

ANALYSIS OF THE QUALITY OF LICENSING MANAGEMENT THROUGH THE ONLINE SINGLE SUBMISSION RISK BASED APPROACH (OSS-RBA) SYSTEM AT THE INVESTMENT OFFICE AND ONE-STOP INTEGRATED SERVICES OF CENTRAL MALUKU REGENCY**Resya Myla Libran, Petronela Sahetapy, Aminah Bahasoan**

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Abstract

This research have two purposes: 1. to learn and explain the quality analysis of licensing management through the Online Single Submission Risk Based Approach (OSS-RBA) system at Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Maluku Tengah and 2. to know and explain what the supportive and impeding factors in the management of licences through the Online Single Submission Risk Based Approach (OSS - RBA) at Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Maluku Tengah. The method used in this research is qualitative with a descriptive approach, using five dimensions of quality according to Parasuraman, Zeithaml, and Berry: tangibles, reliability, responsiveness, assurance, and empathy. In this research, there were 22 respondents, consisting of 7 (seven) officers at Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Maluku Tengah and 15 entrepreneurs (14 UMK and 1 non-UMK). In this research, data collection techniques are carried out with observations, structured interviews, and documentation. Based on the results of the quality analysis of licensing management through the Online Single Submission Risk Based Approach (OSS-RBA) system at Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Maluku Tengah. The researcher concluded the following categories of results: 1. tangibles with a good category; 2. reliability with a good category; 3. responsiveness with an excellent category; 4. assurance with an excellent category; and 5. empathy with an excellent category. In addition, there are factors that support the process of licensing management through this OSS-RBA system: ease of requirements, accessibility, rapidity of handling time, and fee/cost setting. While the factors that hinder the process of licensing management through this OSS-RBA system are: network and system connections, compliance with requirements, has not made changes to the AHU for the enterprise/AHU blocked, the entrepreneur forgot their OSS access rights, incorrectly entered KBLI, still exists the brokering practice, Identity Card Number (NIK) and Taxpayer Identification Number (NPWP) having problems and invalid.

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INTRODUCTION

Licensing services are services provided by the government to communities or companies that need permits to carry out certain activities (Fasyehhudin, Jaya, & Rahman, 2022). Licensing services aim to facilitate and speed up the process of obtaining permits to improve the efficiency and effectiveness of public services (Jayanegara, Suryadi, & Anwar, 2023). Licensing services include various types of permits such as business licenses, building permits, environmental permits, work permits, transportation permits, and so on. Business licensing or business license is very important for business actors, this is because a business license is a form of approval or permission from the authorities for the implementation of business activities. With a business license, the business that is run is more credible and can be trusted by many parties. For example, suppose a business actor wants to apply for a loan through a bank for business development. In that case, the party will ask about the legality of the business issued by the party with the authority to take care of licensing . In addition, a business license is a means of promotion for a business that is run because one of the requirements in promoting business activities is to have a license.

In providing licensing services, the government must ensure that the permit management process runs transparently, accountably, and responsively, to the needs of the community. This can be done by providing and providing complete, easily accessible information, speeding up the licensing process, and optimizing the use of technology to facilitate online licensing services (Kalyvas & Overly, 2014).

Online Single Submission (OSS) is an online licensing system managed by the Coordinating Ministry for Economic Affairs and the Investment Coordinating Board (BKPM). In the OSS system, BKPM has the authority to issue principal licensesx and Business Licenses, as well as coordinate with other government agencies related to these permits. Meanwhile, the issuance of OSS licenses in the regions is carried out by the local government or more precisely the local Investment and One-Stop Integrated Services Office (DPMPTSP). Each region in Indonesia has a DPMPTSP that is responsible for investment management and one-stop integrated services. In terms of OSS permit issuance at the regional level, the local DPMPTSP collaborates with BKPM to facilitate the process of applying for and issuing OSS licenses at the regional level. Local governments have the authority to issue permits in accordance with applicable regulations and regulations in their respective regions. However, some types of permits that require approval from central government agencies or those with special authority, such as environmental permits, mining permits, and fishery permits, must still follow the procedures for applying and issuing permits set by the relevant government agency (Wijaya, 2018).

