

Deregulation and Debureaucratization of Business Licensing Services Through The Online Single Submission (OSS) System in Local Governments Post Government Regulation Number 24 of 2018 Concerning Electronically Integrated Business Licensing Services

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Abstract

Through deregulation and debureaucratization of licensing services, businesses use the Online Single Submission (OSS) system at OSS institutions, ministry, institutions, and local government, to realize increased and accelerated investment and business. This study aims to find out, analyze and answer the aspects of deregulation and debureaucratization in the context of efficiency and effectiveness of electronically integrated business licensing services using OSS in Regional Government. This research used normative legal research. The result of this research are: Important aspects of deregulation that must be considered are requirements, rights and obligations, standard operating procedures, period of validity, service time, and costs. Then, the important aspects of debureaucratization must be considered that related to institutions/departments in ministries, institutions, and local governments paying attention to the ease of service processes, human resources or service personnel who have special competencies in their fields, including effective coordination between ministries, institutions, and government at the regional level, among adequate service infrastructure, including optimizing the OSS system with advanced information technology, communication media, and convenient service areas.

Keywords: deregulation; debureaucratization; public services/licensing services.

Abstrak

Melalui deregulasi dan debirokratisasi pelayanan perizinan, pelaku usaha menggunakan sistem Online Single Submission (OSS) di lembaga OSS, kementerian, lembaga, dan pemerintah daerah, untuk mewujudkan peningkatan dan percepatan investasi dan usaha. Penelitian ini bertujuan untuk mengetahui, menganalisis dan menjawab aspek deregulasi dan debirokratisasi dalam rangka efisiensi dan efektivitas pelayanan perizinan berusaha yang terintegrasi secara elektronik dengan menggunakan OSS di Pemerintah Daerah. Penelitian ini menggunakan penelitian hukum normatif. Hasil dari penelitian ini adalah : Aspek penting dari deregulasi yang harus diperhatikan adalah persyaratan, hak dan kewajiban, standar prosedur operasional, masa berlaku, waktu pelayanan, dan biaya. Kemudian, aspek penting dari debirokratisasi harus diperhatikan yang terkait dengan lembaga/departemen di kementerian, lembaga, dan pemerintah daerah memperhatikan kemudahan proses pelayanan, sumber daya manusia atau tenaga pelayanan yang memiliki kompetensi khusus di bidangnya, termasuk koordinasi yang efektif antar kementerian, lembaga, dan pemerintah di tingkat daerah, antara lain infrastruktur layanan yang memadai, termasuk optimalisasi sistem OSS dengan teknologi informasi canggih, media komunikasi, dan area layanan yang nyaman.

Kata kunci: deregulasi; debirokratisasi; pelayanan publik/layanan perizinan.

Introduction

The changes in the model of Regional Government stipulate that regional governments have the duties and roles of implementing public policies. Policy implementation is seen in a broad sense, as a legal administration instrument in which various actors, organizations, procedures, and techniques work together to implement policies to achieve the desired impact and goals. That is, the policy requirements are a characteristic or a sign of the recognition of every government action, which in essence is obliged to create a just and prosperous society.

In achieving a proper governance system in various public sectors, it is necessary to change the role of government in state administration, based on its role as rowing to steering, meaning that the government directs more and pedals less. This means that the government should ideally carry out the function of making policies and as facilitators. Also, they open up a wider space for other stakeholders, such as the private sector/business world and civil society in development.

Based on the roles, functions, and duties of the government in regulating and managing that providing public services towards the implementation of good governance and following the general principles or principles of good state administration (*algemene beginselen van behoorlijk bestuur*). This principle contains guidelines that must be used by state administrations and also by judges to test the validity, legal actions (*rechtshandelingen*), or illegal actions (*feitelijkehandelingen*) of state administration. Therefore, the government as the organizer of state administration and its people, there will be a reciprocal relationship, the people will influence the government in its duties and vice versa the government will give a certain influence to the people, namely by carrying out various tasks. One of the evidences of the government's regulatory task is licensing. Licensing is a form of implementing regulatory functions that are controlling the activities carried out by the community (Arrum, 2019).

