



Implementation of Regional Regulation Number 2 of 2024 on the Administration of Business Licensing

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Abstract

This study aims to analyze the implementation of business licensing policies in Purwakarta Regency, particularly following the enactment of Regional Regulation Number 2 of 2024 concerning the Administration of Business Licensing. This policy is intended to simplify licensing procedures and improve the regional investment climate in alignment with national government policies through Government Regulations Number 5 and 6 of 2021. The study employs a qualitative descriptive method with a case study approach in Purwakarta Regency. Data collection techniques include literature review, field studies through interviews, observation, and document analysis. Data validity is tested using triangulation techniques. The research findings, based on the theoretical framework of Puentes-Poloche et al. (2023) on e-government and digital governance policy studies, indicate that although the licensing process is conducted digitally through the Online Single Submission (OSS) system and online licensing applications (GASPOL and SIMBG) have been implemented, several challenges remain. These include limited understanding of the digital system among business actors—particularly MSMEs—insufficient infrastructure, and coordination barriers with relevant agencies. On the other hand, continuous improvement efforts have been made by the local government, such as enhancing human resource capacity and conducting public outreach on the policy. This study recommends the need for stronger synergy between central and local governments, as well as the strengthening of institutional capacity among local agencies to support the effective implementation of business licensing policies at the regional level.

Introduction

Public service is an activity or series of activities in order to fulfill the service needs in accordance with the laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by the public service provider (Winarno & Retnowati, 2019; Skyba & Polishehuk, 2019; Syafrida & Marbun, 2020). Where the public service provider is every State Organizing Institution, Corporation, Independent Institution formed based on the law for public service activities, and other legal entities formed solely for public service activities. The implementers of public service activities are officials, employees, officers, and everyone who works in the organizing organization who is tasked with carrying out actions or a series of public service actions (Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, 2009).

According to the Republic of Indonesia Law Number 6 of 2023 concerning the Stipulation of Government Regulation in Lieu of Law Number 2 of 2022 concerning Job Creation into Law, Article 349 states that; paragraph (1) Regions can simplify the types and procedures of public services to improve the quality of service and competitiveness of the Region, and in accordance

with the norms, standards, procedures and criteria, as well as policies of the Central Government; paragraph (2) The simplification as referred to in paragraph (1) is stipulated by Regional Regulation; paragraph (3) Regional Governments can utilize information and communication technology in the provision of public services (Law of the Republic of Indonesia Number 6 of 2023 concerning the Stipulation of Government Regulation in Lieu of Law Number 2 of 2022 concerning Job Creation into Law, 2023) .

Further provisions through Law of the Republic of Indonesia Number 6 of 2023 Article 350 state that each Region is required to organize Business Licensing services in accordance with the provisions of laws and regulations and norms, standards, procedures, and criteria set by the Central Government, by establishing a one-stop integrated service unit, which currently in each region is formed by the Investment and One-Stop Integrated Service Office (DPMPTSP), in accordance with Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services (Meriyani et al., 2022; Kuta et al., 2024; Laila, 2024).

In accordance with the Law in the implementation of business licensing in Indonesia, the Government of the Republic of Indonesia issued Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing (Praise et al., 2022; Erdiawati, 2023; Parikesit & Dewi, 2025). Article 4 of Government Regulation Number 5 of 2021 states that in order to start and carry out business activities, Business Actors are required to meet the Basic Requirements for Business Licensing and/or Risk-Based Business Licensing. These basic requirements include the suitability of space utilization activities, environmental approval, building approval, and certificates of functional feasibility, each of which is regulated in laws and regulations in the fields of spatial planning, the environment and buildings (Article 5) (Government Regulation of the Republic of Indonesia Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing, 2021) .

In order to optimize the implementation of Business Licensing policies in the regions, Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions was then issued, containing regulations on the authority of the Implementation of Business Licensing in the Regions, the implementation of Business Licensing in the regions, Regional Regulations and Regional Head Regulations concerning Business Licensing, reporting on the Implementation of Business Licensing in the Regions, guidance and supervision and funding. In addition, to make the Implementation of Business Licensing in the Regions effective in accordance with the spirit of the Job Creation Law, this Government Regulation also emphasizes the provisions for imposing administrative sanctions on governors/regents/mayors who do not provide Business Licensing services or do not use the Online Single Submission Risk Based Approach (OSS-RBA) System in accordance with the provisions of laws and regulations concerning the implementation of Risk-Based Business Licensing (Republic of Indonesia Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions, 2021) .

Based on this Government Regulation, the Investment and One-Stop Integrated Service Office (DPMPTSP), both provincial and district/city DPMPTSP, are formed to carry out the duties and functions of Government Affairs in the field of investment, not grouped or grouped with Government Affairs that are the authority of other regions, with the aim of optimizing the Implementation of Business Licensing in the Regions. DPMPTSP in all regions are expected to be able to organize Business Licensing management quickly, easily, integrated, transparently, efficiently, effectively, and accountably in accordance with the provisions of laws and regulations concerning the implementation of Risk-Based Business Licensing, which in turn provides legal certainty, improves the investment ecosystem and business activities and maintains the sustainability of the performance of Business Licensing services in the regions

in accordance with the objectives and intent of the enactment of the Job Creation Law (Republic of Indonesia Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions, 2021) .

The Implementation of Business Licensing in the Region is a business licensing activity whose management process is electronically starting from the application stage to the issuance of documents which are carried out in an integrated manner in one door (Ivic et al., 2023; Haerullah et al., 2022; Ansari, 2019). The implementation of Business Licensing in the Region is managed by the Investment and Integrated One-Stop Service Office (DPMPTSP) of the Province/Regency/City using the Online Single Submission Risk Based Approach (OSS-RBA) System.

