VOL. 3 , NO 2, 2023 (22-40)
JIEE:
Jurnal Ilmiah Ekotrans & Erudisi
EISSN: 2777-0184
PISSN: 2797-2259

Effectiveness of the OSSRBA (Online Single Submission Risk Based Approach) System in Business Licensing Services in Payakumbuh City DPMPTSP

Anisa Zahara[1], Muhammad Ichsan Kabullah[2], Roni Ekha Putera [3*]
[1, 2, 3] *Universitas Andalas, Padang, Indonesia*
**Corresponding author: roniekhaputera@soc.unand.ac.id*

ARTICLE INFO

Article history:
Received 11 September 2023
Received in revised form 23 November 2023
Accepted 15 December 2023

ABSTRACT

OSS RBA is a digital-based application that is used as a means of issuing licensing documents for community business activities. The problem behind this research is that the OSS RBA system cannot be implemented optimally due to limitations in both the application, service providers, and the public when using OSS RBA. Research objective: to determine the effectiveness of the RBA OSS system in business licensing services at the Payakumbuh City Investment and One-Stop Integrated Services Service. Research method: descriptive with a qualitative approach. Using the theory of e-government effectiveness by Timothy Dolan, namely the Six-Dimensional Assessment Tool (6 DAT), Results/Findings: The results of this research indicate that the OSS RBA system in Payakumbuh City is still not effective. Several indicators have been met, such as a good security system, an integrated database, and application updates. However, there are still shortcomings that can be seen from the limited means of communication, lack of information regarding coordination between parties involved in the OSS RBA, low understanding of technical OPD regarding the verification process, interactivity that is still limited, the performance of government licensing services that is not yet visible, and public feedback in providing assessments on the licensing process for the OSS RBA system that is not yet available. This causes the use of the OSS RBA system in society to be not optimal, so the OSS RBA system is still at a transition stage from the old method to the new method.

Keyword:
E-Government, Licensing Services, OSS RBA, Payakumbuh City

INTRODUCTION

Government Regulation No. 24 of 2018 concerning Electronically Integrated Business Licensing Services is a form of the Indonesian government's efforts to improve

[1]*roniekhaputera@soc.unand.ac.id*

and speed up business licensing services. This electronic-based service created by the government can also be called electronic government, which allows all service activities to be carried out through digital use. Electronic-based business licensing services are one of the government's efforts to speed up public services (Ariana et al., 2020; Sofyani et al., 2020). Public service is an activity or series of activities in order to fulfill the service needs of the community (Ocampo et al., 2019; Osborne, 2018; Ritz et al., 2016). Licensing services are the process of granting permits to individuals or legal entities to carry out business activities and/or non-business activities based on statutory regulations (Brown & Piroska, 2022; Haileyesus, 2021).

Licensing services are trying to become a concern for the government because there is an increase in investment realization, which means there is an increase in public interest in business activities carried out in the regions, which of course will have an impact on investment activities in Indonesia. This can be seen from the annual investment realization in Indonesia in the following table:

Table 1.1
Annual Investment Realization in Indonesia (2017-2022)

NO	Year	PMDN (Domestic Investment)/ IDR Trillion	PMA (Foreign Investment)/ IDR Trillion	Total/ IDR Trillion
1	2017	262,3	430,5	692,8
2	2018	328,6	392,7	721,3
3	2019	386,5	423,1	809,6
4	2020	413,5	412,8	826,3
5	2021	447	454	901
6	2022	552,8	654,4	1.207,2

The increase in investment in Indonesia shows that there is a desire from both the public and foreign parties to carry out business activities in Indonesia, so attention is needed from the government to improve business licensing services in Indonesia. This is an interesting discussion for researchers conducting research on business licensing services in Indonesia, especially in the regions.

In government regulation Number 24 of 2018 concerning electronically integrated business licensing, it is applied in a government system or application called online single submission (OSS). This OSS application is published by the OSS agency on behalf of the government to implement electronic integrated licensing. The RBA OSS is currently undergoing reform from the previous OSS, namely OSS 1.0 and OSS 1.1. Updates made to the OSS system lead to procedural additions or reductions according to community needs. In OSS versions 1.0 and 1.1, NIB cannot be used as a form of legality for community business activities and requires further permits. Communities with micro, small, and large business activities require several licensing documents, such as fulfillment of commitments, as proof of the legality of their business activities, whereas in OSS RBA, NIB can be used as legality for business activities according to the level of risk of business activities.

OSS RBA is a business licensing system given to business actors to start and carry out their business activities, which are assessed based on the level of risk of their business activities. This OSS RBA licensing service innovation is regulated in the provisions of Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing, which is a derivative of the previous Government Regulation, namely PP No. 24 of 2018. OSS RBA is the new face of the OSS system, version 1.1. There are differences between OSS 1.1 and OSS RBA, which can be compared as follows:

Table 1.2
Comparison of OSS version 1.1 with OSS RBA

NO	COMPONENT	OSS Version 1.1	OSS RBA
1	Legal basis	Government Regulation No. 24 of 2018	Government Regulation No. 5 of 2021
2	Business Classification	Based on the amount of capital	Based on the risks of business activities
3	Scale enterprises	- Micro - Small - Intermediate - Big	- Low risk - Low medium risk - Medium high risk - High risk
4	Determination of Commitment Fulfillment	Based on business scale and KBLI	Based on KBLI and business scale
5	Mechanism	It is electronic based but the fulfillment of commitments is not yet completely electronic based	Electronic-based to fulfill commitments