Analysis of the Quality of Licensing Management through the Online Single Submission Risk Based Approach (OSS-RBA) System at the Investment Office and One-Stop Integrated Services of Central Maluku Regency

Based on the 2021 DPMPTSP Central Maluku Regency licensing data report, as many as 205 Business Identification Numbers (NIB) were issued. Where 2021 is the initial year of launching Online Single. Submission Risk Based Approach (OSS-RBA) so that business actors do not fully understand the use of OSS-RBA.

Table 1. NIB Licensing Data for 2021 and 2022 based on the type of business

Business Type	Years		Description
	2021	2022	
UMK	202	2.278	Investment Capital below <5 Billion
Non-UMK	3	9	Investment Capital > 5 Billion
Total	205	2.287	

Source: Data from the Investment Office and PTSP of Central Maluku Regency in 2021

Table 2 Number of Business Activities (KBLI) in 2021 and 2022 based on risk

Types of Risks	Years 2021	Yeras 2022
Low Risk	175	2.107
Medium Low Risk	46	204
Medium High Risk	95	732
High Risk	24	103
Total	340 KBLI	3.146 KBLI

Source: Data from the Investment Office and PTSP of Central Maluku Regency in 2022

For more details, please see the OSS-RBA dashboard for 2021 and 2022 below

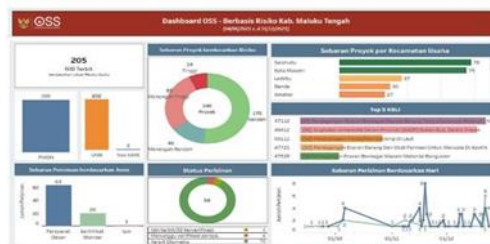


Figure 1 Dashboard OSS-RBA years 2021

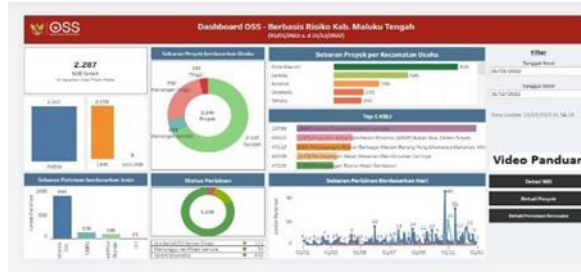


Figure 2 Dashboard OSS-RBA yeras 2022

Source: Data from the Investment Office and PTSP of Central Maluku Regency in 2021 and 2022

Based on the OSS-RBA dashboard in 2021 above, there are 205 (two hundred five) NIBs issued, 20 (twenty) Standard Certificates, and 1 (one) License with a total of 340 (three hundred forty) KBLI projects or business activities.

In 2022, there has been an increase in the management of NIB business permits, namely 2,287 NIBs issued with the number of KBLI or business activity projects as many as 3,146 projects and the number of Standard Certificates as many as 100 (one hundred) and as many as 21 (twenty-one) permits.

Based on the comparison of the realization above, there was a significant increase. This is because in 2021 business actors do not understand the terms of use of OSS-RBA (Tjiptono, 2020). So that business actors still need adaptation to these policy changes. Business actors who come to provide assistance often experience difficulties, especially for those who already have access rights before. Business actors who have OSS 1.1 access rights are not a few who forget their account or forget their password. In 2021, OSS-RBA has not been supported for the help menu, so officers will help by reporting problems/obstacles faced to the center by making a statement of changes to OSS data (Andini, 2019).

