



# JAKARTA EVOLUTION SUSTAINABILITY INNOVATION WITH THE PRESENCE OF THE ONLINE SINGLE SUBMISSION RISK-BASED APPROACH SYSTEM, A SOLUTION FOR LICENSING SERVICES IN DKI JAKARTA PROVINCE

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## ARTICLE INFORMATION

### Article History:

Received: December 25<sup>th</sup> 2023

Accepted: December 25<sup>th</sup> 2023

Published: July 7<sup>th</sup> 2024

### Keywords:

Business Licensing  
Public Services  
JAKEVO  
OSSRBA  
Licensing Services

## ABSTRACT

The Indonesian government introduced an Electronically Integrated Business Licensing System, Online Single Submission (OSS) system to enhance national business operations. Meanwhile, the DKI Jakarta Provincial Government implemented its own electronic licensing system called the Jakarta Evolution System, leading to overlapping jurisdictions. The Job Creation law in 2020 brought significant changes, introducing a central government determined risk-based business licensing approach. Consequently, OSS transitioned to the Basic Risk Approach, which all regional governments were mandated to implement. This study explores two main questions: the mechanisms for providing OSS-based business licensing services in DKI Jakarta and the obstacles and solutions related to these services. Using data and information from the DKI Jakarta provincial government and qualitative and descriptive research methods, the study finds that the OSS implementation in DKI Jakarta aligns with central government guidelines, consolidating most existing business permits. The main challenges include a lack of information and outreach and legal uncertainty from the central government. To address these issues, efforts include introducing innovative support services, intensive outreach initiatives, and policy adjustments.

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## INTRODUCTION

The mission of good governance, encompassing efficiency and effectiveness, is fulfilled through electronic government initiatives, aiming to align governmental processes with the evolving needs of the public in the era of advancing information technology. As underscored by Rahayu et al. (2021: 5019), the transformation of traditional public services into electronic services (E-Services) is imperative to meet contemporary demands, technological advancements, global competition, and the expectations of the business sector. In line with this, the Indonesian government has embraced the eGovernment concept, leveraging the rapid progress of technology and telecommunications. A tangible manifestation of this commitment is the implementation of the Online Single Submission Risk-Based Approach (OSS-RBA), also recognized as the Risk-Based Online Single Submission (OSS) system, aimed at enhancing the quality of service for business license acquisition among the Indonesian populace.

The enactment of Law No. 11 of 2020 on Job Creation signifies a pivotal shift in the licensing paradigm, transitioning from a conventional licensing-based approach to a more dynamic risk-based approach (RBA). This transformative approach prioritizes risk assessment as the central consideration for all business activities, necessitating a redesign of existing policies, institutions, and business service platforms at both the Central and Regional Government levels. The fundamental objective of this structural reform is to streamline business processes,

ensuring ease and certainty in conducting business and enhancing regional competitiveness.

With regard to policy implementation, the Job Creation Law mandates the development of derivative regulations, such as Government Regulations (PP) and Presidential Regulations (Perpres), which serve as operational guidelines for both the Central Government and Regional Governments (Pemda). Specifically focusing on facilitating business activities and enhancing services at the regional level, key derivative regulations include Government Regulation Number 5 of 2021 regarding the Implementation of Risk-Based Business Licensing (PP No. 5 of 2021) and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions (PP No. 6 of 2021).

Significantly, the explanation of the OSS-RBA system is elucidated in Government Regulation of the Republic of Indonesia Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing. Article 1 paragraph 21 defines the Electronically Integrated Business Licensing, abbreviated as Online Single Submission (OSS), as an integrated electronic system managed by the OSS Institution for the Implementation of Risk-Based Business Licensing. This extensive system is designed to streamline and coordinate risk-based business licensing procedures.

The OSS-RBA system serves as a digital platform exclusively designed to issue various types of business permits in Indonesia. Operating solely through electronic media, this

system aligns with the government's commitment to streamline business processes, foster job creation, and enhance the overall business environment, leading to increased investment and employment opportunities. Febrio Kacaribu, Head of the Fiscal Policy Agency (BKF), emphasizes the system's role in facilitating business procedures and promoting economic growth (source: [ekonomi.bisnis.com](http://ekonomi.bisnis.com)).

Accessible via <https://oss.go.id/>, the OSS-RBA system embodies the government's dedication to maximizing efficiency and accessibility in business licensing. This initiative is a collaborative effort between the central government and regional administrations, extending to DKI Jakarta Province. In this province, the OSS system is administered by the DKI Jakarta Provincial Investment and One-Stop Integrated Service Office (DPMPTSP), showcasing a unified approach to business service delivery.

Jakarta Evolution (Jakevo) serves as an online-based system for both licensing and non-licensing processes, aiming to foster an agile, flexible, effective, efficient, and collaborative government bureaucracy. This system facilitates enhanced collaboration among government agencies, streamlining tasks and affairs to achieve common objectives. Moreover, Jakevo plays a pivotal role in elevating the quality and accessibility of public services, benefiting the broader community and business actors.