Source: T. Lestariningtyas and M. Roqib, Legal Window Journal, 2021

This risk-based licensing system (OSS RBA) refers to one National Data Center (PDN) system and is not based on other applications, so this involves many ministries using PDN in implementing the OSS RBA system. In accordance with Government Regulation No. 6 of 2021 concerning the Implementation of Business Licensing in the Regions, Article 5 states that the Regent/Mayor delegated the authority of the Regency/City regional government in the Implementation of Business Licensing in the Region to the Head of the Regency/City DPMPTSP. In accordance with Payakumbuh Mayor Regulation Number 64 of 2018 concerning Delegation of Authority in the Field of Licensing and Non-Licensing to the Investment and One-Stop Integrated Services Service in the service delivery process, the Mayor of Payakumbuh has delegated licensing and non-licensing services to the DPMPTSP. The Payakumbuh City Investment and One-Stop Integrated Services Service (DPMPTSP) has used the OSS RBA system in the service process, especially business licensing services. OSS RBA will be used starting in August 2021. The following shows the number of permits issued by DPMPTSP Payakumbuh City and other districts and cities in West Sumatra from August 2021 to December 2022.

Table 1.3
Ranking order of districts and cities that issue permits from August 2021 to December 2022

Rank	Regency/City	Number of Permits Issued (August 2021 – December 2022)
1	Padang city	2.390 Permits
2	Tanah Datar Regency	2.375 Permits
3	Pesisir Selatan Regency	575 Permits
4	Pasaman Barat Regency	436 Permits
5	Solok Regency	372 Permits
6	Bukittinggi city	336 Permits
7	Solok Selatan Regency	281 Permits
8	Solok city	251 Permits
9	Agam Regency	242 Permits
10	Lima Puluh Kota Regency	233 Permits
11	Padang Pariaman Regency	171 Permits
12	Sijunjung Regency	161 Permits
13	Payakumbuh city	156 Permits
14	Padang Panjang city	95 Permits
15	Dharmasraya Regency	92 Permits
16	Pasaman Regency	76 Permits
17	Kepulauan Mentawai Regency	76 Permits
18	Pariaman city	62 Permits
19	Sawahlunto city	61 Permits

Source: West Sumatra Province DPMPTSP data for 2022

Based on the data in the table above, it can be seen that Payakumbuh City is in 13th place in issuing business permits, with a total of 156 permits. DPMPTSP Payakumbuh City still does not provide good enough results compared to other

cities and regencies in West Sumatra. Payakumbuh City is not yet ranked in the top 10 cities or regencies that issue permits. However, even though the issuance of business permits for the City of Payakumbuh has not provided good results, the City of Payakumbuh has quite a proud achievement by winning the first position as the best city at the national level in investment services in 2021 for assessing the performance of one-stop integrated services and accelerating business implementation. .

In Payakumbuh City, many business activities owned by the community revolve around processed food. This business activity is included in the top 5 KBLI, which are the majority of business activities carried out by people in Payakumbuh City. The Top 5 KBLI are the cracker/chips and similar industries, bread and cake industry, food retail trade, bread and cake retail trade, and food stalls. Licensing and investment services created by the government can facilitate the public in licensing services by using the OSS RBA application so that the public can independently access and issue documents needed to carry out business activities. There are still obstacles to implementing the OSS RBA system, especially among the community, namely the limited capacity of the community in the fields of information and technology and the lack of public awareness of the importance of business permits. It can be assumed that this will have an impact on the function and benefits of the OSS RBA system itself, which can be considered not working properly. The system should be able to be used independently by the community, but in its implementation, it is not working as it should, so the benefits cannot be felt by the community (Koirala et al., 2016; Vassli & Farshchian, 2018). This will also have an impact on low public interactivity with the application because the use of the application by the public cannot yet be used in accordance with the aim of establishing the application by the government, namely to make it easier for the public to issue permits independently. This can also be seen in the following table:

Table 1.5
Number of Permits Issued or Companies Registered at DPMPTSP Payakumbuh City in 2019

NO	Subdistrict	Number of registered companies
1	Payakumbuh Barat	98
2	Payakumbuh Utara	53
3	Payakumbuh Timur	33
4	Payakumbuh Selatan	20
5	Lampasi Tigo Nagari	14
Total		218

Source: 2019 Payakumbuh City DPMPTSP data

The data in the table above is the number of companies registered with the Payakumbuh City DPMPTSP obtained from manual services carried out at the DPMPTSP office directly before using the OSS system. Compare the number of permits issued manually, namely 218 permits, while in the OSS RBA system there are 156 permits. This can mean that more permits are issued for manual services compared to the OSS system. This suggests that the OSS system itself is still not performing at its best, even though the government-created system ought to be able to benefit the community by independently issuing permits.