The government continues to develop the system so that the system used is more optimal. In 2022, the government made another improvement by adding a need for help menu that can be used by business actors who already have an account but forgot their access rights. So that business actors do not need to come to the DPMPTSP office to make changes to access rights data and can be done independently (Parasuraman, Zeithaml, & Berry, 1985; Sutedi, 2010)

Not only that, the government continues to make improvements so that the system used is more optimal in its use. One of them is to create a system for assistance / helpdesk personnel to see, check, follow up, resend business actor data. In this helpdesk access right, business actors who have problems forgetting their accounts will be rechecked by entering NIB/NIK/Mobile Number/username/business actor name/business name/KBLI/Sector then after entering one of the options above, the required business actor data will appear (Pramono, 2019).

In addition to the government's challenge to continue to update the system, as a bureaucratic institution that has the authority to issue licenses, the Investment Office and One-Stop Integrated Services of Central Maluku Regency also strives to improve

Analysis of the Quality of Licensing Management through the Online Single Submission Risk Based Approach (OSS-RBA) System at the Investment Office and One-Stop Integrated Services of Central Maluku Regency

the quality of its services to provide the needs of the community / business actors through this risk-based business licensing. Basically, the government continues to strive to make changes in services to improve service quality and increase public satisfaction with the government. By providing convenience in licensing management, business actors will not worry about delays or complicated licensing processes. With the presence of OSS-RBA, it is expected that business actors will have awareness of the legality of business licenses needed as protection for the business being run.

In addition, quality is also judged based on what is accepted and felt by the community. Such as facilities, infrastructure, understanding of officers in explaining the information requested, easy licensing processes, and solutions to problems provided. The objective to be achieved in this study is to know and explain the analysis of the quality of licensing management through the Online Single Submission Risk Based Approach (OSS-RBA) system at the Investment Office and One-Stop Integrated Services of Central Maluku Regency. To find out and explain the supporting and inhibiting factors in licensing management through the Online Single Submission Risk Based Approach (OSS-RBA) system at the Investment Office and One-Stop Integrated Services of Central Maluku Regency.

RESEARCH METHODS

This research was conducted at the Investment Office and One-Stop Integrated Services of Central Maluku Regency located on Jln. Imam Bonjol, No. 6 Namaelo Village, Masohi City District - Central Maluku Regency, Zip Code 97511. The type of method in this study is qualitative research method. According to (Suharsimi, (2015) qualitative research methods are research methods used to examine natural object conditions, where researchers are the key instruments, data collection techniques are triangulated, data analysis is inductive, and qualitative research results emphasize meaning rather than generalization. Research informants using purposive techniques which are techniques in non-probability sampling based on the characteristics possessed by the chosen subject, because these characteristics are in accordance with the objectives of the research to be carried out (Sugiyono, 2020).

Data collection techniques in this study, using data collection from the above data sources and ways in accordance with the qualitative research model. In line with this, qualitative data collection techniques can be carried out using observation, interviews, and documentation. The data analysis technique used in this study is an activity focused on capturing information that has been obtained by researchers through structured interviews, observations and documentation evidence related to quality analysis in licensing management through the Online Single Submission Risk Based Approach (OSS-RBA) System at the Investment Office and District One-Stop Integrated Services.

RESULTS AND DISCUSSION

The results of research and discussion in this chapter are based on data that have been collected by researchers when conducting research at the Investment Office and

One-Stop Integrated Services of Central Maluku Regency. In this study, respondents were divided into three categories, namely the key respondents in this case were the Head of the Investment and One-Stop Integrated Services Office of Central Maluku Regency and the Head of Licensing and Non-licensing of the Investment and One-Stop Integrated Services Office of Central Maluku Regency, the main respondents were business actors including 12 small medium enterprises (MSEs) and 2 (two) small non-medium enterprises (NON UMK), and supporting respondents, namely service officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency.

Respondents were then interviewed with several questions in which there were five indicators of service quality, namely *tangibles*, *reliability*, *responsiveness*, *assurance*, and *empathy*. Of the five dimensions, researchers make questions that explain each quality.