The strategic planning of the Jakevo system at DPMPTSP DKI Jakarta Province aligns with efforts to steer regional development policies

towards agile and flexible bureaucratic reform. Governed by DKI Jakarta Governor Regulation Number 205 of 2015, the planning process is designed to optimize the implementation of electronic licensing and non-licensing services.

However, in 2020, Jakevo faced challenges, primarily influenced by the Job Creation Law, impacting licensing and non-licensing activities at DPMPTSP DKI Jakarta Province. Consequently, institutional deregulation and reorganization became necessary. Simultaneously, the permit and non-license processes required simplification through the elimination or merging of procedures to navigate these changes effectively.

In 2021, the implementation of the Jakevo system received reinforcement through DKI Jakarta Provincial Governor Regulation Number 58 of 2021, focusing on the Bureaucratic Reform Road Map for 2020-2024. This regulatory initiative aims to adapt to the evolving dynamics of electronic-based regional government administration within the DKI Jakarta Provincial Government, aligning with the national reference provided by the 2010-2025 Bureaucratic Reform Grand Design.

The incorporation of the electronic licensing and non-licensing system into the Jakevo system represents a priority on the bureaucratic reform agenda of the DKI Jakarta Provincial Government. This is closely tied to the targeted transformation of service quality, requiring a gradual timeframe for improvement within the administrative framework of the DKI Jakarta Provincial Government, as outlined in Table 1.

Table 1 . Target for Improvement of Licensing Services in the Road Map Bureaucratic Reform of DKI Jakarta Province 2020-2024

Target	indicators	Target				
		2020	2021	2022	2023	2024
Increased public satisfaction with licensing and non-licensing services through the implementation of online services	Public satisfaction indicator	88,5	90	91,5	91,5	91,5
	Percentage of online licensing and non-licensing services	100	100	100	100	100

Source: Governor Regulation of DKI Jakarta Province Number 58 of 2021 concerning Bureaucratic Reform Road Map 2020-2024

The challenges or problems faced by the DKI Jakarta Province DPMPSTP in maximizing the implementation of risk-based business licensing services through the OSS system are that the OSS system is still unstable and often experiences errors because it is still newly implemented and in the adjustment stage. Furthermore, there are still many

people in DKI Jakarta Province who do not know that there is a website for obtaining business licenses electronically. And there is still a lack of socialization in the community. And there is still a lack of public interest in having business legality because, without a business license, they can still run their business.

## THEORY

### **Public Service**

Public service is the provision of services or fulfillment of needs for individuals, citizens, or other organizations with an interest in the organization. This is done according to established rules and procedures, with the primary objective of ensuring satisfaction for the recipient of the service, as described by Purwanto, et al. (2016: 10). Similarly, Rasyid, as cited in Nurdin (2019: 18), defines public service as an activity process aimed at meeting the community's basic rights through service activities.

Indeed, public service is an activity designed to fulfill the needs and rights of the community. These services are essential rights inherent to every individual, whether on an individual or group (organizational) level. The responsibility for providing and carrying out these services

typically falls on the government and is conducted for the general welfare.

### **Public Service Innovation**

The concept of innovation, as described by Damanpour and Mulgan and Albury, encompasses the creation and application of new elements within an organization. Damanpour highlights the novelty in service creations, technology, systems, and planning for organizational members. On the other hand, Mulgan and Albury emphasize that successful innovation involves the development or growth achieved through the creation and application of new processes, products, services, and methods, ultimately contributing to effectiveness, efficiency, and quality.

There are six attributes of success factors or the realization of

innovation described by Bugge et al., in Rahman (2021: 5), as follows:

The relationship between governance and innovation in public services involves utilizing economic, political, and administrative power to manage state affairs at various levels. According to the United Nations Development Program (UNDP) as cited in Nofianti (2005: 2), governance encompasses the use of mechanisms, processes, and institutions for citizens and community groups to express their interests, exercise legal rights, fulfill obligations, and reconcile differences.

In the context of public services, innovation refers to planned reforms aimed at improvement, leveraging technology to achieve better outcomes than previously experienced. This suggests that innovation in public services occurs through deliberate efforts to enhance processes or introduce technological advancements for more effective and efficient results.

Sources of the Ideas for Innovation, showing how the reforms promoted through public service innovation address and overcome future problems by providing room for ideas from internal and external sources.

Innovation Culture (culture of innovation), how or the habit of implementing public service innovations carried out by public service providers and recipients of public service innovations to provide the best service.

Capabilities and Tools, is the process of carrying out public service innovation. Which comes from elements within an organization by utilizing input resources in the form of knowledge, information, and

technology from human resources, which is one of the elements owned by the organization.

Objectives Outcomes, Expenses, and Obstacles is a method used to determine the process of running public service innovation from the beginning until now.

Collecting Innovations Data for Single Innovation, which is a data collection effort carried out in collaboration with external parties and distributes information about innovations for wider public use.