Other information shows that the public still experiences problems accessing the RBA OSS due to limited public understanding, which can be seen from the number of public visits to the licensing service counter located at the Payakumbuh City Public Service Mall. The government developed the OSS RBA application to make it simpler for the general public to independently issue permits using their own personal digital tools. The government

did everything in its power to create the OSS RBA application so that it could serve the community as best as possible. However, the application that has been created in such a way by the government cannot be used optimally by the public because the level of public understanding of the use of the application is still limited, so in issuing permits, the public still relies on the help of officers. This can be seen from the increase in the number of visits from the public to issue business permits at public service malls, as follows:

Table 1.6
Number of Public Visits in Issuing Business Permits at Public Service Malls

No	Year	Number of Visits
1	2021	58
2	2022	217
3	2023	282

Source: Payakumbuh City DPMPTSP 2023

The data in the table above shows that there has been an increase in public visits to the Public Service Mall in the last three years, starting with the OSS RBA implemented in Payakumbuh City until now to issue business permits. This can mean that the implementation of the OSS RBA has not been optimal considering that people still need assistance and go to service counters, while the OSS RBA itself was created so that people can issue permits independently.

Much research has been conducted regarding online single submissions before. However, this research focuses a lot on the perspectives and reactions of business actors as service users, the implementation of OSS system policies, and the quality of service in implementing the OSS RBA system. For this reason, researchers want to research the OSS RBA system as an e-government application with more complex variables that are discussed in terms of the application, the government, both organizers and related institutions, as well as from the perspective of the community itself in terms of the effectiveness of the OSS RBA system in business licensing services.

RESEARCH METHODS

This research uses a descriptive research method with a qualitative approach needed to analyze data to answer research problems so that the research objective regarding the effectiveness of using OSS RBA in business licensing services in DPMPTSP Payakumbuh City can be achieved. The data collection techniques used were interviews, documentation, and observation, with the selection of informants in this study using purposive sampling techniques. The research process related to the effectiveness of using the OSS RBA system in business licensing services at DPMPTSP Payakumbuh City was carried out with initial observations to look for phenomena, and then a literature study was carried out using information media. After there is harmony between the research phenomenon and the literature study, the researcher will obtain a permission letter to go into the field as a procedure for interviewing informants. Next, the researcher collected documents as references or research support as research data and then carried out data analysis. In this research, the unit of analysis is an institution, namely the Payakumbuh City Investment and One-Stop Integrated Services Service, as the agency that organizes the RBA OSS system. The data validity technique used is triangulation of sources outside the research informants to see that the data obtained is valid data. The researcher acts as the main instrument because the researcher is directly involved in collecting data so that the research carried out can provide accurate results.

RESULTS AND DISCUSSION

The use of e-government in the regions aims to improve public services to the community (Ashaye & Irani, 2019; Sá

et al., 2016). To create a good e-government, it is supported by the use of a well-managed system that is able to provide convenience to the public with fast, precise, and functional system access (Chohan et al., 2020). To support this licensing service, the central government created the OSS RBA System, which is implemented in every region of Indonesia, including Payakumbuh City. The government's issuance of business permits through the RBA OSS System serves as legality for the community to conduct its business activities. To see the effectiveness of e-government in the RBA OSS system, use Timothy Dolan's theory. The theory proposed by Timothy Dolan, the Six-Dimensional Assessment Tool (6DAT), has six variables that are used to analyze the effectiveness of e-government implementation.

Before discussing the six dimensions used by Timothy Dolan to measure the effectiveness of an e-government, there are several more basic initial requirements that need to be considered first in implementing e-government, which provide an understanding before entering into more technical variables. Several elements that need to be considered are the availability of human resources (HR) who understand how to use e-government-based systems, facilities, and infrastructure that support the service process, as well as the availability of a capable network to help the electronic service process run well.

a. Human Resources

Human resources in this research are related to the availability of human resources that support the smooth use of the OSS system. In DPMPTSP itself, those who play an active role in using and accessing the OSS system are officers at the Public Service Mall, considering that MPP is the central public service in Payakumbuh City. If added up, in DPMPTSP itself, the parties who often access RBA OSS outside the community and related OPDs, there are 8 parties who have access to the OSS system, namely the Head of Service, Head of Integrated Services, Head of Data and Information, and Head of Planting Control and Implementation. Capital, 3 front office officers at MPP, as well as 1 assistant personnel and staff for investment control and implementation in Payakumbuh City, were selected by the province. The DPMPTSP apparatus in implementing the OSS system has received guidance and socialization regarding how to operate the OSS RBA, which is usually organized by the central government through the Provincial DPMPTSP. Officers in the MPP as DPMPTSP Human Resources can be said to have met the criteria for supporting the smooth implementation of e-government in the OSS system, as seen from the performance of officers who can help the community in resolving their problems, especially in issuing permits. This is also supported by the level of the Community Satisfaction Index, which is in the very good category.

Figure 5.1
Display of the 2021 Community Satisfaction Index

The display above shows that human resource indicators to support licensing services in Payakumbuh City are available. The service performance provided by service officers is also classified as good, as evidenced by the level of public

satisfaction with the services provided, which is in the very good category.

b. Facilities and infrastructure

The facilities referred to here are the facilities used by officers to help people who experience problems accessing the RBA OSS and issuing permits and therefore require assistance from officers in issuing business permits. The facilities used to assist in the implementation of OSS RBA in service malls are computers and printers. The computer is the tool used to access the OSS RBA system, while the printer or printing machine is the tool for printing licensing documents that are processed through the OSS RBA. The number of computers and printers available at the Public Service Mall to process business licensing services is 2 computer units located at the officer's desk, 1 self-service computer unit, and 1 printer unit. According to researchers, this number of devices can help officers serve the community at MPP. Apart from that, at DPMPTSP, there is 1 computer unit used in the Licensing Data and Information sector, 1 laptop unit used by the Head of Service, and 2 laptop units used in the DALAK sector. Vehicles for carrying out supervision are conditional, looking at the available vehicles, and there are no technical OPDs or special facilities; only use the facilities available at each agency. Then it can be seen that the infrastructure to support the licensing service process is the DPMPTSP Licensing Service Counter at the Public Service Mall, the DPMPTSP office to support other licensing activities such as supervision, and other agencies as technical OPDs that carry out the verification process.