It must be admitted that the state administration is used as the organizer of the functions, roles, and tasks of the government which has undergone a shift and development in addition to having a large concentration of power, is also in direct contact with the people. Controlling and licensing actions, and various services are the work of the state administration which is directly related to the people. One of the most widely used instruments in administrative law is licensing. This is because the government uses permits as an instrument to influence relations with its people so that they are willing to follow the way recommended by the government to achieve concrete goals. Providing public services and general welfare is one of the obligations of the state, and one of the obligations of a government is to play a role in the process of granting permits. Licensing services are carried out to fulfill community needs (Assegaf, et al, 2019).

Policy efforts that have been taken to optimize the implementation of licensing services so far still appear to be obstacles and imperfections through service acceleration, the improvement process must be integrated, cross-agency, cross-sectoral, and coordinated by a government agency that has the competence and authority to take policies that

overlap. procedural rules and rationalization of government institutions. Deregulation is the abolition of all administrative regulations which are obstacles in smoothing development, while debureaucratization is changing or adjusting procedures that had taken in a tortuous manner into procedures that are not long-winded and provide convenience. The aim is to generate effective and valuable community economic potential, as well as to create an investment climate that is globally competitive and achieves national and regional development targets and people's welfare.

The main principles of deregulation and debureaucratic are to reinforce the function of government, by affirming the authority of the central and regional governments and the delegation of authority to regional governments. Generally, applicable provisions are stipulated by special regulations so that regional governments can implement various policies and arrangements from the center.

The granting of firm authority to regional governments is expected to provide comprehensive protection for a legal system to guarantee legal certainty that reflects the values of truth and justice and does not discriminate. This legal certainty must cover aspects of legal substance, ranging from laws to regional regulations, from a perspective on economic the applicable legislation does not seem to limit and hinder. On the contrary, the legislation encourages to create effectiveness and efficiency in all areas of life.

In the context of accelerating and improving the economy and investment as well as legal certainty for local communities in investing and doing business to support fiscal capacity in the regions, the central government needs to implement an electronically integrated business licensing service as mandated in Article 6 and Article 7 and Article 349 of the Law Number 23 of 2014 concerning Regional Government as amended several times, the latest by Law Number 9 of 2015 concerning Amendments Second, Act Number 23 of 2014 concerning Regional Government (Atmanto, 2019).

Government also needs to implement Article 25 of Law Number 25 of 2007 concerning Investment, the Government stipulates Government Regulation Number 24 of 2018 concerning Electronically Integrated Business Licensing Services with the Online Single Submission System at the Provincial level in Regional Government. Online Single Submission (OSS) is a platform provided by the government to administer licensing with integrity and to provide convenience and speed up the delivery of licensing services (Fitri, 2021).

In its implementation, the central government's policy makes regional governments at the provincial level still experience problems in serving permits. The obstacle faced by the Regional Government is to immediately change regional regulations relating to the implementation of one-stop regional integrated licensing services following the Online Single Submission System. Other obstacles are people should get fast service using the new system (Muazansyah, 2020). So that the process is taken by the community to get the ease of licensing is hampered and even considered complicated because they are not accustomed to using the electronic-based Single Submission online system. So that, these difficulties affect the service and satisfaction of public services.

In facilitating and limiting problems as well as to avoid differences in understanding from the description above that in the implementation of various rational, effective and efficient government affairs in licensing services, it is necessary to have deregulation and debureaucratization efforts that can be carried out by the government to reduce regulatory problems and obstacles. Regulations in the regions that conflict with each other, so that they do not run effectively and policies that are not in favor of macro and micro-investment thus hampering economic growth in the regions. Based on the background, there is a need for research on how deregulation and debureaucratization business licensing services through the Online Single Submission (OSS) System in Regional Governments after Government Regulation No. 24 of 2018 concerning Electronically Integrated Business Licensing Services.