Service innovation is a process that involves new concepts and behavior generation, development, and implementation. It is the first action due to environmental impacts on methods, changes in response to the external environment, or organizational changes, Lu and Tseng in Junior (2016: 7).

Mirnasari, as cited in Junior (2016: 7), defines public service innovation as the pursuit of achieving, expanding, and enhancing the effectiveness, efficiency, and accountability of public services. This involves introducing new approaches, methodologies, and/or initiatives to transform and improve the delivery of public services. In essence, public service innovation encompasses a range of efforts to bring about positive changes and advancements in how public services are conceptualized and provided to the community.

Based on some of the explanations above, it can be concluded that innovation is a planned renewal to improve something that can use technology to get better results than before. Public service innovation is a renewal in creatively providing services to the community carried out

by the government that can improve the quality of service to the community.

### ***Electronic Government***

E-government involves the utilization of information technology within government agencies and public institutions. The primary goal is to enhance the effectiveness, efficiency, productivity, and responsiveness of governance, encompassing interactions with the private sector and the public, as stated by the World Bank (Nur, 2021: 14).

According to Satriya (Untari, 2018: 19), E-government is a strategic initiative that harnesses telematics to improve government efficiency, cost-effectiveness, service delivery to the public, widespread access to information, and the overall accountability and transparency of government administration.

In summary, E-government refers to the integration of information and communication technology into government processes, with the goal of enhancing the efficiency, effectiveness, transparency, and accountability of public services. It fosters better connections between the government and society, businesses, and various government agencies through internet technology, providing flexibility in accessibility anytime and anywhere.

### ***E-Service***

The concept of E-Service is explained by Rowley (Buchari, 2016: 237), namely, electronic services are defined as actions, efforts, or performances where information technology mediates everything that wants to be delivered. Meanwhile, according to Pavlichev and Garson (Laksana, 2017: 16), electronic service is a term commonly used to

define service provision via the Internet.

So it can be concluded that electronic services are services that use electronic media or technology that are useful to facilitate the implementation of services to the community.

### ***Risk-Based Business Licensing (OSS-RBA)***

In the context of regulatory frameworks, the Minister of Home Affairs Number 24 of 2006 defines a permit as a document issued by the local government, indicating authorization for individuals or entities to engage in specific businesses or activities. Licensing, as explained in the same regulation, provides legitimacy to individuals or business actors for certain activities, typically in the form of a permit or business registration mark.

Government Regulation Number 5 of 2021, focusing on the implementation of risk-based business licensing, further clarifies that business licensing is the authorization granted to business actors to initiate and conduct their businesses and/or activities. Risk-Based Business Licensing, as outlined in the regulation, is a form of business licensing that considers the level of risk associated with business activities.

In the realm of electronic systems, the Online Single Submission (OSS) System is detailed in Government Regulation Number 5 of 2021. The OSS System is described as an integrated electronic system managed by the OSS Institution, with the specific purpose of implementing Risk-Based Business Licensing. The OSS Institution, in turn, is defined as a government agency responsible for

organizing government affairs related to investment coordination.

The OSS-RBA (Online Single Submission Risk-Based Approach) system serves as a platform for issuing various types of business licenses in Indonesia exclusively through electronic means. It is considered a crucial component in the implementation of electronic-based government practices, aimed at enhancing service quality for the community, as highlighted (Rahayu et al. 2021: 5022).

This system represents an evolution from its predecessor, OSS Version 1.1, established under Government Regulation No. 24 of 2018 on Electronically Integrated Business Licensing Services. The previous version integrated all business licensing services under the authority of relevant government entities electronically. The decision to transition to OSS-RBA was driven by the government's recognition of certain limitations in OSS Version 1.1. The update, as outlined in Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing, reflects an effort to refine and enhance the existing system.

### ***Electronic-Based Government System***

The Electronic-Based Government System (SPBE) involves the administration of government affairs through the use of information and communication technology. This approach is designed to provide services that support the digital transformation of government and the implementation of electronic-based governance. The mechanisms of SPBE are outlined in Presidential Regulation Number 95 of 2018, which focuses on enhancing the

integration and efficiency of electronic-based government source systems. The overarching goals include achieving clean, effective, transparent, and accountable governance through the utilization of technology in government operations.

### ***Policy Evaluation***

Policy evaluation is a tool to find the causes of policy failure or success and whether the policy ends with the expected impact (Situmorang, 2010). Furthermore, policy evaluation is considered a functional activity that is not only carried out at the end but can also be carried out at every stage of policy implementation. According to Khandker, et. (2010), evaluation has the following stages or steps: identifying program objectives, analyzing problems, describing and standardizing activities, measuring any changes, determining the causes that create changes, and determining indicators of impact. Of the six stages, identifying the problem of the licensing and non-licensing process in using Jakevo at DPMPSTSP DKI Jakarta Province is the most crucial.