c. Network Availability

Similar to the previous point of facilities and infrastructure, the network availability referred to here is the network available at the Public Service Mall as a licensing service point those functions to serve the public in issuing permits through the OSS RBA system. The Payakumbuh City Communications and Information Service facilitates network availability at the Public Service Mall. DISKOMINFO provides a network evenly throughout all MPPs to support the service process. Not only providing networks at MPP, DISKOMINFO Payakumbuh City is also responsible for providing networks in all agencies in Payakumbuh City. Public service malls, as a place to provide services to the public, have a network that helps support the service process, including business licensing services. Diskominfo provides an even network on each floor so that the service process can be carried out well and smoothly.

5.1 *Security system*

In e-government, the security system is an important part of supporting the implementation of e-government, which functions to protect application security and user data security of a system (Alharbi et al., 2021; Mishra et al., 2021; Ramtohul & Soyjaudah, 2016). The government's failure to create a security system will have an impact on many aspects, such as personal data being lost and the level of public trust in the government will decrease (de Bruijn & Janssen, 2017; Li & Shang, 2023). Therefore, the government must be able to create an application with guaranteed security. There are two indicators used to view system security, namely application security and information system security (Diesch et al., 2020; Ferrag et al., 2020; Guhr et al., 2019; Nicho, 2018).

5.1.1 Application Security

Security in an application function to protect the internal parts of a system, including the OSS RBA system. OSS RBA is a form of electronic licensing service that allows users to issue permits

independently by accessing the OSS RBA system, where people need to enter personal data in the OSS RBA system to issue business permits. Application security in the OSS RBA aims to avoid various disturbances from outside the application that might occur. For example, this disruption takes the form of blocked sites or theft of important data on the OSS RBA system. Therefore, security in the OSS RBA system is very necessary to protect important public data in the OSS RBA system. Based on information from the Head of Payakumbuh City, DPMPTSP, OSS RBA is a system created by the central government that is then implemented in each region of Indonesia, so that the formation of the security system itself is carried out by the central government, specifically by BKPM, or the Ministry of Investment. The entire OSS RBA security system has been regulated by the central government, so regional governments do not have the capacity to regulate the OSS RBA security system. Apart from that, access to the system for those who have an account is a form of OSS RBA security because only those concerned can enter the system, including official accounts that are only known by the designated party, further minimizing the gap in account breaches by irresponsible parties. People who access the OSS RBA are also personally responsible for maintaining the security of the application or system. A form of personal security to protect the OSS RBA system can be seen in the username and password used by the community, so that apart from application security, which is generally maintained, namely by the central government itself, there is also personal security so that only those concerned can access the OSS system.

5.1.2 Information Systems Security

Apart from looking at application security, it is also important to look at the security of the information system or documents produced from an OSS RBA application system. This is also included as an indicator when looking at the security system. The resulting document contains data on the community as business actors, which will be published when the required terms and conditions have been met. To maintain the validity of published documents, a security system is needed that can guarantee that the documents issued are legal and issued by authorized users. RBA OSS access is only given to business actors or users who have a username and password so that the documents issued are in accordance with the user's data and the documents issued have been signed electronically, so this further tightens security and minimizes access from parties who have no interest. The business permits issued are in accordance with the community's population identification number, so this strengthens the legality of the licensing documents. Apart from that, the published documents already have an electronic signature issued by the Electronic Certification Center (BSE) to guarantee the validity of the data as a document issued digitally. The security of the information system is also strengthened by the existence of an account verification code that the public must carry out first to match the account registered and the data entered so that the documents to be issued will be in accordance with the data of the relevant public. From the analysis of the two indicators above, it can be concluded that the OSS application security system is quite optimal and effective. This can be seen from the application security, which has been created as well as possible so that there is minimal interference from outside. Technically speaking, the Ministry of Investment/BKPM is the only central government that can regulate and control application security; as a result, regional governments cannot do so and must

instead wait for system recovery in the event of errors or server outages. Users who have access rights can completely control application security by using a username and password. Apart from that, the security of the information system and documents issued from OSS RBA is considered good because the documents issued are in accordance with the data of users who access the system, and the documents issued already have an electronic signature issued by the Electronic Certification Center to guarantee the validity of the data as a valid document. published electronically or digitally.

5.2 *Integrated Database Development*

This variable is related to the availability of an integrated database by the government and utilizing this integration for public services. This database is a collection of data that has been processed in such a way that they are related to each other. Providing this database is a form of efficiency in public services.

