

ABSTRAK

Perizinan ialah suatu kategori pelayanan publik pada sektor administratif. Perizinan yakni diserahkannya legalitas terhadap kegiatan atau pelaku usaha tertentu berupa tanda daftar usaha maupun izin. Ada berbagai kategori perizinan negara Indonesia sebagaimana usaha yang beragam dilaksanakan masyarakat satu diantaranya yakni perizinan berusaha. Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja tersebut mengubah paradigma perizinan dari berbasis izin (*licensing-based approach*) yakni *Online Single Submission* versi 1.1 menjadi berbasis risiko (*risk-based approach/RBA*) yakni *Online Single Submission Risk Based Approach* (OSS RBA). Melalui observasi awal peneliti menemukan beberapa masalah sebagai basis data yang menjadi kesenjangan antara konsep rencana kesuksesan penerapan OSS RBA ini dengan fakta lapang di Indonesia terutama wilayah Jawa Barat sebagai lokus utama penelitian.

Tujuan penelitian ini untuk untuk mengetahui atau memaparkan bagaimana implementasi *Online Single Submission Risk Based Approach* (OSS RBA) di DPMPTSP Jawa Barat dalam menyelenggarakan layanan izin usaha digital berbasis risiko serta untuk mengetahui hambatan apa saja yang ditemukan dalam proses implementasinya. Metode penelitian yang digunakan didalam penelitian ini adalah metode kualitatif. Data dikumpulkan melalui observasi dan wawancara kepada informan kunci yaitu Analis Kebijakan Ahli Madya Bidang Pengembangan dan Promosi, Kepala Bidang Pengendalian, Tim SOP dan SP, Staf Bidang Pengendalian (Tim Helpdesk) dan pelaku usaha, serta studi pustaka.

Hasil dalam penelitian ini menunjukkan bahwa keseluruhan dari implementasi OSS RBA di Provinsi Jawa Barat sudah baik. Hal tersebut dikarenakan dengan dimensi komunikasi sudah baik dari segi penyampaian komunikasi atasan kepada implementor kebijakan di DPMPTSP Jawa Barat dan dari DPMPTSP Jawa Barat kepada pihak sasaran, kejelasan dan konsistensi komunikasi sudah baik. Dari segi sumber daya sudah diimplementasikan dengan baik mulai dari staf secara kuantitas dan kualitas, informasi, wewenang, dan fasilitas yang dinilai mendukung. Dari segi disposisi, efek disposisi semua pelaksana kebijakan menerima dan menerapkan OSS RBA, sistem pengangkatan birokrasi di DPMPTSP Jawa Barat secara umum yakni terdapat jabatan struktural dan fungsional begitupun sistem insentif melalui TOL. Dari segi struktur birokrasi, SOP Di DPMPTSP Jawa Barat pada tahun 2022 sudah ada sekitar 1.778 SOP. Sementara itu, fragmentasi yakni sistem pembagian tugas atau struktur organisasi untuk proses NIB mencakup tiga bidang yakni INSOS, bidang ESDA, dan ada juga yang berperan merangkap tim helpdesk OSS RBA di Bidang Pengendalian. Pembagian tugas secara umum dan tidak ada tim khusus tertentu yang menangani satu tugas khusus OSS RBA. Akan tetapi secara keseluruhan ada beberapa hambatan seperti pelaku usaha yang belum memahami teknis OSS RBA, hambatan terkait koordinasi, dan lainnya namun sudah ada solusi yang diberikan. Penelitian ini menyimpulkan bahwa Implementasi OSS RBA di DPMPTSP dalam Perizinan Berusaha Berbasis Risiko Jawa Barat sudah diimplementasikan dengan baik.

Kata Kunci: Implementasi; OSS RBA; Perizinan Berusaha Berbasis Risiko

ABSTRACT

Licensing is a category of public services in the administrative sector. Licensing, namely the submission of legality to certain activities or business actors in the form of a business registration certificate or permit. There are various categories of Indonesian state licensing as various businesses are carried out by the community, one of which is business licensing. Undang-Undang No. 11 of 2020 tentang Cipta Kerja changes the licensing paradigm from a license-based approach, namely Online Single Submission version 1.1 to a risk-based approach (RBA), namely Online Single Submission Risk Based Approach (OSS RBA). Through initial observations, researchers found several problems as databases that became gaps between the concept of a successful OSS RBA implementation plan and field facts in Indonesia, especially the West Java region as the main focus of research.

The purpose of this study is to find out or explain how to implement the Online Single Submission Risk Based Approach (OSS RBA) at DPMPTSP West Java in providing risk-based digital business license services and to find out what obstacles are found in the implementation process. The research method used in this study is a qualitative method. Data was collected through observation and interviews with key informants, namely Policy Analyst Associate Expert in Development and Promotion, Head of Control, SOP and SP Team, Helpdesk Team and business actor.

The results in this study show that the overall implementation of OSS RBA in West Java Province is good. This is because the communication dimension is already good in terms of delivering communication from superiors to policy implementors in West Java DPMPTSP and from West Java DPMPTSP to target parties, clarity and consistency of communication is good, especially from carrying out routine socialization. In terms of resources, it has been well implemented starting from staff in terms of quantity and quality, information, authority, and financial resources which are considered sufficient. In terms of disposition, the disposition effect of all policy implementors accepts and implements the OSS RBA, the bureaucratic appointment system in the West Java DPMPTSP in general, namely that there are structural positions, as well as the incentive system through the TOL. In terms of bureaucratic structure, SOPs in the West Java DPMPTSP itself in 2022 there will already be around 1,778 SOPs. Meanwhile, fragmentation, namely the task-sharing system or organizational structure for the NIB process covers three fields, namely INSOS or Social Infrastructure, ESDA or Economics and Natural Resources, and there is also a role that concurrently serves as the OSS RBA helpdesk team in the Control Sector. The division of tasks is general and there is no specific team that handles a specific OSS RBA task. However, overall there are several obstacles such as business actors who do not understand the technical aspects of OSS RBA, obstacles related to coordination, and others, but solutions have been provided. This study concludes that the implementation of OSS RBA in DPMPTSP in West Java's Risk-Based Business Licensing has been implemented properly.

Keywords: *Implementation; OSS RBA; Risk-Based Business Licensing*