Meanwhile, the impact of a policy can be seen from five indicators, including the impact on public problems and the people involved in them, the impact on the community targeted by a policy, the impact on the current situation, and the costs indirectly borne by the community. To see the details of the impact that Jakevo has produced, further analysis needs to be done using the theory of change (ToC) and the measurement of the community satisfaction index (SMI). This is done to see the significance of using Jakevo in the DPMPSTSP of DKI Jakarta Province.

## RESEARCH METHODS

The research employs a descriptive qualitative methodology, which seeks to comprehensively and contextually elucidate phenomena through the collection of natural data. Descriptive qualitative research typically adopts an inductive analysis approach, as articulated by Sugiarto (2015: 8), aiming to provide holistic insights. The primary focus of this study is on identifying factors contributing to the success and hindrance of innovation.

Two types of data sources are utilized: primary and secondary. Primary data sources involve entities providing information directly to data collectors, while secondary data is obtained indirectly through intermediaries or documents (Sugiyono, 2013: 225). Informants are selected using the purposive

sampling technique. The data collection process incorporates observation, interviews, documentation, and literature studies. Analysis involves data collection, reduction, presentation, and conclusion-making.

### **Objective**

The primary objective of this paper is to assess the significance of licensing and non-licensing services within the Jakevo system at the DKI Jakarta Provincial Investment and One-Stop Integrated Service (DPMPTSP) Office. Additionally, the paper seeks to conduct a detailed analysis of business licensing services provided through both the JAKEVO system and the OSS-RBA system implemented by the DKI Jakarta Provincial Government DPMPTSP.

## RESULTS AND DISCUSSION

Governance is the ability of management in an organization, and in this case, it is related to the government's contribution in efforts to generate innovative ideas by presenting management governance that allows the innovations created to be carried out smoothly.

The governance of OSS licensing services by DPMPTSP DKI Jakarta Province has experienced new things with the use of technology to support the running of the service process which is by the concept described, by Damanpour in Junior (2016: 6) innovation is something new, starting from the creation of new service creations, technology,

systems, and planning for members of an organization.

### **Jakevo Development Principles**

The Jakevo system is principally directed at creating a licensing and non-licensing bureaucracy that is clean, effective, efficient, and has a service orientation for the public interest. The following are Jakevo's priority activities to improve service quality: 1) Simplification of online-based integrated service acceleration process; 2) Utilization of information communication technology for all licensing and non-licensing processes; 3) Innovating licensing and non-licensing services; 4) Conducting community satisfaction index surveys; and 5)



Deregulation to accelerate the process of licensing and non-licensing services online.

### ***Jakevo Development Flow***

Referring to the Decree of the Head of the Investment and One-Stop Integrated Service Office of DKI Jakarta Province Number 108 of 2021 concerning Standard Operating Procedures for the Use of Information Systems and Online Licensing and Non-Licensing Applications within the Jakarta Investment and One-Stop Integrated Service Office.

The Capital Investment and One-Stop Integrated Service Office of DKI Jakarta Province has established a Standard Operating Procedure (SOP) for the licensing system in Jakevo ([Jakevo. Jakarta.go.id](http://Jakevo.Jakarta.go.id)). The SOP is the basis for using the Jakevo system with the following elements: 1) Identity of using the online licensing and non-licensing information system; and 2) Flowchart for using the online licensing and non-licensing information system (as attached to the SOP document).

### ***Evaluation of Jakevo Policy***

Evaluation of Jakevo

The evaluation is conducted by adopting the evaluation framework of Khandker, et. All (2010) assesses the output, short-term impact, and medium-term impact (outcomes) of program implementation. The results of the assessment are listed below:

The number of licenses and non-licenses issued increased by 70% over the last 3 years Short-Impact: Integrated licensing service system with extensive features

a Medium-Term Impact: Ease in processing licenses and non-licensed online

The amount of time needed to process licenses and non-licenses was previously a minimum of 3 days and a maximum of 7 days, and after Jakevo the applicant can complete the permit process in one time.

- a. Short-Term Impact: Increased public and business confidence in the polemics of the licensing bureaucratic chain involved
- b. Medium-Term Impact: Efficiency of license and non-license process in terms of time

The number of procedures in taking care of licenses and non-licenses is a minimum of 3 processes and a maximum of 7 processes

- a. Short-Term Impact: Procedure trimming and license processing become more effective by the SOP without the need to take additional procedures for face-to-face services at the service counter, including checking requirements, submitting files, paying retribution, and collecting permits.
- b. Medium-Term Impact: Effective license and non-license processing for applicants by cutting long procedures and processes.

Total cost incurred by the applicant after Jakevo 65,000 compared to before Jakevo 412,000

- a. Short-Term Impact: Cost reduction

- b. Medium-Term Impact: Less cost incurred by the applicant

The significance of Jakevo through Theory of Change (ToC)

The effectiveness of using Jakevo since 2020 has resulted in licensing and non-licensing services at DPMPTSP DKI Jakarta Province being very efficient and effective through the Jakevo system. Innovation in the Electronic-Based Government System (SPBE) through Jakevo has now had a significant impact both from a socio-economic aspect. From the social aspect, it can increase public and business people's trust in the polemics of the licensing and non-licensing bureaucratic chain. Meanwhile, from the economic aspect, the community and business people are alleviated in the cost and cost of requirements.