5.2.1 Availability of Integrated Database

Providing and developing an integrated database will reduce repetitive data filling so that when filling in one main data, other related data will automatically appear with the integrated database (Freeman et al., 2017; Ma et al., 2020). OSS RBA is a form of service that uses digital, so when using it, you need to enter some business actor data. The integration carried out is the use of Payakumbuh City DUKCAPIL population data, which is directly connected to the OSS RBA system. The primary information that the general public needs when issuing permits is NIK. People must have a NIK first before the permit application can proceed. NIK, as the main public data used in issuing permits, has been connected directly to the OSS RBA system by the ministry, so that public data will be filled in automatically. Just as NIK functions as data for individuals, for business entities, the data that will be pulled by the OSS RBA system is from the Indonesian Ministry of Law and Human Rights. However, the same applies to population data, where coordination is carried out between the investment ministry and the Ministry of Home Affairs to synchronize community population data. This also applies to business entity data, where coordination is carried out between the investment ministry and the Republic of Indonesia's Ministry of Law and Human Rights. Business entity data on community business activities will be drawn from the AHU (General Legal Administration) system, which is coordinated by the Indonesian Ministry of Law and Human Rights. Apart from the statement above, researchers also found information that the regional government, namely DPMPTSP, could not see the form of coordination carried out by the Ministry of Investment with the Ministry of Home Affairs, which carried out population data collection, or with the Indonesian Ministry of Law and Human Rights, which carried out data on business entities.

5.2.2 Utilizing an Integrated Database

The integration of population data is technically facilitated by the Ministry of Investment and the Ministry of Home Affairs, the parties who developed the application. Regional governments only act as service users who help assist the community in issuing permits. The integration system carried out is by pulling data directly into the area from DUKCAPIL, which is connected to the OSS RBA. This means that OSS does not store public data. This also shows that regional community data is sourced from DUKCAPIL. Withdrawing community data, which is directly connected to dukcapil in the OSS system, shows that community data is up-

to-date and updated according to community data. This is done because community data often changes, so by pulling data directly from DUKCAPIL, the data entered into the OSS system is in accordance with changes in community data in DUKCAPIL. With the availability of a population database that has been integrated with the OSS RBA system, community data will be filled in automatically, which is pulled directly from community population data in DUKCAPIL, so that service users in OSS do not need to fill in data repeatedly. This has a positive impact because it reduces errors and improves the quality of service, which is more efficient in the RBA OSS System. For community business entity data, it is taken from the AHU (General Legal Administration) system so that people register their business activities in the form of business entities, especially in the form of PT (Limited Liability Company), PT Individual, CV, Firma, Perdana Partnership, and Cooperative when registering in the OSS system. RBA, the business entity data will be automatically filled in. Based on the analysis of the indicators above, it can be concluded that the Integrated Database Development Variable has been implemented in the OSS RBA system. This shows that there is effectiveness in implementing the OSS RBA system. This is proven by the fulfillment of the indicators for providing an integrated database in the form of population data and community business entity data, which have been linked to the RBA OSS system. Withdrawing community data from DUKCAPIL shows that the data filled in in the OSS RBA system is in accordance with the latest community data updated in DUKCAPIL, as well as withdrawing data from the AHU system for community business activities in the form of business entities. Integrating this data provides benefits for officers and the community as service users. The perceived benefits are in the form of minimizing data entry errors and reducing people's time.

5.3 *Intra-Agency Hierarchical Integration*

The availability of contacts or email addresses on the RBA OSS can help identify intra-institutional hierarchical integration fording to Timothy Dolan's theory of e-government effectiveness, information integration in organizations is characterized by the presence of features that provide contacts that can connect the public with ministries, all parties involved, and service officers who deal directly with the public. The availability of this contact is a means of communication for the community with service providers when there are things the community wants to ask or convey. Based on a review of the OSS RBA application, it was found that there were contacts, email addresses, and websites that could be accessed by the public as a means of communication with the government as the service provider. However, the contacts available on the RBA OSS page only connect the public with the ministry as a service provider. Contacts that connect the community with other parties involved and regional service officers who have direct contact with the community are not found in the OSS RBA system. Communication between the community and local government or service officers cannot be carried out on the OSS application. Agency contacts and service officers are not available on the OSS application, so people who want to communicate with local governments, other related parties, and service officers must visit the offices of each of these parties. The contact integration indicator will be achieved if there are contacts available from ministries, other related agencies, and service officers at the RBA OSS. However, in the RBA OSS, only one contact is available, namely the contact that connects the community with the

investment ministry as the party that organizes the RBA OSS. Meanwhile, contacts that connect the public with other agencies and service officers are not found in the RBA OSS system. So, the communication channels that have been built have not been transformed according to the goals of e-government because each uses the old method, namely visiting the service office if the public has confusion regarding business permits.