The implementation of OSS-RBA is actually the implementation of the Electronic-Based Government System (SPBE) or E-Government, namely the implementation of government that utilizes information and communication technology to provide services to service users. Through this principle, it is hoped that the implementation of OSS-RBA can realize clean, effective, transparent, accountable governance and quality and reliable public services (menpan.go.id, 2020) .

The implementation of business licensing in the regions is carried out by the Central Government, Provincial Government, and Regency/City Government in accordance with their authority based on the provisions of laws and regulations. The implementation of Business Licensing in the Regions is carried out to improve the investment ecosystem and business activities. The implementation of Business Licensing in the Province is carried out by the Provincial DPMPTSP and the Implementation of Business Licensing in the Regency/City is carried out by the Regency/City DPMPTSP (Zahara et al., 2023; Subowo et al., 2019; Riau et al., 2024).

The implementation of Business Licensing Services in the Regions must use OSS-RBA managed by the Central Government starting from the time the OSS system becomes effective in accordance with the provisions of laws and regulations concerning the implementation of Risk-Based Business Licensing. DPMPTSP that does not provide Business Licensing services through OSS-RBA within the specified time period, the authority to issue permits is taken over by the OSS Institution in accordance with the provisions of laws and regulations concerning the implementation of Risk-Based Business Licensing. The readiness of Purwakarta Regency in implementing the OSS-RBA system requires the availability of policies, management of implementation, human resources, facilities and infrastructure, and adequate internet networks (Hapsari et al., 2024; Kristantiya et al., 2023; Jackson, 2025).

In the era of increasingly dynamic globalization and digitalization, the implementation of business licensing is one of the main pillars in supporting a healthy and competitive investment climate (Aksoy, 2023; Zhan, 2021; Boikova et al., 2021). The Purwakarta Regency Government as part of its commitment to improving ease of doing business and encouraging regional economic growth has ratified Purwakarta Regency Regional Regulation Number 2 of 2024 concerning the Implementation of Business Licensing. This regulation aims to build a licensing service system that is faster, more transparent, integrated and adaptive to technological changes and the demands of the business community (Purwakarta Regency Regional Regulation Number 2 of 2024 concerning the Implementation of Business Licensing, 2024) .

As mandated in Law Number 11 of 2020 concerning Job Creation and its derivative regulations, the implementation of business licensing in the regions must transform from a slow administrative bureaucratic pattern to online and digitalized services (Law of the Republic of

Indonesia Number 11 of 2020 concerning Job Creation, 2020) . Like currently for business licensing services that have been implemented through an electronically integrated business licensing system through the Online Single Submission Risk Based Approach (OSS-RBA). Then for business and non-business licensing services that are not accommodated in the OSS-RBA, each region is given the freedom to organize business licensing through an online digital platform. Regional Regulation Number 2 of 2024 is a concrete answer to the need for modernization by prioritizing the principles of ease, effectiveness, efficiency and accountability of services.

However, in its implementation, collaboration and integration of business licensing in Purwakarta Regency have not been running effectively. Cooperation and coordination between government institutions and other Regional Apparatus Organizations (OPD) as technical institutions related to business licensing still need to be improved, especially through digital and e-government cooperation in an integrated digital platform (Ivic et al., 2023; Luna et al., 2014; Katsonis & Botros, 2015).

Methods

This study was conducted in Purwakarta Regency, focusing on the implementation of Regional Regulation Number 2 through the Investment and One-Stop Integrated Service Agency (DPMPTSP), as well as other relevant institutions, business actors, and stakeholders. A qualitative descriptive research method was employed to explore, interpret, and describe the process of policy implementation, the challenges encountered, and its effects on business actors and the quality of public service delivery. The analysis specifically centered on six key elements associated with e-government and digital governance implementation.

Participants in this study were identified using a purposive sampling technique, guided by the key informant approach. This strategy enabled the selection of individuals who possessed in-depth knowledge and experience relevant to the research focus, such as local government officials, service providers, and business community representatives.

To collect data, the study utilized multiple instruments, including a comprehensive literature review, in-depth interviews, direct observation, and analysis of official documents. These instruments were designed to capture both the formal aspects of the regulation's implementation and the practical, on-the-ground realities experienced by stakeholders.

To ensure the credibility and trustworthiness of the findings, source triangulation was employed by comparing information obtained from different data sources. The analytical process followed a structured approach comprising data reduction (to focus on relevant information), data display (to organize information systematically), and conclusion drawing and verification (to interpret and validate findings in relation to the research objectives).

Results and Discussion

Law Number 6 of 2023 concerning Job Creation which changes various provisions. Related to investment and business activities, Law Number 6 of 2023 concerning Job Creation has updated several provisions in Law Number 23 of 2014 concerning Regional Government which are directed at strengthening the role and commitment of Regional Governments in the framework of Organizing Business Licensing in the Regions in accordance with the provisions of laws and regulations.

Law Number 23 of 2014 concerning Regional Government has emphasized the authority to implement integrated one-stop licensing and non-licensing in the field of investment and one-stop integrated services which are the authority of the Regional Government. This authority is included as part of government affairs in the field of investment and one-stop integrated services. Law Number 6 of 2023 concerning Job Creation provides regulations that this business licensing is carried out with: a) Risk Based; b) Norms, Standards, Procedures and Criteria stipulated by the Central Government and in accordance with statutory provisions; c) Using an electronic business licensing system managed by the Central Government; d) Providing opportunities for Regional Governments to develop a supporting system for the implementation of OSS in accordance with statutory provisions.