Furthermore, the qualitative significance of Jakevo is seen through the impact evaluation method when the current program

implementation has been effective. The impact evaluation is seen using the Theory of Change (ToC) to identify Jakevo's long-term goals by backward mapping and linking the preconditions and prerequisites that become Jakevo implementation interventions at DPMPTSP DKI Jakarta Province. The following are the results of Jakevo impact evaluation through ToC measurement:

**Convergence Intervention**

Efforts to implement e-government through the Electronic-Based Government System

Based on Electronic (SPBE) in the transformation of public services at the DPMPTSP of DKI Jakarta Province with the Jakevo System. Licensing and non-licensing system innovations through Jakevo provide excellent service to citizens and business people in DKI Jakarta Province by utilizing Information Systems / Information Technology.

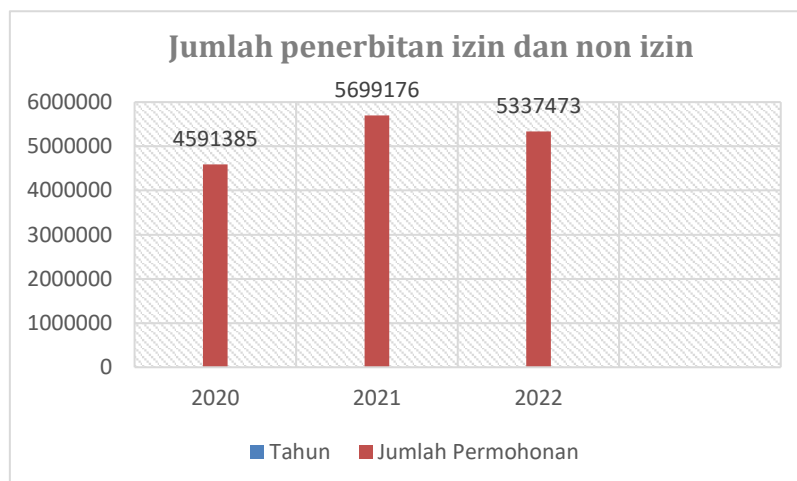


Figure 1. Graphic Number of Permit and Non-Permit Applications  
 Source: Annual Performance Report of DPMPTSP of DKI Jakarta Province for 2020 - 2022

With the effective use of Jakevo in 2020, the number of license and non-license applications reached 4,591,385. Then the figure further increased in 2021 to reach 5,699,176, and in 2022 it reached 5,337,473. This figure has increased significantly over the last three years

by 70%. This increase in the number of licenses and non-licenses proves that the implementation of SPBE through the Jakevo system is more efficient and effective both within the internal scope of the organization and externally, namely the wider community.

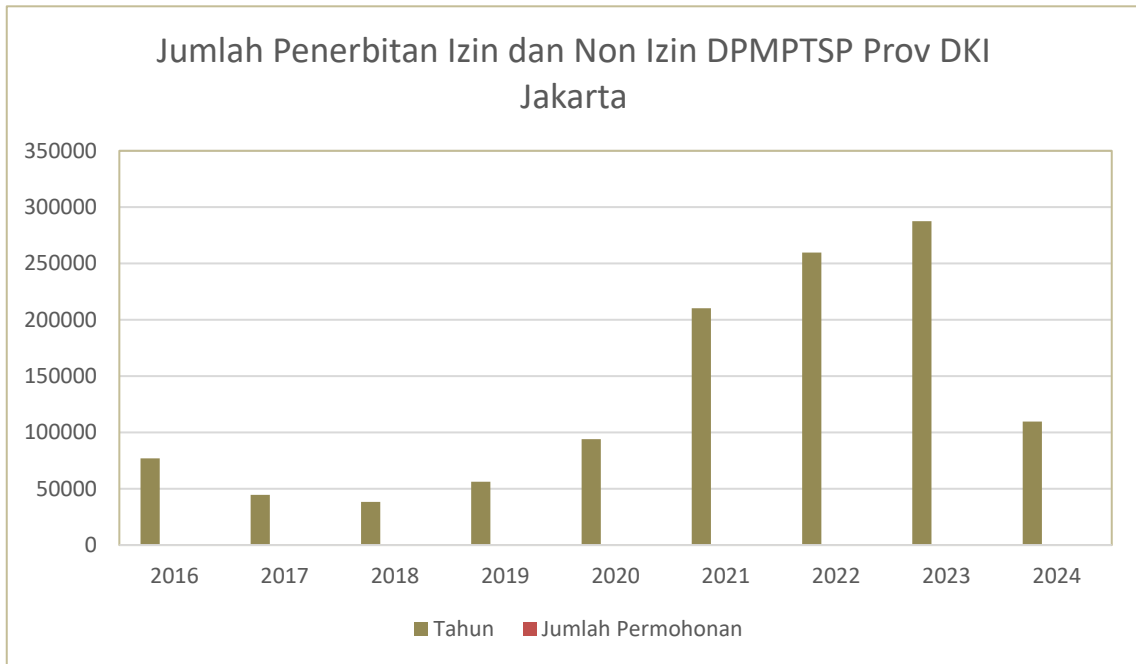


Figure 2. Graphic Number of Permit and Non-Permit Issuances at DPMPTSP of DKI Jakarta Province