Research Problems

Based on this background, the problem identification of this research is to find out, analyze, and answer about aspects of deregulation and debureaucratization in the context of efficiency and effectiveness of licensing services trying to be integrated electronically using OSS in local government.

Research Methods

This research used normative legal research. A normative legal research is usually known as a study of documents, utilizes a qualitative method in analyzing data, and using secondary data as the source, such as regulation, court decisions, books, legal theories, and doctrines. Researcher uses the normative legal research in this research to analyze the data because the normative legal research has the interpretation of hermeneutic character., which is defined as the process of changing from something that unknown to be known and understand.

Data collecting techniques were done through literature and documents from primary legal materials and secondary legal materials that related with the issues of this thesis. After that, the researcher selected, classified, and analyzed the data.

Discussion

To accelerate and increase the investment and business, business licenses issued by ministries/agencies and local governments to start, implement, and develop businesses and/or activities need to be reorganized so that they become supporters and not vice versa become obstacles to the development of businesses and/or activities. Restructuring is carried out on the licensing service system (deregulation and debureaucratization) in the government following the demands of the business world, technological developments, and global competition. The development of information technology in Indonesia provides an important role in various aspects of activities. Utilization of the development of information technology by using the internet network in the implementation of

government through electronic government, which is the mission of good governance. So that public services are currently being transformed into electronic services to achieve an increase in the quality of good public services, in the face of the era of technological developments, the demands of the business world, and global competition.

In Law Number 25 of 2009 concerning Public Services, Article 5, it is stated that one form of administrative public service is business licensing services. (Rahayu, 2021). In the use of technology, the central government finally switched service systems using electronics. As the Government issued Government Regulation Number 24 of 2018 concerning Integrated Electronic Licensing Services. Government Regulation Number 24 of 2018 is a government step to accelerate and increase investment and business activities. By using the Online Single Submission system in structuring licensing services, it is hoped that service delivery can run quickly and without being complicated (Nirboyo, 2019).

One of them is an integrated service system which is the unity of each service management process, in several types of services carried out in an integrated manner in one place (Malik, 2014). The reorganization of the licensing service system is carried out mainly in one-stop integrated services (Ardia, 2018). This matter is considering that based on Article 25 Paragraph (4) of Law Number 25 of 2007 concerning Investment, investment companies that will carry out business and/or activities are required to obtain permits by the provisions of laws and regulations from agencies that have the authority unless otherwise specified in law. Furthermore, in paragraph (5), it is regulated that the service for the permit to conduct a business and/or activity is carried out through one-stop integrated licensing service system. One-stop integrated licensing service system is a form of licensing and non-licensing service implementation activities (Maulidiah, 2014).

One-stop integrated licensing service system are refined to be more efficient, serving, and modern. One of the most significant is the provision of an electronically integrated business licensing service system through Online Single Submission (OSS). Online Single Submission (OSS) aims to summarize time and bureaucracy in the business licensing process (Audyna, 2019). Online Single Submission (OSS) was launched on July 8, 2018 in order to simplify the business licensing process. It was mentioned for the first time in Presidential Regulation Number 91 of 2017, while the regulations for implementing this OSS are regulated in Government Regulation Number 24 of 2018 concerning Electronically Integrated Business Licensing Services. OSS is a business licensing system that is integrated electronically with all Ministries. This policy was taken by the Government as an effort to improve the national economy through the growth of the business world, which has been complaining about the long time and bureaucratic chains that must be passed to start a business (Teguh Setiadi, et al).

However, in some areas, there are still some obstacles, including the transition period for implementation. The OSS system and institutions are not ready, not all norms, standards, procedurals, and criteria are not yet available in the regional government and there is no determination by the competent authority and creates a dispute over authority between the center and the regions. Even government institutions that are directly related

to public services, such as services in the licensing sector, often get the spotlight because they are considered to be one of the sources of these problems. Viewed from the government side, service is a process of fulfilling community needs concerning primary rights and rights of giving which is a provision in the form of services and services (Nurdin, 2019). So far, the licensing process in regional governments is considered the longest and most complicated compared to other neighboring countries. With such a predicate, investors will certainly make Indonesia the country of the last choice as an investment location.