Government Regulation Number 6 of 2021 concerning Business Licensing in the Regions, as a derivative regulation of the Job Creation Law, is the basis for the Implementation of Business Licensing in the Regions. The Government Regulation emphasizes that the Regent stipulates Regional Regulations in the context of the Implementation of Business Licensing in the Regions. In addition, the Implementation of Business Licensing in the Regions is carried out by the Regional Apparatus that organizes government affairs in the field of investment and one-stop integrated services (in this case by DPMPTSP). The Implementation of Business Licensing in the Regions is also inseparable from the existence of Government Regulation Number 5 of 2021 concerning Risk-Based Business Licensing which provides the basis for the implementation of risk-based business licensing.

Strengthening the role of the Regional Government in Law Number 6 of 2023 concerning Job Creation, among others, regulates the obligation of the Regent to provide Business Licensing services in accordance with the provisions of laws and regulations concerning the Implementation of Risk-Based Business Licensing, Business Licensing services carried out by the Service (DPMPTSP) must use the OSS system managed by the Central Government, and provide opportunities for the Service to develop a supporting system for the implementation of the OSS system in accordance with the norms, standards, procedures and criteria set by the government.

In order to implement the mandate contained in Law Number 6 of 2023 concerning Job Creation, Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing, and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions, Purwakarta Regency has established Purwakarta Regency Regional Regulation Number 2 of 2024 concerning the Implementation of Business Licensing.

Information Exchange or Exchange of Information in the Implementation of Business Licensing in Purwakarta Regency

In the context of developing countries, *good governance* is also often associated with efforts to achieve sustainable development goals, such as reducing poverty, improving health and education, and improving the quality of life of the community. In this case, *good governance can be considered as a condition that encourages progress and community welfare. The application of good governance principles can also help increase public trust in the government and public institutions. This is very important in facing various challenges faced by the country, such as social conflict, economic crisis and natural disasters (Hidayat, 2022 in Sumantri, 2022).*

Meanwhile, according to Azhar, et.al (2020), *Good Governance* is a way, strategy and bridge to fight for basic human needs, social justice, stability and individual and group freedom by using local resource income before achieving other higher needs.

According to the World Bank (Word Bank) *E-Government* is defined as: " *E-Government* refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government", which means *E-Government* refers to the use of information technology (such as Wide Area Network, Internet, cellular computing) by government agencies that have the ability to transform relations with citizens, businesses, and other government agencies. On the other hand, the United Nation Development Program (UNDP) defines it as follows: " *E -Government* is the application of Information and Communication Technology (ICT) by government agencies", meaning *E-Government* is the application of Information and Communication Technology (ICT) by government agencies (Indrajit, 2006).

The Investment and One-Stop Integrated Service Office (DPMPTSP) of Purwakarta Regency has a very decisive role in realizing the success of the Implementation of PERDA Number 2 of 2024 concerning the Implementation of Business Licensing because it functions as an initiator who plays a role in its implementation. As an agency engaged in the field of public services, especially in the implementation of business licensing, DPMPTSP has a strategic role in encouraging the acceleration of the licensing process that is integrated, transparent and responsive to the needs of business actors.

DPMPTSP has direct involvement in accelerating the licensing service process. This can be proven by the fact that DPMPTSP is actively involved in business licensing applications, verification, validation, and technical coordination with technical agencies, related to business licensing applications. All business licensing process activities are carried out through a digital application in the *Online Single Submission Risk Based Approach* (OSS-RBA) system. Through this *platform* , DPMPTSP acts as an agency that is obliged to carry out business licensing services in accordance with Purwakarta Regency Regional Regulation Number 2 of 2024.

In fact, the use of the OSS-RBA system is a government step in implementing *e-government* to improve the quality of public services. With *a digital platform* such as OSS-RBA, all business licensing processes can be carried out easily and quickly, the exchange of information and licensing data is easier to do. Information Exchange *refers* to the process of sharing data and information between government agencies, both internally (between regional apparatuses in Purwakarta Regency) and externally (with central agencies or business actors), to support the smooth running of the business licensing process. The exchange of information in the implementation of business licensing in Purwakarta Regency is a key element in creating efficient, transparent, and integrated public services.

Through the use of the OSS-RBA application in organizing business licensing, it shows the commitment of the Purwakarta Regency Government to support *E-Government* and realize *E-Governance* . The exchange of information carried out aims to ensure the openness of public information regarding data and information on the implementation of business licensing. The activity of submitting data and public information regarding business licensing is carried out by the Functional Position Group of Licensing Arrangement of the Investment and Integrated One-Stop Service Office of Purwakarta Regency.

All public service processes in Purwakarta Regency are carried out in an integrated service center managed by DPMPTSP, namely the Bale Madukara Public Service Mall (MPP) which integrates various public services from government and private agencies in one place, including business licensing services carried out at the Bale Madukara MPP. Although in fact, business licensing applications can be carried out independently by each business actor, assistance

service efforts are carried out by DPMPTSP at the Bale Madukara MPP through investment clinic tenants and licensing clinics.

The exchange of information and data regarding business licensing and investment has been implemented in an integrated manner through the OSS-RBA system. In the process of delivering licensing service information directly, it is carried out at the Bale Madukara MPP through *front office officers*. In addition to the Bale Madukara MPP, DPMPTSP has a service place called Teras Madukara which is located in 5 (five) Districts, namely Teras Madukara Campaka District, Jatiluhur District, Wanayasa District, Plered District and Maniis District. Where the 5 (five) Teras Madukara have the same function as the Bale Madukara MPP to carry out public services, in other words, the Teras Madukara District functions as a miniature of the Bale Madukara Public Service Mall (MPP).

Other efforts implemented by DPMPTSP in disseminating information on licensing services are carried out through social media Instagram *#mppmadukara* and *#dpmptsp.purwakarta* and the website <https://mpp.purwakartakab.go.id/> and <https://dpmptsp.purwakartakab.go.id/>. In addition, if there are other Regional Apparatus Organizations (OPD), vertical/cross-agency agencies, the community or private parties (companies) that require data and information related to business licensing, they can submit a request for data and information via an official letter addressed to DPMPTSP.