The following are the results of research conducted by interviewing respondents based on predetermined dimensional indicators, including :

***Tangibles* (tangible/physical evidence)**

Tangibles or tangible (physical evidence) means the facilities owned by the provider such as buildings, equipment and employee equipment, the existence of the required room, employee discipline, and the appearance of service employees such as neatness. In this case, researchers divide three sub-indicators of *tangibles*, namely :

Room Condition and Infrastructure Facilities

Based on the respondents' answers above regarding the condition of the service room at the front of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is indeed not equipped with air conditioning, so that during the day the service room of the Investment Office and One-Stop Integrated Services of Central Maluku Regency will feel hot. AC facilities are available but are in the room, namely in the *back office*. There are 2 (two) air conditioners used. While in the main room of service has not been provided air conditioning facilities. The completeness of a facility is needed to support a service to run optimally as stated in service standards where facilities and infrastructure are part of the indicators that must be met as part of the assessment of the quality of public services. However, the Investment Office and One-Stop Integrated Services of Central Maluku Regency have not maximally had adequate facilities and infrastructure. There are still many shortcomings that must be corrected such as the condition of the damaged roof of the service building and malfunctioning power lines. In addition, the condition of the toilet also looks less clean and sometimes the water does not flow, the prayer room is poorly maintained so that the carpet intended for worship is dusty, the office situation looks a lot of piles of paper that are not arranged, and computer cables are not neat and the number of computers that are not used optimally this is due to the computers in the Investment Office and One-Stop Integrated Services of Central Maluku Regency are the output of the year old and must be updated. Currently only a few computers have been replaced, besides that some

Analysis of the Quality of Licensing Management through the Online Single Submission Risk Based Approach (OSS-RBA) System at the Investment Office and One-Stop Integrated Services of Central Maluku Regency

officers use laptops. Next is a printer that often experiences problems such as not being able to be used because there are components that are damaged. The printer used in the service also functions only one, so officers have to take turns using it. Of course, this is not effective because it causes the printer cable to be damaged because it is often unplugged and will hamper service when you want to print NIB when the printer is being used by other officers, then officers who want to print other documents must wait until it is finished. And the last is the empty / quiet back office room, this is because since the implementation of OSS-RBA, the technical team that should be in the office of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is now back to their respective agencies.

Table 3 List of facilities used in licensing services of the Investment Office and One-Stop Integrated Services of Central Maluku Regency

No	Facilities	Amount
1	Computer	12
2	Laptop	2
3	Printer	4
4	AC	2
5	CCTV	8
6	Television	1
7	Customer chair	9
8	Waiting chair	4
9	Wheelchair	1
10	Service banner	11
11	Information backdrop	2
12	Information board	1
13	Complaint box	1

Based on the results of interviews related to the condition of the service room of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is "good" as the answers of 10 (ten) respondents who answered "good", 4 (four) respondents answered "good enough", and 1 (one) respondent answered "very good"

Discipline of Licensing Service Officers

Discipline is one part of the indicators that exist in the tangibles dimension . Where a good service is certainly supported by the discipline of its employees. People who come, of course, must be welcomed by the existence of their employees. If employees are not available during service hours, the community will view and assess the quality of service in an agency to be less good and will have an impact on the image of the agency itself.

Based on the answers from the respondents, the discipline of employees of the Investment Office and One-Stop Integrated Services of Central Maluku Regency was good.

As for the service hours of the Investment Office and One-Stop Integrated Services of Central Maluku Regency, it can be seen below as revealed by the *front liner service officer*:

- What about the service hours at the Investment Office and One-Stop Integrated Services of Central Maluku Regency?

"The DPMPTSP service hours of Central Maluku Regency are in accordance with the direction where the office hours are from 08.00 am to 4.30 pm, the office hours are Monday to Thursday. If it's Friday, it's katong until 17.00. The break is from 12:30 to 13:30." (MJP, *front liner/office service officer*.Friday, 22 September 2023).

So it can be concluded in the discipline of officers at the Investment Office and One-Stop Integrated Services of Central Maluku Regency that 10 (ten) respondents expressed "good" and 5 (five) respondents revealed "very good".