Generally, the obstacles to the licensing system in local government even in Indonesia, after the issuance of the regional autonomy policy, are:

1. There is no standard, integrative and comprehensive licensing system yet
2. The number of various institutions that issue permits
3. The spread of regulations regarding permits in various laws and regulations
4. The issuance of a permit is based solely on the purpose of income for government revenues (especially after the implementation of the regional autonomy concept).

The problems and obstacles above, would not need to arise if the government and all its apparatus realized that licensing has a function not only to increase state revenues but also has other significant functions as regulatory instruments and development engineering. In this case, it is necessary to change and renew the licensing service system with approaches to deregulation aspects and debureaucratization aspects.

Deregulation aspects of Licensing Service Regulations as a Legal Basis for Public Services in the Licensing Service in Regional Governments

To overcome these problems, since 1998, the government has made changes in organizing government organizations. In addition to simplifying the licensing process (deregulation and debureaucratization). Therefore, to overcome the problems mentioned above, deregulation is necessary. Deregulation is meant to reduce and eliminate rules that hinder public participation in producing goods and services. Regulation in France is the same as “reglementation” to cover the entire legal framework that restricts private and public sector actors. According to Parker, tells that: *“There is nothing new about the fact that regulation (by the state and/or by private actor) plays a major role in constituting markets”*. Regulation means setting or regulating or making rules, sometimes concerning the results of itself. Black's Law Dictionary states that regulation comes from: The Act of Regulating; and Rule or order prescribed by superior or competent authority relating to action of those under its control

Thus, it is necessary to make changes and renewal procedures through the concept of regulatory deregulation. As for the deregulation efforts, the relevant laws and regulations that have been enforced are in line with the demands for change and renewal. Furthermore, in following up on the regulation of public service licensing in the field of licensing, the strategy is deemed necessary to implement an effective and efficient licensing service system, to improve licensing services by integrating the entire licensing

process into a one-stop integrated licensing service system with Government Regulation No. 12 of 2018 Regarding Electronically Integrated Business Licensing Services. The government considers implementing an electronically integrated business licensing service to accelerate, increase, and provide investment and business a legal basis for the issuance of business licenses and restructuring of permits and requirements for businessmen scattered in various laws and regulations.

It is affirmed in this Government Regulation, the types of business permits consist of Business permit and Commercial or Operational license. Meanwhile, Business License Applicants consist of Sole proprietor and Non-sole proprietor. Business licenses, according to this Government Regulation, are issued by the Minister, Head of Institutions, Governors, or Regents/Mayors under their respective authorities, including business permits whose issuance authority has been delegated or delegated to other officials. The implementation of the authority to issue business licenses as intended, including controlling other documents related to business licensing, must be carried out through the OSS Institution.

Online Single Submission Institution abbreviated as OSS based on the provisions of this Government Regulation, for and on behalf of the Minister, Head of Institution, Governor, or Regent/Mayor to issue business permits as referred to in the form of electronic documents under the provisions of laws and regulations in the field of information and electronic transactions. Electronic documents as intended are accompanied by Electronic Signatures, which are valid and binding under the law and are evidence following the provisions of laws and regulations and can be printed.

In the implementation of business licensing, according to this Government Regulation, businessmen register for business activities by accessing the OSS web page. After opening the web page, they register by entering their NIK (Population Identification Number), Legalization Number of Deed of Establishment or Registration Number of PT, Foundations/Business Entities established by foundations, cooperatives, commentators, firms, civil law, the legal basis for the establishment of regional public companies, corporations, and other laws owned by the state, public broadcasting agency or public service agency. After gaining access to OSS fill in the specified data. registrants must fill in the data completely.