Actually, to get information about business licensing, the public can directly access the OSS-RBA system. However, in practice, because the digital literacy possessed by the public is still low, coupled with inadequate access to obtain technological facilities including digital infrastructure such as limited internet access, so the existence of MPP Bale Madukara and Teras Madukara is still very relevant to help business actors in business licensing services, especially for MSMEs. However, for people who are already technologically literate and for large business actors who have adequate digital access, the need for information on business licensing services can be done independently by directly accessing the OSS-RBA system or other digital platforms provided by DPMPTSP, namely the Instagram social media *#mppmadukara* and *#dpmptsp.purwakarta* and the website <https://mpp.purwakartakab.go.id/> and <https://dpmptsp.purwakartakab.go.id/>.

In addition to business licensing services, technical agencies and other *stakeholders* can access data related to business licensing. For the needs of the data provided by DPMPTSP manually and digitally. However, not all data is displayed openly, only in the form of a recapitulation of the number of permits served and issued. Meanwhile, for requests for detailed data on business actors and business activities, it is done through an official letter request submitted to DPMPTSP. To support the implementation of the delivery of business licensing information to business actors for both large businesses and MSMEs, socialization has also been carried out to business actors in a special discussion forum organized by DPMPTSP Purwakarta Regency along with procedures for submitting Investment Activity Reports for business actors. Because the LKPM report is mandatory for business actors who have run their businesses and is carried out routinely every quarter for large business actors, and semesterly for small business actors and MSMEs.

Systematically, it shows that the mechanism for organizing business licensing in terms of information exchange has been implemented digitally through OSS-RBA, which is a digital platform that has centralized service integration. Distribution of services is carried out faster and easier, including synchronization of licensing requirements, where there is involvement of related technical services or agencies. In the era of open information and digitalization like today, the need for digital applications to support public services, especially business licensing

services, is very important. OSS-RBA is a digital-based business licensing service system that can accelerate the business licensing process, but requires implementation in accordance with applicable Standard Operating Procedures (SOP).

DPMPTSP has a strong commitment in providing information on business licensing services along with other data to realize clean, transparent, accountable, fair and sustainable governance in accordance with the principles of *good governance*, according to the Head of the Investment and Integrated One-Stop Service Office of Purwakarta Regency. From the results of the interview, it is clear that the Head of the Office is confident in the formation of Business Licensing Services that can meet the needs of the community and business actors in Purwakarta Regency.

Information Security or Information Security in the Implementation of Business Licensing in Purwakarta Regency

E-Government development is an effort to develop electronic-based (using) government administration in order to improve the quality of public services effectively and efficiently. Through the development of *E-Government*, the management system and work processes in the government environment are arranged by optimizing the use of information technology.

In the implementation of *E-Government*, information security is the main and important thing, which allows the use of systems or applications to support the concept of *E-Government* and *Digital Government* to run well and smoothly. Likewise in the implementation of the business licensing system that has used the OSS-RBA system application.

System security is a system used to secure a computer from interference and all dangerous threats, in this case data and information security, as well as system users (users). These threats consist of external threats such as viruses, spyware, hackers and others. Computer systems and digital applications have very valuable data and information, protecting this data is an important action to maintain the functioning of systems and applications properly and optimally. So then information security *is* a systematic effort to protect data and information from various risks such as unauthorized access, leaks, manipulation and hacking (Mukti, Indra et.al, 2023).

Internet-based information system security is an important thing to consider because the internet computer network is public and global, basically not safe. The security system of a computer network connected to the internet must be planned and understood well so that valuable information can be protected effectively (Mukti, et al).

In the context of business licensing, information security includes protection of business actor data, licensing documents, and information exchange between agencies. Systematically, the implementation of OSS-RBA has been running well, related to information security is very good, this is evidenced by the existence of OSS-RBA account security authentication, as well as limited authority for OSS-RBA account access because only those with authorized user accounts can enter the system. In addition, the OSS-RBA system is designed to have its own security system in the form of a barcode or electronic signature that can protect the data of business licensing applicants. Furthermore, in securing data hacking, the system already has security for each user's access in the form of a username and password.

The use of user access control, namely access restrictions according to user level (admin, operator, verifier), the use of certified electronic signatures to guarantee the authenticity of licensing documents, digitally encrypted document storage (archive media transfer) on secure internal and cloud servers. Information security is a main pillar in the implementation of integrated and digital business licensing. The Purwakarta Regency Government is committed

to maintaining the confidentiality, integrity and availability of licensing data through policies, technology and information security governance that are adaptive to the development of cyber threats. With this step, business licensing services are expected to remain trusted, competitive, and support a conducive and healthy investment climate.

In the implementation of business licensing in Purwakarta Regency, an electronic integrated service system called the Online Single Submission Risk Based Approach (OSS-RBA) has been used. In terms of information security aspects, the OSS-RBA system has implemented information security principles adequately. The results of field observations show, among others:

Privacy/Confidentiality (confidentiality) ,

The OSS-RBA system can be accessed by admins and everyone freely and easily. It's just that the access owned by the OSS-RBA system has certain limitations. Everyone who will apply for a business license can access OSS-RBA easily and quickly, just prepare an ID card, email address and WhatsApp telephone number and other requirements for business entities needed to register an account. When you finish registering an account, you will then get *a username* and *password* , where each person/business entity has one account that is confidential. This means that only people or business entities that have the account can access OSS-RBA when they will complete the licensing process along with other required equipment. From the admin/operator side, OSS-RBA has an account that can be accessed only when the admin/operator has the authority to verify the licensing process and validate the licensing data and information contained in the OSS-RBA system, including the account for the Head of Service. So in terms of confidentiality, the OSS-RBA system has a good level of confidentiality in maintaining the security of business licensing data and information. When the public/business actors/other government organizations need business licensing data, it can be done by making an official request to DPMPTSP, then through the Head of Service's letter disposition forwarding the request for data to the Young Expert Licensing Administrator who handles the Management and Utilization of Licensing Data and Information, because only the data and information manager account has access to the collection and management of business licensing data and information through OSS-RBA. The public, business actors, private parties or other stakeholders do not need to worry about the confidentiality aspect of the data and information they have when accessing the OSS-RBA digital business licensing portal. However, it should be remembered that when a data leak occurs, the most likely thing that can happen is due to human negligence or *human error*, so it is very important to be vigilant in maintaining the confidentiality of user accounts so as not to provide them to various parties carelessly. It is inevitable when data leaks occur because of certain parties who do have bad intentions and intend to harm humans.