Neatness of Licensing Service Officers

Based on the results of the interview above, it can be concluded that in terms of neatness of the officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency, there are answers including 13 (thirteen) respondents answering "good" and 2 (two) respondents answering "Very good".

Information Submission

In addition to assessing the condition of the room, both facilities and infrastructure in service and employee discipline, researchers also assess in terms of delivering officers related to information and policies regarding licensing. Because many business actors do not understand the licensing provisions through OSS-RBA.

In addition, the following are respondents' answers in the submission of information carried out by officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency :

"Very good. The officer conveyed the information very clearly. Incidentally, beta is still public with this OSS, so earlier beta asked this NIB whether there is a period of validity for zinc. Then the officer said that this NIB is valid as long as the business actor carries out his business activities." – (SSS, food stall owner. 09.55 WIT - Monday, September 11, 2023).

Analysis of the Quality of Licensing Management through the Online Single Submission Risk Based Approach (OSS-RBA) System at the Investment Office and One-Stop Integrated Services of Central Maluku Regency

Meanwhile, based on the statement of the OSS admin, it was conveyed that business actors no longer need to extend their Business Identification Number (NIB), unless business actors have medium-high and high risk business activities. This is because business activities with these risks have an impact that is directly felt or that can cause damage. Thus, business actors require the fulfillment of required documents for further verification. If in the verification stage and the verifier accepts these requirements, then the business actor can carry out his business activities in accordance with applicable provisions such as the business actor must extend his business license as a basic license document used to support the NIB.

Reliability

Reliability or reliability is an ability that needs to be possessed by service officers in helping the community meet their needs. Reliability itself can be in the form of officer accuracy, the ability of officers to provide services and overcome problems as well as the ability or expertise in the use of technology. Service officers must certainly master the use of technology because currently all services use the system.

Therefore, to improve the quality of employee abilities, technical guidance is certainly needed which is expected to provide further knowledge in handling a service.

In this case, employees of the Investment Office and One-Stop Integrated Services of Central Maluku Regency have employees who are competent in their fields as evidenced by certified training.

Responsiveness

The response of service personnel to the community is one of the main things. Because a service will be established when there is *feedback* from both parties, namely service officers and the general public. If service officers are late in serving the community, it will create an unsatisfactory quality of service because the community is left waiting so that it will be hampered in the licensing process.

The response of officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency was revealed by respondents selected when obtaining permits at the speed of officers issuing Business Identification Numbers (NIB) which did not take long.

Assurance

One of the mandatory indicators contained in the service standards of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is service guarantees. Guarantee is a form of accountability for institutions or agencies engaged in public services. The guarantee provided by the Investment and One-Stop Integrated Services Office of Central Maluku Regency is a guarantee of service and security guarantee. The guarantee of services provided to the community is a service supported by competent officers with the principle of excellent service. And the security guarantee itself is in the form of *e-signature* data (electronic signature) so that

the public / business actors get valid legality. *This e-signature* has been enforced in 2023, but business actors who have permits under 2023 where the signature is given manually with a wet stamp are still legally valid and valid.

In addition, the guaranteed cost rate also has an impact on service quality. The Investment and One-Stop Integrated Services Office of Central Maluku Regency has set a levy fee rate charged to business actors in accordance with applicable regional regulations. The provisions of the levy fee rate are in accordance with applicable regulations depending on the permit submitted.

Empathy

Empathy is an attitude that must be possessed by someone who works in public service (Emerson, 2014). Empathy can be in the form of respect for fellow humans, sincerity in providing services without having to discriminate and courtesy. People deserve good service so that social jealousy does not occur. For example, service officers will only be kind to people who come from one area. Of course, this will have an impact on the quality of service received. Therefore, one of the attitudes that must be embedded in service officers is to provide services without discriminating against a group or discriminating. All societies have the right to be well served. In addition, service officers should not bring personal problems in work matters so that the service process continues to run well. Based on the results of interviews, researchers to respondents revealed that the officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency were very good.