Source: Annual Performance Report of DPMPTSP of DKI Jakarta Province for 2020 – 2022

Meanwhile, if you look at the achievements of the publishing process through Jakevo, before the existence of JAKEVO in 2016 it reached 44,421. After the implementation of JAKEVO, in 2018 the number of issuances increased by 56,132 and further increased in 2022 by 324,858.

**Intervention**

An integrated online licensing and non-licensing system for the public and businesses through the implementation of the Jakevo system.

**Output**

Online integrated licensing and non-licensing service processes can be done easily and independently by applicants by filling out forms through the Jakevo system. JAKEVO succeeded in producing outputs and impacts that were in line with the initial objectives of its implementation. JAKEVO outputs include:

- a. An integrated licensing service system with extensive features, such as big data analytics, smart machine learning, artificial intelligence, geo-tag-location, Certified Cyber Security, system integration with at least 30

Ministries/Institutions/Regional Apparatus, measurable process monitoring, and others. Licensing services can be carried out easily and independently by the applicant by filling out a form through the JAKEVO system.

- b. Increased public and business confidence in the polemics of the licensing bureaucratic chain involved through a drastic increase in the number of applications and issuance of

licenses. Before JAKEVO, in 2015 - 2016 the average number of license applications was 4.5 million. After JAKEVO, in 2018-2022 the average number of license applications was 5.7 million.

**Intermediate Outcome**

Jakevo is very efficient and effective for licensing and non-licensing processes for citizens and businesses. In terms of costs, the ratio of costs incurred by applicants before and after Jakevo is 5:1.

Table 2. Estimated Cost Expenditure by Applicants from the Application Stage to the Face-to-Face Issuance of Permits Before the Implementation of JAKEVO

No	Fee Type	Unit	Unit Cost	Total
1	Permit requirement confirmation fee	2	20000	40000
2	Application file submission fee	2	20000	40000
3	Printing fee for the required documents	200	1000	200000
4	Stamp	2	6000	12000
5	Fee for follow-up process and/or collection of documents for correction	2	20000	40000
6	Fees for resubmission of corrected documents	2	20000	40000
7	Cost	2	20000	40000
Grand Total				412000

Source: R&D Development Division of DKI Jakarta DPMPTSP (2022)

Before Jakevo, people needed to allocate an average cost of Rp 412,000 for each license. After Jakevo, people only need to spend an average of IDR 65,000 for each license.

65,000 for each license. In terms of time, before Jakevo, the community needed quite a long time for each flow and procedure of licensing and non-licensing. After the existence of Jakevo, a window-click facility was created for the community and business actors without being directly connected to the involved

parties to obtain permits safely, quickly, and in real-time.

**Impact**

The medium-term impact within 3 years produced by JAKEVO is the simplification of the licensing process, including:

- a. Cutting additional procedures. Permit processing becomes more effective by the SOP without the need to take additional procedures for face-to-face services at the service counter, including checking

requirements, submitting files, paying Retribution, and collecting permits. At least 3-7 additional procedures in face-to-face licensing are eliminated through JAKEVO's supporting features that enable applicants to obtain comprehensive licensing services and Regional Apparatus to process services in an integrated manner.

- b. Cost reduction, the ratio of costs incurred by applicants before and after JAKEVO is 5:1, where previously applicants needed to allocate an average cost of Rp 412,000 and currently it is around Rp 65,000 for each license application. JAKEVO's features make it easy for applicants to obtain information, submit applications, ask questions, and check status, as well as repair and obtain permit

files in real time wherever they are.

- c. Additional time cuts. Permit processing time becomes faster and more effective by the SOP because applicants do not need to spend time commuting to the service counter to process files and obtain information. In addition, coordination between DPMPTSP and other Regional Apparatus in licensing management will be easier through the digital processing feature in JAKEVO.