Furthermore, the OSS Institution issues a NIB (Business Registration Number) after the registrant registers by filling incomplete data and obtaining a TIN. NIB is in the form of 13 (thirteen) digit random numbers which are secured and accompanied by Electronic Signatures. NIB is a business identity and used by businessmen to obtain business licenses and commercial or operational permits as well as NIB as well as Company Registration Certificate as referred to in the legislation in the field of company registration certificate; Import Identification Number as referred to in the legislation in the trade sector; and Customs Access Rights as referred to in the legislation in the field of customs

It is emphasized in this government regulation that businessmen who have obtained a NIB are also registered as participants in health social security and employment social

security. According to this government regulation, if a businessman intends to employ foreign workers, the businessman applies for the ratification of the RPTKA (Plan for the Use of Foreign Workers) by filling in the data on the OSS web page. Furthermore, the OSS system processes the ratification of the RPTKA following the provisions of the legislation, and it is a permit to employ foreign workers.

Business licenses must be owned by businessmen who have obtained NIB and the OSS Institution issues business licenses based on commitments to: They who do not need infrastructure to run a business and/or activity; They who need infrastructure to run their own business and/or activities that already exist or hold their infrastructure as intended. The OSS institution issues a business license based on a commitment to businessmen who need infrastructure to run a business and/or activity but do not yet own infrastructure after the OSS institution issues: Location permission; Water Location Permit; Environmental Permit, and Building permit.

They who have obtained a business license as referred to according to this Government Regulation may do the following: Land procurement; Changes in land area; Construction of buildings and their operations; Procurement of equipment or facilities; Procurement of human resources; Completion of certification or eligibility; Production trial service; Production execution. Meanwhile, businessmen who have obtained a business license but have not completed the AMDAL and technical plans for building buildings have not been able to carry out building construction activities. In this government regulation, it is stated that the OSS Institution issues commercial or operational permits based on a commitment to fulfill: Standards, certificates, and licenses; Registration of goods/services according to the types of products and/or services commercialized by businessmen through the OSS system.

OSS Institutions may cancel a business license that has been issued because the businessman does not complete the fulfillment of commitments and/or commercial or operational permits. It is affirmed in this Government Regulation that Business Permits and Commercial or Operational Permits are effective after the businessmen have completed their commitments and paid the business licensing fees following the provisions of laws and regulations. Fulfillment of commitments regulated in this Government Regulation includes location permits, water location permits, environmental permits, and building permits.

OSS Institutions are authorized to: Issuing business licenses via the OSS system; Establish policies for implementing business licensing through OSS; Establish instructions for issuing business licenses on the OSS system; Manage and develop OSS system; Cooperating with other parties in implementing, managing, and developing the OSS system. The implementation of authority is carried out in coordination with the Minister, Institutional Leaders, Governors, and Regents/Mayors, facilitated by the coordinating minister who carries out government affairs in the economic sector. In the transitional provisions, it is stated that business permits that have been submitted by businessmen before the enactment of this Government Regulation are processed through the OSS

system following the provisions of this government regulation. It is hoped that the deregulation and debureaucratization of the implementation of licensing services through the OSS institution can provide licensing services in a concise and uncomplicated procedural manner, not causing disputes between authorities/governments in the regions, thus providing convenience service in obtaining business permits.

Several aspects of deregulation within the framework of the effectiveness and efficiency of business licensing services and commercial or operational licensing using the OSS system and institutions, including aspects:

1. Aspects of requirements

In regulation and deregulation, the requirements for licensing services are of the utmost importance. The direction of improvement of the licensing system in the future at least meets the following criteria: Written clearly. Regulations are difficult to implement without being written. Therefore, licensing regulations must be stated clearly; Allows being fulfilled. Licensing must be oriented to the principle of convenience to be carried out by the permit applicant. Although still paying attention to the regulatory objectives that are ideal; Applies universally. Licensing should not have a discriminatory effect. Licensing must be inclusive and universal; and Pay attention to technical specifications and other related aspects (including compliance with international regulations).