5.4 *Inter-Agency Lateral Coordination*

Lateral coordination between institutions is the maintenance of relationships between the parties involved in providing services (Bag & Pretorius, 2022; Nyland et al., 2017). The existence of relationships between parties who have complementary tasks in OSS RBA serves as evidence of lateral coordination in OSS RBA implementation. Lateral coordination between institutions is also characterized by the presence of information regarding relationships between related parties so that the public can directly contact certain parties when they have problems they want to ask about. The presence of links that point the general public directly to the pertinent parties as well as information regarding coordination between the parties involved serve as indicators of this variable. Based on the researcher's identification, information is available in the RBA OSS regarding the parties involved in organizing the RBA OSS. However, this information only contains information about other institutions or ministries connected to the RBA OSS system. Apart from that, the links regarding the parties involved only display institutional profiles. Links that direct the public to certain agencies in the area are not yet available on OSS. The Ministry of Investment developed the application OSS RBA to ensure that any coordination that takes place in OSS RBA also occurs in the ministry and that service providers in the regions only carry out instructions in accordance with decisions made by the ministry. ministry. To make the implementation of OSS RBA in the regions easier, each regional agency conducts coordination in the regions. The role of each agency is to be a companion to the community in using OSS RBA, a verifier of business activity requirements for business actors, and a supervisor of community business activities. The coordination relationship between DPMPTSP and other OPDs is carried out by the party that verifies community business activities. Community business activities that require verification from the DPMPTSP need to wait for approval from the DPMPTSP before the business license is issued. In this case, the DPMPTSP coordinates with the technical OPD in carrying out verification and supervision because the technical OPD is considered to better understand the conditions of community business activities in accordance with the problems of community business activities. This verification is not carried out on every community business activity. The verification process is only carried out on business activities that require a verification process. Community business activities that require verification activities are business activities that have medium-high risk, high risk, low risk, or medium-low risk and do not require a verification process. However, in the field, it was found that the role of technical OPD as a verifier in providing technical recommendations for community business activities in the OSS system was still not carried out optimally. This is because the department's understanding as a technical OPD in the verification process is still limited, and they do not fully understand the stages in the community licensing verification process. It can be concluded that the relationship or coordination between the parties involved in implementing the OSS RBA has not been

fully implemented. This is proven by the OSS RBA display; information regarding coordination relationships between parties is not explained, and the available links only display general ministry information, which is not accompanied by information regarding regional government. Apart from that, coordination between relevant parties in the regions has not been carried out well, as evidenced by the verification process being hampered by the understanding of technical OPD in the verification process. This shows that coordination and communication between DPMPTSP, the party providing derivative accounts, and technical OPD, the party providing technical recommendations, have not been implemented properly and optimally.

5.5 *Interactive Public Access to Information and Online Service Delivery*

The fifth variable, namely interactive public access to information and online service delivery, focuses more on people's experience using the OSS RBA system. This variable looks at the OSS RBA system in terms of function, updates, and community interaction with the application. This variable can be measured using the following indicators:

5.5.1 Functional application

The government developed the digitally accessible application OSS RBA to make it simpler for the general public to issue permits. Problems surrounding system errors often arise when an application is used. This also applies to the OSS RBA system, which still often experiences system errors and server downs that cause people to have difficulty accessing OSS RBA. Obstacles to accessing OSS RBA include servers that cannot be accessed or applications that suddenly have errors so that application users can only wait for the system to recover; however, based on what the licensing service officer said, these obstacles do not take long if the business actor has a stable internet network. It can also be concluded that the biggest obstacle to accessing OSSR RBA is the network connection used to access OSS RBA. Several solutions have been implemented to overcome this network problem, namely that the government provides business licensing service counters at the Public Service Mall so that the public can issue permits if they experience problems accessing the RBA OSS independently. Apart from network problems, a problem that people still often experience is that population data or NIK registered by people is not found in the OSS system or the data has not been used. In accordance with the statement made by the front office officer at the public service mall, the NIK can only be used once to obtain a business permit, so once it has been used, it cannot be used again. To overcome this problem, the community must confirm with DISDUKCAPIL and resolve the NIK problem first so that it can proceed to the next stage.

In addition to several statements regarding the OSS RBA application above, researchers made observations on the application to see the available features that will assist the public in issuing permits independently. According to researchers, the OSS RBA application itself includes steps that make it simpler for the general public to move from stage to stage, as well as guidelines that the general public can see in the OSS application itself. tself. The OSS application has provided guidance in the form of tutorials and video guides, which can be viewed on the OSS application and on the OSS social media platform. However, it seems that the people themselves are not using the application optimally. Most people cannot use the OSS RBA independently, so they still need help from other parties. Communities as business actors who require NIB cannot yet issue their business permits independently, so they still need assistance

from other parties. It can be concluded that the OSS RBA application is not yet effective for the public to use in assisting the business publishing process. People have a difficult time accessing the OSS RBA application because system errors and server downs are still occurring, which shows that the OSS RBA application is not functioning properly. The regional government is waiting for the central government to restore the system because there is no People in Payakumbuh City still rely on officers to issue permits, and there are still a lot of people who do not understand the OSS RBA application, which is another indication that the OSS RBA application has not been successful in its implementation. According to researchers, the application has features that make it easier for people to publish independently, but the features in the OSS RBA application cannot be utilized because public understanding of the OSS RBA application is still minimal.

5.5.2 Applications are updated regularly

An updated application means that there are additional features or changes made by the service provider that will support the needs of the community (Greenhalgh et al., 2016; Lehr et al., 2021). The updates made to the OSS RBA application can be seen from the change from OSS Version 1.0 to OSS Version 1.1 and then to OSS RBA. The changes made by the government to the OSS application are focused on the functions and benefits of the changes made to support the licensing service process and help make it easier for the public to understand licensing services through the OSS RBA application. Updates made to the OSS system lead to procedural additions or reductions according to community needs. Some of the update points are changes regarding references to the use of licensing documents. In OSS versions 1.0 and 1.1, NIB cannot be used as a form of legality for community business activities and requires further permits. Communities with micro, small, and large business activities require several licensing documents, such as fulfillment of commitments, as proof of the legality of their business activities, whereas in the OSS RBA, NIB can be used as legality for business activities according to the level of risk of business activities. Community business activities will be classified at risk levels in accordance with the KBLI code for business activities, so that community business activities with certain KBLI classifications already have a risk level determined by the OSS system. In the OSS RBA, NIB can be used as a form of legality for community business activities with a low level of risk, simply using the NIB without requiring other further documents.

