature was then selected to ensure that the sources chosen had high academic quality and relevance.

2. Literature Analysis

This stage involves gathering in-depth information about the process of issuing SIP, factors influencing the implementation of licensing policies, and applying these policies in Lumajang Regency. The literature analysis process was conducted by organising and reviewing the literature to identify patterns, challenges, and solution approaches that have been applied in other regions. The information from the literature was then processed to uncover key aspects affecting the effectiveness of the SIP policy.

3. Synthesis of Results

After the collection and analysis of literature were completed, a synthesis of the results was carried out to draw comprehensive conclusions. In this stage, findings from various sources were combined to provide a clear overview of the SIP licensing process and challenges in Lumajang Regency. The synthesis analysis resulted in an understanding of policy patterns, administrative challenges, and recommendations that can be made to improve the licensing implementation in the future.

This literature review approach is expected to provide a strong analytical foundation and generate relevant recommendations for improving the healthcare worker licensing process in Lumajang Regency.

3. Results and Discussion

The results of this study provide an in-depth overview of the Medical Practice License (SIP) licensing process for healthcare workers in Lumajang Regency. Based on the literature review, it is found that the SIP licensing process involves strict administrative stages and the involvement of several relevant agencies. These stages include submitting SIP applications by healthcare workers, document completeness checks by officers, and field verification to ensure that facility standards and competencies have been met. This process requires active



involvement from the Lumajang Regency Health Office, which collaborates with the local government to ensure healthcare workers' compliance with the applicable regulations.



Picture 2: The SIP Licensing Process for Healthcare Workers in Lumajang Regency

Source: lumajangkab.go.id, 2025

The results of the study show that several significant factors affect the SIP licensing process in Lumajang Regency, including:

- 1) **Healthcare Workers' Compliance with Regulations:** Practice Permit (SIP) is a legal permit granted by the Lumajang Regency government (through the district/city health office) to health workers to practice health services legally in health service facilities. SIP is a form of administrative and professional control that ensures the quality and safety of services to the community. The level of healthcare workers' compliance in meeting administrative requirements and competency standards plays an essential role in streamlining the licensing process. The higher the level of compliance, the faster and more efficient the SIP application process can be completed. Compliance directly impacts the efficiency of the licensing process. This includes submitting administrative documents, fulfilling competency standards, and participating in required training programs. Studies show that healthcare workers disciplined in meeting requirements tend to experience a faster and smoother licensing process (Nurhayati et al., 2020). Additionally, healthcare workers' awareness of the importance of SIP as a legal instrument to protect them in their professional practice also improves compliance with regulations (Ilkar, 2022). However, challenges remain, especially in rural areas, where access to information and training is more limited. Common problems in implementation are 1) Slow bureaucratic processes and document verification; 2) Incompatibility between the OSS system and local databases; 3) Lack of understanding of procedures by health workers; 4) Dependence on recommendations from professional organisations; and 5) Geographical or facility constraints in remote areas.
- 2) **Limited Administrative Infrastructure:** The limited administrative facilities and infrastructure in Lumajang Regency affect the smoothness of the licensing process. This limitation results in the verification and processing of data often taking longer, impacting service efficiency. Adequate administrative infrastructure is a prerequisite for supporting an effective licensing process. However, in Lumajang Regency, limitations in technology, human resources, and administrative management systems remain significant obstacles. Many administrative processes are still manually, extending the time needed for document verification and increasing the risk of administrative errors. A study by Sari et al. (2019) recommends digitisation as a solution to overcome these barriers by creating an integrated platform for SIP data management. The use of technology not only accelerates the process but also enhances accuracy and transparency. Although the central government has developed an OSS (Online Single Submission) system, not all local



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applications are well integrated with OSS-RBA, especially for the health sector. The Lumajang District Health Office does not yet have a special platform or internal information system that centrally handles SIP issuance management.

- 3) **Support from Local Government Policies:** The local government supports SIP licensing by providing appropriate policies and budgets. Optimal support from the local government can simplify the application process and increase the availability of legally registered healthcare workers in the region. The local government plays a central role in ensuring the smooth process of SIP licensing. This support may include budget allocation for improving administrative infrastructure, providing incentives to healthcare workers, and offering socialisation programs related to licensing regulations. Proactive policies help speed up the SIP application process and increase public trust in the healthcare service system. A study by Wibowo and Dewi (2021) highlights the importance of coordination between the local government, health office, and professional organisations to create a more inclusive licensing ecosystem. The Investment and One-Stop Integrated Service Office (DPMPTSP) and the Health Office conducted an internal regulatory review, so that administrative requirements do not burden health workers, such as documents for practice locations or recommendation letters that are late to be issued. The preparation of the SOP (Standard Operating Procedure) for issuing SIPs is carried out to be clearer, more transparent, and more measurable in terms of time.

Literature Analysis: Factors Affecting the SIP Issuance Process in Lumajang Regency

Aspect	Key Findings	Challenges	Recommendations
Healthcare Workers' Compliance With Regulations	Compliance with administrative requirements and competency standards accelerates the SIP process (Nurhayati et al., 2020). Legal awareness improves compliance (Ifkar, 2022).	Limited access to training and information in remote areas. Lack of understanding of procedures. Dependence on recommendations from professional organizations.	Increase socialization and training on SIP regulations. - Strengthen legal literacy among healthcare workers. - Simplify the SIP application process.
Limited Administrative Infrastructure	Manual processes slow down document verification and increase the risk of administrative errors. Digitization improves efficiency and accuracy (Sari et al., 2019).	Time-consuming manual processes. Lack of administrative human resources. Poor integration between OSS-RBA and local systems.	Develop an internal information system by the District Health Office. - Fully integrate with OSS-RBA. - Provide technical training for administrative staff.