2. Rights and obligations

The rights and obligations of the applicant for licensing must be stated in the regulation and deregulation of licensing in Indonesia. In this regard, the following should also be noted: clearly written; Balance between the parties; and Must be fulfilled by the parties.

3. Procedure

The essence of regulation and deregulation of licensing services is in the procedures and procedures for licensing. For this reason, the contents must fulfill the following values: Simple, Clear, does not involve many parties, Cause physical contact between parties serving with those being served, Have standard operating procedures; and Must be widely communicated.

4. Term of validity

The time dimension is always attached to the licensing service because of the procedures that must be followed by someone in managing the permit. Thus, regulation and deregulation must comply following criteria: It is clearly stated; Be a guarantee of legal certainty during this period; If you allow an extension of the validity period, it must be clearly stated including the requirements.

5. Service Hours

The implication of the time dimension of the licensing process is when taking care of permits related to the services performed. Thus, regulation and deregulation must also incorporate this element. At least the following criteria should be referred to: It is clearly stated; The set time is as short as possible; Be widely informed together with procedural and requirements.

6. Cost

Financing is a fundamental part of licensing management. However, licensing as part of government policy to regulate community activities should fulfill the characteristics of public goods. Thus, even though there is financing, it is not a tool for the state's budgetary. Therefore, it must meet the following requirements: It is clearly stated; There are (follows) national standards; There is no charge more than once for each certain object (condition); The calculation is based on the actual cost level; and The amount of the fee is widely informed.

7. Complaints and Dispute Resolution Mechanism

In the future, licensing regulations and deregulations in Indonesia, which uphold good governance, must be realized through a complaint mechanism and dispute resolution because there are various parties involved. The following must be considered in this regard: Simple procedural; Opened (accessible) widely; Maintain the confidentiality of the party making the complaint; Using various media; Completion is carried out as soon as possible; and Open access to dispute resolution through the courts.

8. Sanctions/punishments

As a product of public policy, licensing regulations and deregulations in Indonesia in the future need to pay attention to the material punishments with the following criteria: It is clearly stated regarding the elements that can be punished and what punishments will be given; The period of imposition of sanctions is stated; and Mechanism of sanctions relief.

Aspects of Debureaucratization of Institutions/Organs of Licensing Services in Regional Governments to Improve the Quality of Bureaucracy and Bureaucratic Services

In addition to changes and renewal of regulations governing various licensing service systems, it is necessary to reform the government bureaucracy by trying to change attitudes to build a climate of openness from the perpetrators. Debureaucratization is inseparable from the concept of bureaucracy. According to Shafrits and Russell, interpreting bureaucracy with 4 (four) possibilities:

1. "First, the bureaucracy is the totality of government offices or bureaus that constitute the permanent government of a state..."
2. "Second, the bureaucracy refers to all of public officials of a government..."
3. "Third, bureaucracy is often used as a general invective to refer to any inefficient organization encumbered by red tape..."
4. "Fourth, bureaucracy refers to specific set of structural arrangements..."

The term *bureaucratie* (French) was first used by the French Minister of Commerce in the 18th century to indicate government inaction. Then, it spreads to Germany, among others, used by Max Webber, *birokratie*, Fred W. Riggs, defines bureaucracy as all efficiency formally subordinated to an executive who exercises authority over a policy.

Hardjosukarto explained that bureaucratization is an instrument for improving the quality of employees and improving the quality of public services, among others (Prasojo, 2007): The need for complementarization between private and public with the role of the public sector as a driver; Private sector “benchmarking” mechanisms can be developed; The sale of state-owned corporation shares to outsiders should be done with caution, with a more “go international” nature, not just to raise funds; and The need for democratization and openness as a companion to debureaucratization so that there is pressure from non-governmental organizations (NGOs), professional organizations, and even popular forces.