Integrity (integrity) ,

In the use of OSS-RBA system access, each user has a different account consisting of *a username* and *password* , indicating that only certain users are given the right to change information. In terms of information integrity, the OSS-RBA system is feasible to be implemented in the implementation of business licensing services to the community who need it. The community does not need to worry about changes in information because only they themselves are authorized to be able to access their respective accounts. For verifiers and validators of data and information, they have the convenience of carrying out their duties and functions, because they are given full access rights to the system. Constraints that may occur when verifiers and validators validate data and information incorrectly or intentionally with verification that is not in accordance with the provisions of applicable laws and regulations. So

that in terms of Human Resources provisions, whatever public administration management is carried out, especially in government, the integrity of Human Resources is the key to success in the implementation and development of *E-Government* or Digital Government to realize *E-Governance*, as well as in the implementation of business licensing which has now switched to a digital licensing system. When the integrity of information security runs well, the business licensing system implemented, namely OSS-RBA, becomes the main supporting factor in realizing *E-Governance* which is currently being widely echoed in state entities in the Republic of Indonesia.

Authentication,

OSS-RBA system users, as explained, have full access rights, without being able to be intervened by unauthorized persons. So that every data or information recorded through the OSS-RBA system has high accuracy and authenticity. Every data and information entered into the OSS-RBA system is integrated with population data through Population Identification Number (NIK) authentication. Through this authentication, the identity of the business actor is validated, to ensure that the user who registers the business is truly an Indonesian Citizen (WNI) or a legitimate Foreign Citizen (WNA). Authentication is carried out to ensure the strengthening of the security of the OSS-RBA system, can prevent misuse or duplication of accounts. In addition, this authentication can improve the interoperability of government services, because it supports cross-government system integration via *single sign-on* and data synchronization. It often happens when NIK data is not registered or is not synchronized and there is a disruption in the Dukcapil web service connection, so that it requires the government (Dukcapil) Dukcapil database and cross-regional coordination, as well as the provision of a backup system so that services continue to run. to make improvements related to the method to state that the information is truly original or the person who accesses or provides the information is truly the person in question. NIK authentication in the OSS-RBA system is integrated with population data with the aim of: avoiding identity falsification in processing business permits, supporting the OSS-RBA system accurately, increasing accountability and transparency of business actor profiles, and facilitating tracking of business legality nationally.

Availability

ease of access to the OSS-RBA system for authorized *users* or users, will provide convenience in tracking and searching for business actor data according to the address, type of business they run. In the OSS-RBA system, the principle of data and information availability plays an important role in ensuring that business licensing services can be accessed by authorized users or users anytime and anywhere through the devices they own, while maintaining digital security aspects. The availability of data and information regarding the type of business to be run, business risk data, OSS-RBA guidelines, regulatory information, service contacts and complaints and other information are easily available and can be accessed by every citizen through the website link <https://oss.go.id/>. Meanwhile, business actor data and information along with the identity and address of the business premises are available in real time in the OSS-RBA system, but only admins holding data and licensing information can access it. Thus, when there is a request for data and information related to business actors, it can be done by any person/company/government with an official letter request to DMPMTSP. However, it is often experienced when there is a request for data and information in a different format than that contained in the OSS-RBA system. So to overcome these obstacles, every data and information requested is processed first by the DPMPMTSP licensing data and information processing team according to the requested format. This shows that although licensing data and information are available easily and quickly through the OSS-RBA system, some still cannot meet user needs according to expectations and the required format.

Access Control,

Access control is one of the main pillars in information security and is very relevant in the context of business licensing systems, especially in the digital era and service integration such as OSS-RBA. Access control implemented by the OSS-RBA system is a security mechanism used to limit access to systems, data, or resources to authorized users only. Access control in the use of the OSS-RBA system provides flexibility to authorized users in managing and using their accounts according to their intended use. Every *user* who has an account in the OSS-RBA system will easily control and manage information and data, which can reduce the occurrence of theft and hacking of data and information by irresponsible people. The use of access control rights through the use of *usernames* and *passwords* is a common mechanism used by a system or application in maintaining the security of digital information. Each user has full authority to manage and maintain the security of their data. Through this *access control*, the role of the system user can be identified, whether as an admin, verifier, validator, or business actor, either individual or business entity. The use of access control with *username* and *password* will also make it easier for every user to access the system, because it can be done through various devices and locations anywhere, as long as it is connected to the internet and authentication is successful.

With various security system efforts and ease of business licensing through the OSS-RBA system, it indicates that the government has a strong desire to achieve important goals in line with the principles of good governance and digital transformation. Through data confidentiality and privacy security, the government wants to ensure that personal data and business information of business actors registered with OSS-RBA cannot be accessed by unauthorized parties. With a good security system, including the use of *usernames* and *passwords*, the government wants to foster public trust (business actors) in OSS-RBA services. This trust is important to encourage active participation in the integrated licensing system. Usernames and passwords limit access to authorized users only, so the government seeks to prevent infiltration, data manipulation, or unauthorized use of services. With a credential-based login system, every action taken in OSS-RBA can be recorded and traced based on user identity. This supports accountability and facilitates audit trails in public services. Through authentication-based information security, the government wants to ensure that the OSS-RBA system can still be used reliably, stably, and is not disrupted by cyber attacks that can damage the integrity of public services.