Apart from that, the Indonesian Business Field Standard Code (KBLI) used in the OSS RBA is different from the KBLI used in version 1.0. OSS RBA uses KBLI 2020 with a 5-digit number, which is a development and addition to the KBLI used in the previous version 1.0. OSS Version 1.0 uses KBLI with a 2-digit number called KBLI 2017. Then other updates are also seen in the reference in determining the scale of business activities. In OSS versions 1.0 and 1.1, the scale of community business activities will be determined according to the value of investment or community business capital. This business capital is used to determine the level of community business activities at the micro, small, and large levels, whereas in the OSS RBA system, the business scale category is not only based on business capital but is added to the level of risk, where the system will determine the risk level of community business activities in accordance with the classification code. Indonesian business field standards (KBLI).In the description above, it can be concluded that the OSS RBA system is

continuously updated to meet the needs of application users. The elimination of several processes, such as advanced permits and references for estimating the size of community business operations in accordance with the Indonesian Business Field Standard Code, demonstrates this. In this way, service users can use the OSS RBA system more effectively.

5.5.3 Interactive site

In this indicator, applications are more interactive in exchanging information and services with the public. E-government was built as a service where citizens can utilize information services and interact with the government. Apart from that, interactive applications also allow people to carry out actions such as starting the service process until the end, which is done independently. The public can apply for permits, input information, and download permits digitally using the OSS application, which also displays service information that is accessible to the public. This means that the public can not only view or access information on the OSS RBA application, but they can also issue business permits independently through their respective digital platforms. The establishment of an application that has been created to make it easier for the public to issue permits independently has not yet been used optimally in its implementation in the community. The majority of people in Payakumbuh City do not publish NIBs on the OSS RBA application; instead, they do so in the company of service officers at the Public Service Mall. The assistance provided by officers to the community shows that the officers' performance is good in serving the community; however, based on the function of the application created to make it easier for the community to issue permits independently, it has not been implemented optimally. Apart from the community's ability to use the OSS RBA application, the OSS RBA system has been created as well as possible, which makes it easier for the community to issue permits independently. The public's readiness to use the OSS RBA application is still limited, so the application cannot be used optimally, even though the application makes it easy for the public to access the OSS RBA system. Furthermore, the characteristics of interactive applications are characterized by the facilities provided by service providers to make it easier for people to interact with service providers. To realize interaction between business actors and service providers, the government provides a chat room that the public can use on the RBA OSS system. However, this interactive service only enables business actors to chat with the central government, the investment ministry, or BKPM, who created the RBA OSS application. Meanwhile, interaction between the community and service officers in the regions is not yet available in the OSS RBA system. People who want to interact with regional government regarding licensing services must come to the service counter located at the Public Service Mall in Payakumbuh City.

Several statements above indicate that the interactivity of OSS applications is still weak. Even though the OSS Application contains steps and procedures, which can be seen in Figure 5.12, that enable the public to fill in data and issue independent permits online, the level of public understanding of the use of this OSS Application is still low and needs to be socialized. Apart from that, interactive services in the form of chat rooms between the public and service providers are also available on the OSS application, but this chat room only allows the public to interact with the central government or the Ministry. Meanwhile, interaction between the community and the regional government is still done manually by visiting the service office at the

Payakumbuh City Public Service Mall. Based on the results of the analysis of the three indicators above, it can be concluded that the Interactive Public Access and Service Provision variables are still not effective in implementing the OSS RBA system. People are still having trouble accessing OSS RBA, which indicates that it is not yet capable of functioning fully with effective access due to broken links, errors, and down servers. OSS RBA interactivity is still weak and needs to be developed further.

5.6 *Transparency of Government Structure and Process*

5.6.1 Structure Transparency

The sixth variable from Timothy Dolan's theory, the first indicator, namely structural transparency, sees the availability of information that is readily available to the public regarding the functions of the sub-district in the form of profile, structure, tasks, and information about what the agency does. The public will find it simpler to understand what duties and tasks agencies, particularly DPMPTSP, perform thanks to structural transparency. Based on the results of the researcher's observations, no information was found regarding the profile, appearance of duties, functions, and structure of the DPMPTSP or other related agencies. The use of the OSS RBA system is limited to being used only as a means of issuing permits for business actors, so no information regarding the government structure is found in the OSS RBA application. The government has provided information about agencies in each agency or on social media pages; this also applies to DPMPTSP. DPMPTSP itself has provided the performance using Instagram, which the general public can view, so that they can interact with DPMPTSP via social media. Because the central government, which created the system, does not include information about regional structures and profiles in the OSS system itself, the government creates information about regional structures and profiles separately. The SS RBA was created so that the objectives of the application could be optimally implemented optimally. Information regarding regional governments, such as DPMPTSP, is made separately so that the public can still see and monitor the performance of regional governments.