According to the opinion above, several aspects of debureaucratization in the application of electronically integrated business licensing service standards must comply with business licensing standards by using the Online Single Submission System which includes norms, standards, procedural and business licensing criteria, at least covering:

1. Institution/Organ/Service Unit.

The main debureaucratization of licensing services concerns institutions/organs/service units. Attention to the convenience of the licensing process requires the following criteria: Develop an integrated system concept with a one-stop integrated service system; Simple division of work and prioritizing optimization of human resources; and Periodic assessment of organizational performance and diagnostics.

2. Human Resources/Service Officers

Human resources as service personnel of bureaucratic elements are the major targets for fixing within the framework of de-bureaucratization. For this reason, the criteria for human resources, service officers in the debureaucratization of licensing, are: The service apparatus is obliged to use the principles of good service; Apparatus who are dedicated and free from personal interests; A balanced reward and punishment mechanism for the apparatus; and Apparatus arrangement based on human resource competence.

3. Coordination between Relevant Agencies/Organs/Units/Agencies

The scope of bureaucratization will be broad if you do not know the locus. Debureaucratization involves extensive coordination among various government agencies. Thus, it is necessary to pay attention to the levels of government that exist between levels of government and between related agencies.

4. Service Facilities

Effective debureaucratization must be supported by adequate infrastructure. Therefore, the de-bureaucratization framework for the licensing process for the community as businessmen, effectively and efficiently, must fulfill the following criteria: Optimizing the use of information technology (reducing human error and preventing abuse of position authority as an official/service apparatus; Using effective communication media in disseminating information related to licensing; providing a comfortable and friendly service room; Developing the function of service infrastructure is not only limited to licensing services but also provides initial information relating to the economic sector; and Establishing comprehensive and

steady laws and regulations, which do not overlap and are even considered contradictory between one and another regulation.

Talking about service effectiveness and efficiency cannot be separated from system theory, which includes: The criteria for effectiveness must describe the entire cycle of input-process-output and the criteria for effectiveness should describe the reciprocal relationship between the organization and the larger environment.

In this case, the expected service is high-quality service. Quality is related to good service, which is an attitude or way of employees in serving customers or the community satisfactorily. According to Trigono, that good service is serving at any time, quickly and satisfactorily, being polite, friendly, helpful, professional, and capable. Whereas, quality is a standard that must be achieved by people/groups/institutions/organizations regarding the quality of human resources, quality of working methods, or products in the form of goods and services. Quality has the meaning of satisfying those who serve, both internally and externally in the sense of optimal fulfillment of customer/society demands or requirements.

Post-Enforcement of Government Regulation Number 24 of 2018 concerning Electronically Integrated Business Licensing Services at Online Single Submission (OSS) Institutions

Since being enacted on June 21, 2018, Government Regulation Number 24 of 2018 concerning Integrated Electronic Licensing Services, there has been a change in the licensing application system in Indonesia. It is mandatory to use a system called Online Single Submission. Based on Article 1 number (5), it reads: Electronically Integrated Business Licensing or Online Single Submission (OSS) is a business license issued by the OSS institution for and on behalf of the minister, head of the institution, governor, or regent/mayor to businessmen via integrated electronic.

OSS management and organizer institutions, referred to as OSS Institutions, are non-ministerial government institutions that carry out government affairs in the field of investment coordination. The purpose of businessmen registering themselves in the OSS system is to obtain a NIB which has the function of obtaining a business license, namely a permit issued by the OSS Institution for and on behalf of the minister, head of the institution, governor, or regent/mayor.

A business license is a permit issued by the OSS institution for and on behalf of the minister, head of the institution, governor, or regent/mayor after the businessmen register and start a business or activity until before commercial or operational implementation by fulfilling the requirements or commitments. A commercial or operational permit is a license issued by the OSS institution for and on behalf of the minister, head of the institution, governor, or regent/mayor after the businessman has obtained the Business Permit and to carry out operational or operational activities by fulfilling the requirements and/or commitments. As well as information on fiscal facilities that will be obtained by businessmen according to the business sector and the amount of the investment plan

following the provisions of the legislation. While, the use of NIB can be equated with TDP as referred to in the legislation in the field of company registration.