By securing information owned by the OSS-RBA system, the government wants to create a safe, reliable, efficient, and responsible licensing system, so as to support the effectiveness of digital business licensing services and support a healthy national business ecosystem. Information security activities in the business licensing system that are carried out properly and in a structured manner will create an investment climate and ease of doing business in Purwakarta Regency. Thus, these activities can support the success of the implementation of Purwakarta Regency Regional Regulation Number 2 of 2024 concerning Business Licensing. In addition, it will indirectly have an impact on the development of *Digital Government* or *E-Government*, in creating *E-Governance*. However, in an effort to ward off disruptive attacks on the implementation of the OSS-RBA business licensing system, systematic and sustainable efforts are needed to improve system security so that it is even better and protected from various threats and disturbances that may occur.

Citizen Engagement or Community Participation in the Implementation of Business Licensing in Purwakarta Regency

The rapid development of technology and global environment requires every country to adapt so as not to be left behind. Bureaucracy is expected to be more efficient, effective, responsive and accountable through structural and behavioral adjustments or adaptation (Kim, 2008 in Pujianto). Facts show that bureaucratic transformation through the use of information technology, deregulation, privatization or streamlining of government functions and services followed by strong political leadership, and technocrats economic development plans and citizens efforts in Singapore, Taiwan, South Korea, Hungary, Poland, Bulgaria, and Czechoslovakia have contributed to helping these countries to benefit from globalization (Kim, 2008 in Pujianto).

However, the influence of globalization that is happening in the world today brings implications for changes in the system and structure of government, which was previously manual to a digital-based government system or what is commonly called *E-Government* or *Digital Government*. The characteristics of *E-Government* include : a new (modern) interaction mechanism between the government and the community and other interested parties (*stakeholders*), the use of information technology (internet), has the aim of improving the quality of public services (Indrajit, RE, 2006).

The principles underlying the concept of good governance vary greatly from one institution to another, from one expert to another. However, there are at least a number of principles that are considered the foundation of *good governance*, one of which is the principle of participation. Participation is the principle that everyone has the right to be involved in decision-making in every activity of government administration. The paradigm shift from *government* to *governance* suggests the need for the government to involve various *stakeholders* outside the government in the process of making public policy. Participation is not only limited to citizen involvement in general elections, but also in various activities that have implications for the wider community, in line with the implementation of the concept of democratic life. Democracy will only be meaningful when the community or citizens as the main *stakeholders* are always involved in the process of making all types of public policies produced by the government. Increasing community participation in the process and implementation of public policy will lead to the realization of *good governance*. The existence of community participation in the process of making public policy will produce several benefits, including : an increase in the quality of public policies produced by the government which in turn will benefit the community. Then there will be an increase in the institutional capacity of the government in making policies (Purwanto, 2008 in Pujianto).

Community participation, in addition to being a keyword in development, is also one of the characteristics of good governance (*E-Governance*). Communities that participate in development and/or governance are defined by Ralph Hinton as any group of people who have lived and worked together long enough so that they can organize themselves and consider themselves as a social unit with clearly defined boundaries (Fathurrahman, 2013 in Salbiah, 2019). Community participation is defined as the participation of the community to accommodate their interests in the process of preparing development plans (Law Number 25 of 2004 concerning the National Development Planning System).

Public participation can also be seen in public services provided/provided by the government. Public services are activities or series of activities in order to fulfill the service needs of every citizen and resident for goods, services and/or administrative services provided by public service providers (Law Number 25 of 2009 concerning Public Services).

Citizen engagement or community participation is the active involvement of citizens in the process of formulating, implementing and evaluating public policies, including business licensing service policies. In this context, the community plays a role as a supervisor, input provider, and beneficiary of quality licensing services.

The Investment and One-Stop Integrated Service Office has a role and duty as an agency or regional apparatus organization implementing investment affairs and licensing services. As the main organizer of business licensing, DPMPTSP has a strategic and important role, how to serve the business community well. The implementation of business licensing is carried out following the rules contained in Regional Regulation Number 2 of Purwakarta Regency in 2024 in accordance with Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions.

Community participation in the implementation of business licensing is very important to increase the legitimacy and accountability of the licensing process, detect potential social or environmental conflicts early on, encourage alignment between licensing policies and citizen needs, and foster public trust in government institutions.

Community participation is a crucial element in realizing the implementation of business licensing that is based on community needs, inclusive and equitable. The Purwakarta Regency Government is committed to building an open and participatory licensing ecosystem, by providing space and active roles for residents as strategic partners in supporting healthy and sustainable investment growth. Community involvement or participation in the implementation of Purwakarta Regency Regional Regulation Number 2 of 2024 concerning the Implementation of Business Licensing is still far from ideal.

This fact is in accordance with observations in the field, that the involvement or level of community participation in the process of drafting this regulation is still low. This is proven by the existence of a drafting process that only involves input from several related agencies such as DPUTR, DLH, and Dinkes, without involving companies, the community or NGOs. Because as is commonly known, ideally in drafting a regulation, input from various *stakeholder representatives is needed*. However, in general, the regulation on the implementation of business licensing in Purwakarta Regency can answer the needs of the community with the presence of regulations that can meet their needs in implementing business licensing. In general, community involvement in the drafting of Regional Regulation Number 2 is only represented by the Purwakarta Regency DPRD.

