

RINGKASAN

Penelitian ini berjudul “Efektivitas Pelayanan Perizinan dengan Sistem *Online Single Submission Risk Based Approach* (OSS-RBA) di Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Banyumas. Sistem *Online Single Submission Risk Based Approach* (OSS-RBA) merupakan sistem perizinan berusaha berdasarkan tingkat risiko kegiatan usaha yang dibagi menjadi rendah, menengah rendah, menengah tinggi, dan tinggi. Di Indonesia, sistem perizinan berusaha berbasis risiko ini sudah dilaksanakan di berbagai wilayah semenjak bulan Agustus tahun 2021 lalu. Salah satunya yaitu di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Banyumas. Meskipun sistem OSS-RBA sudah berjalan cukup lama di DPMPTSP Banyumas, namun masih banyak juga dijumpai permasalahan dalam prosesnya seperti masih adanya pelaku usaha yang belum sepenuhnya paham dengan sistem OSS-RBA, sistem OSS-RBA masih dianggap sistem yang rumit untuk mendapatkan izin berusaha dan sosialisasi dari DPMPTSP Kabupaten Banyumas yang belum cukup memuaskan.

Penelitian ini bertujuan untuk mengetahui seberapa besar tingkat efektivitas pelayanan perizinan dengan sistem *Online Single Submission Risk Based Approach* (OSS-RBA) di Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Banyumas. Sasaran dalam penelitian ini adalah pelaku usaha yang sedang mengurus pelayanan perizinan dengan sistem OSS-RBA di Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Banyumas. Penelitian ini menggunakan metode kuantitatif yang menggunakan pengumpulan data seperti kuesioner, dokumentasi dan observasi. Teknik analisis data yang digunakan adalah teknik analisis data statistik deskriptif yang berupa distribusi frekuensi, rata-rata (*mean*) dan tabulasi silang (*crosstab*).

Hasil dari penelitian ini adalah pelayanan perizinan dengan sistem OSS-RBA di DPMPTSP Kabupaten Banyumas sudah efektif dengan 63% responden yang menjawab efektivitas pelayanan dengan sistem OSS-RBA masuk dalam kategori efektif dengan hasil rata-rata sebesar 61,96. Dari tiga indikator yang digunakan untuk mengamati efektivitas pelayanan perizinan dengan sistem OSS-RBA di DPMPTSP Kabupaten Banyumas didapatkan hasil berupa : (1) pencapaian tujuan berada pada kategori efektif, (2) integrasi berada pada kategori efektif, (3) adaptasi berada pada kategori efektif.

Kata Kunci : Efektivitas, Pelayanan Publik, Perizinan Berusaha

SUMMARY

This research is entitled "The Effectiveness of Licensing Services with the Online Single Submission Risk Based Approach (OSS-RBA) System at the Banyumas Regency One-Stop Integrated Investment and Licensing Service Office. The Online Single Submission Risk Based Approach (OSS-RBA) system is a business licensing system based on the level of risk of business activities which are divided into low, low medium, high medium, and high. In Indonesia, this risk-based business licensing system has been implemented in various regions since August 2021. One of them is at the Banyumas Regency Investment and One-Stop Integrated Service Office (DPMPTSP). Even though the OSS-RBA system has been running for quite a long time at DPMPTSP Banyumas, there are still many problems in the process, such as there are still business actors who do not fully understand the OSS-RBA system, the OSS-RBA system is still considered a complicated system for obtaining business licenses and the socialization from DPMPTSP Banyumas Regency is not satisfactory enough.

This study aims to determine the level of effectiveness of licensing services with the Online Single Submission Risk Based Approach (OSS-RBA) system at the Banyumas Regency One-Stop Integrated Investment and Licensing Service Office. The targets in this study were business actors who were taking care of licensing services with the OSS-RBA system at the Banyumas Regency One-Stop Integrated Investment and Licensing Service Office. This research uses quantitative methods that use data collection such as questionnaires, documentation and observation. The data analysis technique used was descriptive statistical data analysis technique in the form of frequency distribution, average (mean) and cross tabulation (crosstab).

The result of this study is that licensing services with the OSS-RBA system at DPMPTSP Banyumas Regency are effective with 63% of respondents who answered the effectiveness of services with the OSS-RBA system in the effective category with an average result of 61.96. Of the three indicators used to observe the effectiveness of licensing services with the OSS-RBA system at the DPMPTSP of Banyumas Regency, the results are: (1) goal achievement is in the effective category, (2) integration is in the effective category, (3) adaptation is in the effective category.

Keywords: Effectiveness, Public Services, Business Licensing