Businessmen acting as applicants are individuals or non-individuals conducting business and/or activities in certain fields. Individual businesses are individuals who are Indonesian residents who are capable of acting and carrying out legal actions. Non-individual business entities, namely limited liability companies, public companies, regional public companies, other legal entities owned by the state, public service agencies, broadcasting institutions, business entities established by foundations, limited partnership cooperatives, firm partnerships, and civil partnerships. OSS between ministries, institutions, and/or local governments in the context of granting business permits through OSS, is free of charge. The stages of registering the OSS system are: Registration to obtain NIB, Issuance of business and commercial or operational licenses based on commitments, Fulfillment of business and commercial or operational license commitments, Payment of fees, Facilitation, Validity period, and Supervision.

Supervision carried out by ministries, institutions, and/or local governments are required to supervise businessmen who have obtained business licenses for Fulfillment of commitments and Fulfillment of standards, certification, land license registration. If a discrepancy or deviation is found from the results of the supervision of the businessmen, then the ministry, institution, and local government may take the following actions: Warning, temporary suspension of business activities and Imposition of administrative fines and or revocation of business licenses, following the provisions of laws and regulations.

Actions taken must be submitted through the OSS system by ministries, agencies, and local governments to OSS institutions based on the submissions of ministries, agencies, local governments to OSS institutions. OSS institutions based on ministry submissions. Institutions and local governments can temporarily suspend or revoke business licenses from these businessmen. The supervision carried out by ministries, institutions, and local governments can cooperate with parties who have a supervisory expert.

Enforcement of penalty. Governors and Regents/mayors who do not provide services for fulfilling commitments for business licenses, commercial, or operational permits by the OSS system to businessmen who have met the requirements based on the provisions of this government regulation and related laws and regulations are subject to punishment in the form of: A written warning to the Governor by the minister in charge of domestic government affairs and Regent/mayor by the Governor as the representative of the central government (written warnings are given 2 (two) times with a maximum period of 2 (two) days each.

In this case, the governor and regent/mayor do not provide services for fulfilling commitments for business licenses and/or commercial or operational permits, while it is known that they have received written warnings that have been delivered 2 (two) times continued, then: The Minister who administers domestic government affairs takes over

the completion of the fulfillment of commitments for business, commercial, or operational licenses are the authority of the regent/mayor and delegate it to the OSS institution; and Ministers, institutions leader, regents/mayors shall assign officers to officials who do not provide OSS services according to OSS standards based on the provisions of laws and regulations in the field of state civil servants.

Conclusion

Based on the explanation above, it can be concluded that to ensure regulation and de-bureaucratization of business licensing services and commercial or operational licensing after the implementation of Government Regulation Number 24 of 2018 concerning Electronically Integrated Business Licensing Services, it is necessary to determine: (1) Requirements for business, commercial or operational permits; (2) Rights and obligations for business applicants, commercial or operational permits; (3) Procedural for business, commercial or operational permits; (4) the validity period of business, commercial or operational permits; (5) Financing for business, commercial or operational permits; (6) Complaints and dispute resolution mechanisms; (7) Sanctions or punishment; (8) Electronically integrated system; (9) Apparatus Services for OSS institutions (10) Coordination between ministries, agencies and local governments; and (11) Infrastructure for business, commercial or operational permits.

Suggestion

Based on the description above, suggestions can be given as follows: first, it is necessary to immediately disseminate this Government Regulation by involving various sectors, including inter-ministerial, institutional, and local government-related systems as well as mechanisms for providing business licensing services and commercial or operational licensing electronically using the OSS institution, with various parties (private sector); and second, the importance of harmonization in establishing various laws and regulations related to the licensing service system which has previously been regulated, so that there is an understanding between the OSS Institution and the One-Stop Integrated Service in the Regional Government.

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