Further participation in community involvement in the implementation of business licensing can be seen through the large number of community members who provide business licensing services through the OSS-RBA system, especially MSME business actors. Although in terms of independent awareness, this involvement or participation is still considered low. Various efforts have been made by the Purwakarta Regency Government through the Investment and One-Stop Integrated Service Office to increase community participation in the implementation of business licensing.

In the 2024 Fiscal Year, the West Java Province DPMPTSP collaborated with the DPMPTSP of all Regencies/Cities in West Java in implementing business licensing services through the 1 million NIB activity. Where this activity is carried out with the aim of assisting MSME business actors in obtaining business legality through the issuance of a Business Identification Number (NIB). Of the 1 million NIBs, it is divided proportionally based on the population and area in each Regency/City in West Java, so that Purwakarta Regency was given a target to be able to collect as many as 19,529 NIBs for MSME business actors and in terms of achievement

it could exceed the target, namely 39,726 NIBs for MSME business actors. Actually, in terms of the level of community participation, it shows good real results. On the positive side, every business actor can have business legality that can be used by them to carry out their business activities and other needs through the NIB they have. But on the other hand, this program does not have a significant impact on increasing investment in Purwakarta Regency.

In fact, the convenience provided by the OSS-RBA system service can be utilized by everyone without exception. The digital transformation offered by the business licensing service through this system is already at the highest stage, because it is at the integrated digitalization stage. All business licensing services are integrated into one OSS-RBA system platform. Other support includes the Purwakarta Regency Government's efforts to provide adequate digital infrastructure, by providing internet facilities to the public with the availability of free wifi services, to make it easier for residents, especially business actors, to access the OSS-RBA service. The availability of free internet services is another form of government service that must be provided to residents and business actors in Purwakarta Regency, in advancing business licensing services.

These efforts often cannot meet the needs of the community optimally, where digital literacy owned by the community is uneven, especially with the quality of existing human resources, some people have not or cannot follow the development of digital technology. So in the implementation of business licensing in Purwakarta Regency which is all digital, the level of knowledge of the community and MSME business actors in particular, to utilize the OSS-RBA system licensing application must be increased. This activity must be a routine agenda of the Regional Government, the implementation of which can be carried out through the role of the Investment and One-Stop Integrated Service Office, as the regional coordinator in terms of business licensing services.

Furthermore, to optimize the regulations that have been prepared, it is necessary to follow up by implementing the PERDA socialization, especially for business actors, both large business actors and MSMEs. PERDA Number 2 of 2024 was created with the aim of increasing the ease of doing business and a conducive investment climate in Purwakarta Regency. Through the socialization carried out, it is hoped that it can increase the role and participation of the community, especially business actors, in the Implementation of Purwakarta Regency Regional Regulation Number 2 of 2024 concerning Business Licensing. So that the involvement or participation of community members can be carried out at the implementation stage of this regulation.

In general, the use of the OSS-RBA system in organizing business licensing has accommodated the needs of MSME business actors, with the issuance of business legality for MSMEs which is only in the form of a Business Identification Number (NIB), MSME business actors can run their businesses freely and safely, and it applies nationally throughout Indonesia.

The success of the implementation of this PERDA is supported by the extent of community involvement, especially during the preparation until it is implemented in real terms. It has become a habit that occurs in terms of the preparation of regulations at the PERDA level, community involvement is still very low, it is common that community involvement is only represented by people's representatives in the DPRD (Regency). So that for the needs of good regulations, the results are still far from the ideal state desired.

Another form of involvement in its implementation is by conducting a Public Satisfaction Survey (SKM) on business actors who have implemented business licensing services. The Public Satisfaction Survey (SKM) conducted by DPMPTSP is a measuring tool to assess the level of public satisfaction with the quality of public services provided by DPMPTSP.

Citizen engagement or community participation in the implementation of business licensing in Purwakarta Regency is a form of active community involvement in the business licensing process organized by the Regional Government. This approach is an important part of transparent, inclusive and accountable governance, in line with the spirit of bureaucratic reform and the application of good governance principles .

However, in terms of community involvement, when public policies require active public participation, there are still obstacles in their implementation. These obstacles include the lack of legal and regulatory literacy, so that many citizens still do not understand the rights and mechanisms of participation. The limitations of effective communication channels are caused by not all citizens having access to government digital forums or platforms. A culture of participation that has not been built, where citizen participation is still responsive, not initiative. Then the last obstacle is the risk of symbolism, meaning that citizen participation can be just a formality if it is not followed up with decision-making that takes into account the voice of the public.

Policy-Related Decision-Making or Decision Making related to Policies in the Implementation of Business Licensing in Purwakarta Regency

Decision-making related to policies in the implementation of business licensing in Purwakarta Regency refers to the formal and substantive processes carried out by the Regional Government in determining the direction, rules and mechanisms of business licensing. This process is not only administrative, but also concerns public interest, economic growth, environmental protection, and sustainable spatial planning.

The policy for implementing business licensing is an action that must be taken by the Regional Government, because it carries out the mandate contained in Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions.

Decision making is very urgent to be done so that each region has clear guidelines in organizing business licensing. This will have a significant impact when applied in business activities for business actors in the region, especially to ensure the comfort and ease of MSME businesses. The urgency of making regional regulations for organizing business licensing is certainly to be able to guarantee legal certainty for the community in carrying out their business activities. With clear regulations, it will be easier for the community to have legalized business licensing. So that the community or business actors will be able to easily access assistance from financial institutions for the development of their businesses.

Before the birth of the digitalization era like today, business actors were made helpless by the length of access to business permits, complicated procedures and long bureaucracy. The long time to complete business permits resulted in material and immaterial losses experienced by business actors.

After the implementation of the business policy through this Regional Regulation, it will have a very good impact, where business actors can register for business permits through a digital platform, namely OSS-RBA, easily and quickly. The results obtained are that the legality of business permits which are currently called Business Identification Numbers (NIB) will be directly received by business actors, especially MSMEs. Because for the scale of MSME businesses, it is very easy to have a NIB without having to apply other business licensing requirements.