5.6.2 Process Transparency

Process transparency is defined as the freedom of service users to view the service process from the beginning to the completion of the service, which is easy for the public to understand (Hosseini et al., 2018). Process transparency is how every business actor or service user can see all service delivery processes in the OSS RBA system. OSS RBA is a business licensing service in the form of a web-based application, so the entire service delivery process must be displayed on the OSS RBA system. As a system that helps the public in issuing permits, OSS RBA provides information regarding the business permit issuance service procedure. This procedure is a set of steps that the public will go through to issue permits. The public can also see the licensing service procedures in the OSS system before starting the permit issuance process by looking at the guidelines provided in the RBA OSS system. Before the public accesses the OSS RBA website, namely https://oss.go.id/, the public as business actors must first have access rights, namely, the username and password obtained by registering the business actor's email. After entering the username and password, business actors can immediately log in to the OSS RBA account. At the OSS RBA, issuance of permits takes place in one step, and in order for the public to see the licensing service process as well as fill out the data

to issue permits, they must enter business actor data and business activity data.

In DAT theory, process transparency also needs to display the publication of service performance reviews carried out by the government. Every day, OSS RBA issues community business permits and community business activity reports, which serve as records of licensing service activities; however, the public is unable to access these licensing service activity records. Payakumbuh City DPMPTSP data and information field account users are the only ones who can access the daily published business licensing information and data. This is because only individuals who have received permission from DPMPTSP can access it. All parties in the OSS RBA system are unable to access information regarding the performance of business licensing services. Parties who require information and data on business licensing service activities must contact the party who has access. Based on the description above, it can be concluded that process transparency in the RBA OSS system has not been fully implemented. In terms of transparency, the service process, which displays the procedures and steps in issuing community business permits, is included in the OSS system guide, and the public can follow it when issuing business permits. However, transparency in the performance of licensing services is not yet visible in the RBA OSS system because those who can access data and information regarding service performance in the OSS system are limited to the data and licensing information fields. The OSS system does not yet demonstrate openness to all parties to access data and information regarding licensing service activities, so parties who need data and information on business licensing services must contact the relevant parties to obtain the required data and information.

5.6.3 Community Feedback

In this indicator, the government provides a space where the public can provide feedback in the form of reviews, input, criticism, or assessments of services provided through the application. Based on this indicator, it will be seen whether the government provides a place for the public to provide assessments or comments after using the OSS RBA in issuing permits. Assessments and input from the community can provide information and become a reference for other users who will use the OSS RBA. Apart from that, this review can provide input for the government and related agencies on improving licensing services at OSS RBA. For the government, this will be an illustration of how people are satisfied with using the application. Based on the results of the researcher's search, in the OSS RBA application, there was no feedback feature found on the OSS RBA site. After the community has finished issuing business permits, there is no menu for the public to provide reviews and assessments of the licensing services carried out. The government does not provide a space in the OSS RBA application for the general public to submit assessments after using the application to issue permits. However, the government provides space outside the application that the public can use to provide input, criticism, assessments, and reviews regarding the OSS RBA application. The platform provided by the government is in the form of OSS RBA social media, which is managed directly by the Ministry of Investment as the organizer of OSS RBA. The general public uses the OSS RBA social media to contact the OSS RBA organizers with complaints or inquiries. The public's use of OSS RBA is still limited because there is no space for the public to submit their assessments and reviews after using the OSS RBA system provided in the OSS RBA application directly. Therefore, the community

feedback indicator can be interpreted as not being fulfilled in the OSS RBA application. Even though the community has another alternative, namely using OSS RBA social media, the OSS RBA application itself still does not provide a place for the community to provide feedback.

Based on the explanation of the three indicators above, it can be concluded that the sixth variable, namely transparency of government structures and processes, has not been implemented effectively in the RBA OSS system. This is proven by the lack of effectiveness of each indicator. It can be seen from the transparency of the structure, which contains information regarding the profile, structure, or function of the relevant agency that is not yet visible in the OSS RBA application. Apart from that, the transparency of the process is not yet fully effective. The licensing service process already displays procedures and steps that can serve as a guide for the public in issuing business permits independently; however, the performance of services provided by the government is not yet visible, as evidenced by information regarding data on business licensing activities that cannot be accessed by all users. Services must therefore go through another intermediary who has the authority to provide such information. Then the community feedback indicator has also not been met because the government has not provided a place for the community to provide responses, input, reviews, and assessments of the service processes that have been carried out.

CONCLUSION

Based on the results of the researcher's analysis based on the Theory of E-Government Effectiveness by Timothy Dolan, the objectives of implementing OSS RBA have not been achieved optimally. The problem in implementing OSS RBA can be seen from the limited communication facilities in the OSS RBA system with the provision of contacts that only connect the community with the central government while communication with regional governments is carried out face to face at the licensing service counter, information regarding coordination between parties involved in the implementation of OSS RBA is not yet visible and there are obstacles in understanding technical OPD related to the verification process, there are still broken links or errors or servers down when accessing the OSS RBA system and interactivity is still limited to OSS RBA, structural transparency is still not visible in OSS RBA, The licensing service process has been displayed, but the performance of government licensing services cannot be seen by the public in the OSS RBA system, as well as feedback indicators as a place for the public to provide an assessment of the licensing process carried out in the OSS RBA system, which is not yet available. However, several indicators have been implemented well, including a security system that has been well established, as can be seen from the absence of interference from outside the OSS RBA application, an accurate integrated database that has been provided to improve service efficiency, and an application that continues to be updated. So, it can be concluded that the OSS RBA system is still in the transition stage because the service process is still in the process of transitioning from the old way to the new way in the service delivery process, both from applications, service providers, and the community itself. Therefore, the implementation of e-government in the OSS RBA system is still not effective.

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