Jakevo's impact was measured using the Community Satisfaction Index (SMI) method by service users during 2018 - 2022. The questionnaire contained questions about service user satisfaction, with results as shown in the following tables:

Table 3. Index and Categorization of Community Satisfaction Index (IKM)

No	Index Interval Value	Conversion Index Value	Value Symbol	Category
1	1,00 – 2,5996	25,00 % - 64,99 %	D	Not good
2	2,60 – 3,064	65,00 % - 76,60 %	C	Not good
3	3,0644 – 3,532	76,61 % - 88,30 %	B	Good
4	3,5324 – 4,00	88,31 % -100,00%	A	Very good

Source: Jakarta Evolution Service User Satisfaction Survey, Data and Information Center Management Unit of DPMPTSP DKI Jakarta Province 2018 - 2022

The results of the measurement of IKM throughout 2018 - 2022 are

listed in Table 4, Table 5, Table 6, Table 7, and Table 8.

Table 4 . Results of the 2018 Jakevo User Community Satisfaction Index (IKM)

YEAR	INTERVAL VALUE	TOTAL	PERCENTAGE
2018	1	345	0,9%
2018	2	160	0,4%
2018	3	1008	2,9%
2018	4	2726	7,8%
2018	5	30308	87,7%
<b>TOTAL</b>		<b>34547</b>	<b>100%</b>

MOST CATEGORIES	EXCELLENT
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Source: Jakarta Evolution Service User Satisfaction Survey, Data and Information Center Management Unit of DPMPSTSP DKI Jakarta Province 2018 - 2022

Table 5. Results of the 2019 Jakevo User Community Satisfaction Index (IKM)

YEAR	INTERVAL VALUE	TOTAL	PERCENTAGE
2019	1	380	0,6
2019	2	182	0,3
2019	3	730	1,2
2019	4	3604	6,2
2019	5	52747	91,5
TOTAL		57643	100%

MOST CATEGORIES	EXCELLENT
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Source: Jakarta Evolution Service User Satisfaction Survey, Data and Information Center Management Unit of DPMPSTSP DKI Jakarta Province 2018 - 2022

Table 6. Results of the 2020 Jakevo User Community Satisfaction Index (IKM)

YEAR	INTERVAL VALUE	TOTAL	PERCENTAGE
2020	1	466	0,4
2020	2	411	0,3
2020	3	1602	1,4
2020	4	9126	8,1
2020	5	99771	89,5
TOTAL		111376	100%

MOST CATEGORIES	EXCELLENT
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Source: Jakarta Evolution Service User Satisfaction Survey, Data and Information Center Management Unit of DPMPSTSP DKI Jakarta Province 2018 - 2022

Table 7. Results of the 2021 Jakevo User Community Satisfaction Index (IKM)

YEAR	INTERVAL VALUE	TOTAL	PERCENTAGE
2021	1	6841	1,453351887
2021	2	4140	0,8
2021	3	16620	3,5
2021	4	40080	8,5
2021	5	403024	85,6
TOTAL		470705	100%

MOST CATEGORIES	EXCELLENT
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Source: Jakarta Evolution Service User Satisfaction Survey, Data and Information Center Management Unit of DPMPSTSP DKI Jakarta Province 2018 - 2022

Table 8. Results of the 2022 Jakevo User Community Satisfaction Index (IKM)

YEAR	INTERVAL VALUE	TOTAL	PERCENTAGE
2022	1	263	0,1
2022	2	262	0,1
2022	3	1150	0,6
2022	4	8414	4,4
2022	5	177535	94,6
TOTAL		187624	100%
MOST CATEGORIES		EXCELLENT	

Source: Jakarta Evolution Service User Satisfaction Survey, Data and Information Center Management Unit of DPMPTSP DKI Jakarta Province 2018 - 2022

At the beginning of Jakevo's implementation, in 2018 the public satisfaction rate touched 0.99% very dissatisfied and 87% very satisfied.

In 2019, the MPI reached 0.65% very dissatisfied and 91% very satisfied. Then in a, the MPI touched 0.41% very dissatisfied and 89% very satisfied. Furthermore, in 2021, the MPI is at 1.4% very dissatisfied and 85% very satisfied. Meanwhile, in 2022, the MFI reached 0.1% very dissatisfied and 94% very satisfied. If you look at the percentage increase in the MFI over the last five years, then the implementation of the Jakevo system has experienced significance and is in category A, which is very good.

Qualitatively, the impact of Jakevo on licensing and non-licensing services is first, more integrated. Before Jakevo, the licensing process was scattered and complicated in technical DPOs and there were more nodes in the licensing process. After Jakevo, online licensing and non-licensing processes are more integrated. Second, it is more transparent through the tracking feature. Previously, applicants had difficulty checking the status of licenses and non-licenses. Each agency and permit application previously did not provide information on the status of permit

processing that was easy to track. After Jakevo, the licensing and non-licensing system is facilitated by the file tracking feature. The third is cost efficiency.

Before Jakevo, applicants had to spend money on fees and print the required documents. After Jakevo, the applicant no longer needs to pay for fees and only needs a data package and gadget.