Support From Local Government Policies	Policy support accelerates the process and builds public trust (Wibisono & Dewi, 2021). Clear SOPs facilitate applicants	Limited budget for digital infrastructure. Suboptimal coordination between agencies.	Allocate budget for infrastructure and HR development. - Review internal regulations. - Develop and implement clear, transparent, and time-bound SOPs.
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The SIP (Practice Permit) issuance process in Lumajang Regency is influenced by three main factors: healthcare workers' compliance with regulations, the availability of administrative infrastructure, and local government policy support. Compliance with administrative and competency requirements significantly accelerates the licensing process, particularly when healthcare workers understand the legal protection provided by SIP. However, challenges persist in rural areas due to limited access to information and reliance on professional organization recommendations. In addition, the lack of adequate administrative infrastructure characterized by manual processes and weak system integration further delays processing time. To address this, digitization and the development of an integrated information system are crucial. Meanwhile, the role of local government remains vital in providing budgetary support, coordinating across agencies, and issuing clear, measurable SOPs to streamline the licensing process and increase public trust in the healthcare system. In the implementation of SIP licensing, several significant obstacles were encountered in the field, including:

- 1) **Limited Knowledge of Healthcare Workers:** Some healthcare workers still lack an understanding of the administrative procedures and regulations related to SIP. This is due to a lack of comprehensive socialisation regarding SIP procedures, which hinders licensing. The level of healthcare workers' compliance with regulations directly impacts the efficiency of the licensing process. Compliance includes providing administrative documents, meeting competency standards, and attending required training programs. Studies show that healthcare workers disciplined in fulfilling requirements tend to experience a faster and smoother licensing process (Nurhayati et al., 2020). Furthermore, healthcare workers' awareness of the importance of SIP as a legal instrument to protect them in their professional practice also drives increased compliance with regulations (Ilfkar, 2022). However, challenges remain, especially in rural areas, where access to information and training is more limited.
- 2) **Regulatory Changes Requiring Adjustments:** SIP licensing regulations often change, both in terms of policy and administrative requirements. This necessitates continuous adjustments from healthcare workers and the Health Office, resulting in slower licensing processes. Adequate administrative infrastructure is a prerequisite for supporting an effective licensing process. However, in Lumajang Regency, limitations in technology, human resources, and administrative management systems remain significant obstacles. Many administrative processes are still done manually, which extends the time needed for document verification and increases the risk of administrative errors. A study by Sari et al. (2019) recommends digitisation as a solution to overcome these barriers by creating an



integrated platform for SIP data management. The use of technology not only accelerates the process but also improves accuracy and transparency.

- 3) Compliance with Practice Facility Standards: The practice facility standards that healthcare workers must meet are often a barrier, especially in areas with limited healthcare infrastructure. Many healthcare workers do not have adequate practice facilities according to the regulations, which hinders the submission and issuance of SIP. Another equally important factor is healthcare workers' understanding of the regulations and the importance of SIP. The lack of socialization regarding the procedures and benefits of SIP often becomes a hindrance, particularly for healthcare workers new to the workforce. Local governments and professional organizations can strengthen their role in providing ongoing education to raise awareness among healthcare workers. Community-based training programs can also be a practical approach to reach healthcare workers in remote areas. The local government is gradually providing training and technical guidance to licensing officers, making them more competent in utilizing the electronic licensing system and understanding the latest regulations. DPMPTSP Lumajang has prepared an integrated service counter and several supporting facilities (consultation counters, online services) to accelerate health worker licensing services. Although not yet fully distributed, several sub-districts have also begun to receive access to SIP service information through mobile service cars or digital villages.

The issuance process of the Practice License (SIP) in Lumajang Regency faces various structural and administrative challenges. One of the main obstacles is the limited understanding among healthcare workers regarding SIP procedures and regulations, exacerbated by insufficient socialization efforts, particularly in remote areas. This has led to low levels of compliance in fulfilling administrative requirements, ultimately delaying the licensing process (Nurhayati et al.2020), "healthcare workers who are disciplined in fulfilling requirements tend to experience a faster and smoother licensing process." Moreover, frequent regulatory changes require continuous adjustments from both applicants and health office staff, while the predominance of manual administrative processes slows down document verification and increases the risk of errors (Sari et al., 2019). The inability to meet practice facility standards in certain regions further complicates the process. Therefore, targeted interventions such as technical training, digital transformation, and infrastructure support from local governments and professional organizations are necessary to expedite and simplify the SIP issuance process.

The success of the SIP licensing process depends on individual healthcare workers and the quality of administrative infrastructure, policy support, and collective awareness. Therefore, a collaborative approach between the local government, health office, and professional organisations is needed to create a more effective, efficient, and equitable licensing system.

4. Conclusion

The conclusion of this study shows that the Medical Practice License (SIP) licensing process in Lumajang Regency still faces significant challenges, especially in terms of the effectiveness of administrative procedures and the level of healthcare workers' compliance



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with applicable regulations. Factors such as limited administrative infrastructure, a lack of healthcare workers' knowledge about SIP procedures, and frequent regulatory changes are major obstacles in the implementation of this policy. Therefore, better synergy between the local government and healthcare workers is needed to create a more efficient, transparent, and adaptive licensing system. Increased policy support and the provision of adequate facilities will help streamline the licensing process and ensure that healthcare workers serving the community have valid practice licenses and meet the standards. In this way, the quality of healthcare services in Lamajang Regency can continue to improve for the well-being of the local population.

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