This is in line with what was stated by the Functional Officer of the Young Expert Licensing Arrangement of DPMPTSP, that the OSS-RBA online business licensing system which is now the only business licensing application in Indonesia, can simplify and accelerate the business licensing process, especially for the MSME business scale. The requirements for the MSME business scale are not as many and complicated as for medium and large scale business actors. In addition, for certain business activities in accordance with the Indonesian Standard Classification of Business Fields (KBLI), there are several business activities that require verification from related technical agencies, both from the Ministry, Provincial Government or Regency Government according to their respective authorities.

Human Resources or Human Resources in the Implementation of Business Licensing in Purwakarta Regency

Human Resources (HR) have a central role in ensuring that the business licensing service process runs efficiently, transparently, professionally and accountably. Currently, the composition of HR owned by DPMPTSP Purwakarta Regency consists of various disciplines from elementary school to Masters (S2), both ASN and Non ASN. So far, almost all employees have been involved in public services, especially when the weekend service policy was implemented in early May 2025.

In terms of mastery of the OSS-RBA system, almost all employees in the front office have good and adequate skills, although for certain conditions and in order to improve the capacity of service human resources, it is necessary to hold training for employees regarding business licensing services in collaboration with BKPM/Ministry of Investment and Downstream. In addition, there needs to be an increase in public communication skills.

To improve the capacity of human resources in service at DPMPTSP, personality training has been carried out to improve the ability of how to serve the community with friendly service. However, in terms of the urgency of the business licensing system service, it has not been implemented intensively for the implementing employees in the front office. However, it has been done for the Young Expert Licensing Functional Officer.

Given these conditions, training activities to improve the capacity of licensing service employees should be carried out intensively and continuously. Carried out comprehensively for all employees at various levels. Including increasing the capacity of knowledge and understanding of the implementation policy of the Implementation of Purwakarta Regency Regional Regulation Number 2 of 2024 Concerning Business Licensing.

Inter-Agency Services or Inter-Agency Services in the Implementation of Business Licensing in Purwakarta Regency

Inter-agency services are a form of cooperation and coordination between various Regional Apparatus Organizations (OPD) and vertical institutions and non-government agencies involved in the business licensing process. This service is important to create a business licensing system that is integrated, efficient and responsive to the needs of business actors.

Currently, in accordance with existing regulations, the licensing process seeks to involve cross-agency services. The Investment and One-Stop Integrated Service Office (DPMPTSP) is the main licensing service provider. Each business actor initially applies for a Business Identification Number (NIB) through the OSS-RBA system according to the type of business being run. When the process is running, that is where the initial involvement of DPMPTSP as the main service agency occurs. Furthermore, from the type of business carried out, the system can read which ones require the involvement of other technical cross-agency services such as the Public Works and Spatial Planning Office (DPUTR) for services related to spatial planning

compliance and Building Construction Approval (PBG) which was previously called the Building Construction Permit (IMB). To fulfill technical recommendations from the type of business related to environmental feasibility and protection, recommendations from the Environmental Service (DLH) are required. So that in the implementation of business licensing that is carried out, it involves integrated cross-agency services.

In the implementation of business licensing in Purwakarta Regency, cross-agency services have been carried out well and smoothly. Where coordination and collaboration with related technical agencies can be done easily. However, in general, the implementation of coordination is still done manually, not yet integrated into the system.

In the implementation of the business licensing service process, all validation and verification processes are carried out in the OSS-RBA system, all of these processes are automatically integrated between DPUTR, DLH, and DPMPTSP services, through their respective accounts that can access the OSS-RBA system. Seeing these conditions, researchers are very optimistic that the implementation of business licensing can be carried out in a complete manner to create ease of doing business and a conducive investment climate, especially in Purwakarta Regency

Conclusion

Based on the results of the research that researchers have conducted for the implementation of business licensing, especially in Purwakarta Regency, everything has been done digitally. The implementation of Business Licensing Services organized by Purwakarta Regency is based on Purwakarta Regency Regional Regulation Number 2 of 2024 concerning the Implementation of Business Licensing, and is aligned in accordance with the mandate of Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions.

The implementation of business licensing is carried out in a digital system through OSS-RBA, the purpose of which is none other than to simplify the licensing process and create a conducive investment climate for business actors. The convenience created by the government is very relevant to the current situation, where every activity of life demands digitalization in various aspects of its implementation. Likewise, in the implementation of this business licensing, the need for a reliable service system will create order and harmony in the services needed by stakeholders including business actors.

The Investment and One-Stop Integrated Service Agency (DPMPTSP) is the main actor in the implementation of business licensing in the regions. DPMPTSP is the leading sector in the implementation of business licensing at the regional level. With the spirit of One-Stop Integrated Service (PTSP), DPMPTSP is tasked with integrating the licensing process to be faster, more transparent and efficient, in line with national policies. The OSS- RBA system is the only tool used in the implementation of business licensing in Indonesia. Every business actor is required to use the OSS-RBA system to obtain legalization in their business activities.

The policy of organizing business licensing through the Implementation of Purwakarta Regency Regional Regulation Number 2 of 2024 concerning the Implementation of Business Licensing is implemented in a Top-Down manner , because it follows the mandate contained in Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions. With the existence of PERDA Number 2 of 2024, it becomes a guideline used by the Purwakarta Regency Government in implementing the implementation of business licensing. Every community and business actor

in running a business and applying for legalization of business licensing must comply with these regulations.

The expected impact of the implementation of this Regional Regulation will create order and discipline in the implementation of business licensing in Purwakarta Regency. With such conditions, business and economic activities can run as expected, increasing investment realization achievements, and a conducive investment climate.

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