Supporting Factors in Licensing Management through *Online Single Submission Risk Based Approach System (OSS-RBA)*

Based on the results of interviews with OSS-RBA helpdesk assistance officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency, the following are supporting factors in managing permits through the OSS system :

Ease of Requirements

The OSS-RBA helpdesk assistant officer of the Investment Office and One-Stop Integrated Services of Central Maluku Regency said that business actors who want to register a Business Identification Number only need a NIK, NPWP and *whatsapp number*

Easy to access

Business actors do not need to come to the office of the Investment Office and One-Stop Integrated Services of Central Maluku Regency to register for an OSS account and create an NIB. Because OSS is made to make it easier for people to permit so that it can be accessed by anyone, anytime and anywhere.

Speed of Handling Time

Permits processed through the OSS-RBA system are unlike previous ones which require a long time and convoluted process. Business actors who want to make NIB only need less than 15 minutes. In addition to the issuance, business actors who have problems will also get a notification of the processing time limit, which is 3x24 hours.

Rate/Fee Setting

Based on the results of interviews with service officers in the making, there are no tariffs / fees charged.

Inhibiting Factors in Licensing Management through *Online Single Submission Risk Based Approach System (OSS-RBA)*

In addition to supporting factors in managing permits through the OSS-RBA system, several factors hinder the process of managing permits through the OSS-RBA system. The following are the results obtained by researchers through interviews which are then observed and analyzed which are obstacles in the licensing process.

Network and system connections

Based on the findings in the field, often the network becomes an obstacle when business actors make business licenses, namely Business Identification Number (NIB). Where when the internet network is bad, it will hamper the licensing process. The system will go around in circles and often even experience *maintenance* or repairs. When the system is under repair or disruption to the internet network, the licensing process will experience delays in issuance which usually only takes 10 to 15 minutes, when there are problems with the system or network can take hours or even days. When the system or internet network connection is constrained, business actors can only wait until the system or network is restored and stable (Radziukynas, Klementavicius, Kadisa, & Radziukyniene, 2016).

Eligibility

Fulfillment of requirements is one of the menus contained in the OSS-RBA system. On the fulfillment of requirements menu, business actors are required to upload required documents for their business. Business actors who are required to fulfill the requirements are those who have medium-high and high risk business activities. This is because, the product issued is a Standard Certificate (SS) that must be verified and permitted. If the status of the standard certificate has not been verified, there will be problems in the future for business actors. Because, a standard certificate is a supporting product that checks the feasibility of business activities whether the business is fit to operate or not. Business actors who meet the requirements will be verified by the relevant technical team connected to their business activities.

Haven't made any changes to the latest AHU Kemenhukam/AHU blocked

The factor that hinders the next licensing process is that business actors have not made changes to the AHU data of the Ministry of Law and Human Rights. Business actors whose business type is a business entity whose AHU has not been updated will be read on the OSS system when business actors want to add their business activities. In the system, there will be a notification of business activities not registered in the online AHU system. So that business actors must add business activities that want to be included in the OSS system by making a deed of change first (Aimeur, Lawani, & Dalkir, 2016).

Business Actors Forget OSS Access Rights

Many business actors have problems forgetting their OSS access rights (Uddin, Salah, Jayaraman, Pesic, & Ellahham, 2021). Business actors who experience this problem are usually due to the negligence of the business actors themselves. Such as the registered whatsapp number is no longer active, forgot the email address, or *the username and password* provided at the time of registration are lost. So the solution carried out by OSS-RBA helpdesk officers is to provide assistance or assistance. In the process, business actors can do it independently. However, not a few business actors who do not or do not know the use of the menu need help on the OSS system. So that more business actors come directly to the office of the Investment Office and One-Stop Integrated Services of Central Maluku Regency to assist in their problems.