### ***Inhibiting Factors in the Implementation of OSSRBA Business Licensing Service Innovation***

There are several inhibiting factors in the implementation of the OSS-RBA business licensing service innovation by DPMPTSP DKI Jakarta Province, namely:

- a. The OSS-RBA system managed by the center is still unstable so frequent errors or disruptions in the server hamper the service process. This happens because the OSS-RBA system is still being tested and is still in the transition phase from the previous system, namely OSS version 1.1.
- b. Lack of socialization and information provision by the DKI Jakarta Provincial DPMPTSP to the public regarding innovations

in business licensing services through the OSS-RBA system so there are still many people who have not received notification of these innovations.

- c. Lack of time certainty provided by the DKI Jakarta Provincial DPMPTSP OSS service to the

community who wants to issue a business license regarding when to call back to pick up their business license.

- d. Still in the process of readjusting existing regulations in DKI Jakarta Province related to licensing and non-licensing.

## CONCLUSION

### *Conclusion*

Risk-based business licensing services through the OSS RBA system by the DKI Jakarta Province DPMPTSP, based on the success factors of service innovation, can be concluded as follows:

- a. Although it has equipped several infrastructure facilities that are quite complete to support the governance implemented. However, the management carried out is still not qualified. where it still cannot provide SOPs in OSSRBA services on the pretext that it is still in the process of being worked on.
- b. DKI Jakarta has implemented the issuance of business licenses through OSS RBA. DKI Jakarta has issued around 1,337 licenses after the enactment of PP 5/2021; which are divided into 53 basic requirements such as PBG, SLF, SKBG, Space Utilization, and Environmental Approval; then 1,139 Risk-Based Business Licenses (Medium and High-Risk Scale); and 145 Business Licenses to Support Business Activities. In terms of regulations, Jakarta City is ready to implement the Job Creation Law through DPMPTSP issuing instructions, circulars, and

announcements in response to the soft launching of the RBA OSS System. DPMPTSP has coordinated with the Legal Bureau regarding regulatory adjustments and revised Governor Regulation No.47/2017 on PTSP Implementation Guidelines.

- c. From an institutional perspective, DKI Jakarta is quite ready to implement the OSS RBA. Currently, human resources at DPMPTSP amount to approximately 1000 people, plus non-civil servants/contract workers. To increase carrying capacity, DPMPTSP conducts debriefing/training for employees and socialization with the wider community regarding changes in the culture of licensing services from the old system to the OSS RBA System. Jakarta City has also established a Crisis Center which aims to assist "source: [beritadaerah.co.id](http://beritadaerah.co.id) complaints related to the RBA OSS System service. The City of Jakarta has also coordinated with Ministries/Institutions such as BKPM, Ministry of PUPR, Ministry of Environment and Forestry; and other related ministries/institutions".



- d. In terms of Legality Rules, DKI Jakarta has also carried out several stages of adjustment to support the implementation of OSS RBA-based licensing. These steps include; Supporting System Development such as JakEvo Service as a support system if the Risk-Based OSS system and the basic licensing system are in trouble or maintenance; Complaint Service/Helpdesk up to the sub-district level; pre-application services for online consultation related to Spatial Planning, Environment, Building, and Investment; Motorized Permit Shuttle Message Service (AJIB); and Call Center to accommodate all public complaints.
- e. Based on the explanation above, it can be concluded that Jakarta City is ready to implement OSS RBA. In terms of regulations, institutions, and service digitization, issues from the regulatory system to institutions that are still in the process of harmonization may hinder the implementation of OSS RBA-based licensing in this city.
- f. The lack of widespread information and socialization regarding the OSS RBA platform is also one of the factors inhibiting the licensing process in Jakarta. Accelerating the preparation of derivatives from regulations (Perda Omnibus Law) and increasing the intensity of socialization to implementers (local governments) and consumers (business actors) is one of the most important steps in supporting the implementation of OSS RBA in Jakarta.

Several factors trigger service delays, the first is that the OSS-RBA system managed by the central government often experiences network disruptions. And because this system is managed by the central government, the local government, in this case, the DPMPSTSP of DKI Jakarta Province, is limited to obtaining information and data about the people of DKI Jakarta Province who have used the OSS system. Second, the a lack of socialization and information provision carried out by the service to the community. Third, the lack of certainty of time or duration given by the service to the community regarding the completion of their business license. Fourth, the method used to contact the community in receiving business licenses that have been issued or can be used is still not satisfying the community. And finally, there are still many complaints from people who find it difficult to take care of business licensing, because the regulations used have not been adjusted to the conditions in the field.

### **Suggestion**

The suggestions recommended based on the results of the research, discussion, and conclusions, namely the DPMPSTSP of DKI Jakarta Province must continue to encourage BKPM to immediately overcome existing problems in the OSS system and the licensing system on Jakevo (Jakevo. Jakarta.go.id) as a supporting system outside the OSS which is still being implemented by the DPMPSTSP of DKI Jakarta Province to serve licensing. Then, it must routinely carry out training agendas or workshops for business actors in DKI Jakarta Province. In addition, it

must try various forms of socialization that are more effective. Furthermore, Finally, it can make

easier methods or SOPs such as contacting and sending business license letters by utilizing technology.

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