

ABSTRAK

Penerapan sistem Online Single Submission (OSS) di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Provinsi Jambi bertujuan untuk meningkatkan transparansi dan akuntabilitas dalam pelayanan perizinan. OSS merupakan sistem berbasis elektronik yang memungkinkan proses perizinan dilakukan secara terintegrasi melalui satu platform, yang memudahkan pelaku usaha dan masyarakat dalam mengajukan izin serta memantau status permohonan secara real-time. Penelitian ini menganalisis dampak penerapan OSS terhadap kualitas layanan perizinan di Provinsi Jambi, dengan fokus pada aspek transparansi dan akuntabilitas. Metode yang digunakan dalam penelitian ini adalah analisis deskriptif dengan pendekatan kualitatif, melalui wawancara dan observasi terhadap pegawai DPMPTSP serta pelaku usaha yang telah menggunakan sistem OSS. Hasil penelitian menunjukkan bahwa penerapan OSS telah mempercepat proses perizinan, mengurangi birokrasi yang berbelit, serta meningkatkan aksesibilitas informasi bagi masyarakat. Selain itu, OSS juga berkontribusi dalam mengurangi potensi penyalahgunaan wewenang dan meningkatkan akuntabilitas pelayanan. Namun, masih terdapat beberapa tantangan terkait dengan kesiapan infrastruktur dan pemahaman pengguna terhadap sistem tersebut. Secara keseluruhan, penerapan OSS di DPMPTSP Provinsi Jambi memberikan dampak positif dalam mewujudkan pelayanan perizinan yang lebih transparan dan akuntabel.

Kata Kunci: Online Single Submission, Transparansi, Akuntabilitas, Pelayanan Perizinan

ABSTRACT

The implementation of the Online Single Submission (OSS) system at the Jambi Province Investment and One-Stop Integrated Service Office (DPMPTSP) aims to improve transparency and accountability in licensing services. OSS is an electronic-based system that allows the licensing process to be carried out in an integrated manner through one platform, which makes it easier for business actors and the public to apply for permits and monitor the status of applications in real time. This study analyzes the impact of OSS implementation on the quality of licensing services in Jambi Province, with a focus on the aspects of transparency and accountability. The method used in this study is descriptive analysis with a qualitative approach, through interviews and observations of DPMPTSP employees and business actors who have used the OSS system. The results of the study show that the implementation of OSS has accelerated the licensing process, reduced bureaucratic red tape, and increased accessibility of information for the public. In addition, OSS also contributes to reducing the potential for abuse of authority and increasing service accountability. However, there are still several challenges related to infrastructure readiness and user understanding of the system. Overall, the implementation of OSS at the Jambi Province DPMPTSP has a positive impact on realizing more transparent and accountable licensing services.

Key Words : Online Single Submission, Transparency, Accountability, Licensing Services