Incorrectly entered KBLI/Business Activities

The next obstacle is that business actors incorrectly enter KBLI. KBLI is a business activity code that has been set by OSS so that in filling it out business actors must be more careful. Because KBLI has a level of risk that will affect the business. If business actors input the KBLI incorrectly, when they want to revoke KBLI, valid data is needed such as NPWP validation and verified requirements. If the NPWP of the business actor is invalid, it cannot be processed, as well as the requirements if it has not been verified or even uploaded, then the KBLI revocation process cannot be carried out. This will certainly hamper business actors.

The Practice of Brokering

The obstacle then experienced by officers is the practice of brokering. Business actors who cannot come directly to the office of the Investment Office and One-Stop Integrated Services of Central Maluku Regency are usually represented by their relatives or other people. While in account registration, the OSS system will ask for a verification code sent via *the registered whatsapp* number or *email* while the verification code is only valid for 2 minutes. Officers will experience problems if the registration of the OSS account is not carried out by the business actor himself because the officer will still contact the business actor registered in accordance with the NIK to be asked for data related to his business

Problematic and Invalid Identity Number (NIK) or Taxpayer Identification Number (NPWP)

The OSS system is a system that has been integrated into various other government systems, such as the tax system, ducapil system, and other connected systems. If there is an error as in the Identity Number (NIK), the OSS will display an inappropriate NIK. NIK discrepancies can be in the name, date of birth, address that is not the same as the Family Card (KK) or data has not been *updated* so that the KTP is still old data while the system has been updated.

CONCLUSION

Based on the results of the study above, researchers can conclude that the quality of licensing management through the OSS-RBA system at the Investment Office and One-Stop Integrated Services of Maluku Tengah Regency. The quality of the tangibles dimension or physical form / evidence at the Investment Office and One-Stop Integrated Services of Central Maluku Regency is "good". This is in accordance with what is in the field facts, the office of the Investment Office and One-Stop Integrated Services of Central Maluku Regency has adequate facilities and infrastructure in accordance with their needs and functions. As the documentation taken by the researcher (attached documentation).

The quality dimension of reliability or reliability of service officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is "good". In accordance with the results of interviews obtained and observations of researchers where licensing service officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency master the use of technology and the OSS-RBA system itself. The quality of the responsiveness dimension or responsiveness of licensing service officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is "Very good". This is in line with what happens during service hours. Officers respond to all the needs of the community who come to provide assistance

The quality of the assurance dimension or assurance in the licensing process through the OSS-RBA system is "Very good". The licensing service officer of the Investment Office and One-Stop Integrated Services of Central Maluku Regency does not charge tariffs / fees to business actors and the products / results of licenses issued are appropriate and valid, this is evidenced by the existence of e-signatures or electronic signatures. The quality of the empathy dimension or empathy of service officers of the Investment Office and One-Stop Integrated Services of Central Maluku Regency is "Very good".partially infrastructure facilities have a positive and significant influence on the performance of licensing services in DPMPTSP Central Maluku Regency. The competence of human resources and infrastructure simultaneously affects service performance. This is indicated by the F-count value of $35.679 > F\text{-table } 3.11$ and the significance value (Sig.) $0.000 < 0.05$. If the F-count value $>$ the F-table and the significance value (Sig.) < 0.05 , then the hypothesis is accepted. This means that

simultaneously the competence of human resources and infrastructure facilities has a positive and significant effect on the performance of licensing services in DPMPTSP Central Maluku Regency. Based on the coefficient of determination test (R Square) obtained a value of 0.481. This value gives an idea that the service performance variable can be explained by the HR and infrastructure competency variable of 48.1%. While the remaining 51.9% is the influence of other variables that were not studied in this study.

Supporting and Inhibiting Factors for Licensing Management Through the Online Single Submission Risk Based Approach (OSS-RBA) System, namely Easy to Access, Speed of Handling Time and Determination of Rates / Fees. The inhibiting factors are network and system connections, meeting requirements, making changes to the latest AHU of the Ministry of Law / AHU blocked. Business actors forget OSS access rights)

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