PAPER NAME

J-TRAGOS - Zahran Mabrukah Tomimi (R evisi).docx

AUTHOR

Zahran Tomimi

WORD COUNT

6593 Words

CHARACTER COUNT

38685 Characters

PAGE COUNT

14 Pages

FILE SIZE

113.0KB

SUBMISSION DATE

Jul 2, 2024 9:35 AM GMT+7

REPORT DATE

Jul 2, 2024 9:35 AM GMT+7

● **18% Overall Similarity**

The combined total of all matches, including overlapping sources, for each database.

- 10% Internet database
- Crossref database
- 13% Submitted Works database

- 12% Publications database
- Crossref Posted Content database

● **Excluded from Similarity Report**

- Bibliographic material
- Cited material

- Quoted material
- Manually excluded text blocks

Implementation of The Electronic Licensing Service Program In Public Service At Bengkulu Province

*Zahran Mabrukah Tomimi[1,] Imam Try Prasetyo[2]
[1]Public Administration, Faculty of Social and Political Science, Andalas University, Indonesia
[2]Public Administration, Faculty of Social and Political Science, University of Bengkulu, Indonesia
Correspondence*:
Address: Limau Manis Street, Pauh District, Padang City, West Sumatra, Indonesia | e-mail: zahran@soc.unand.ac.id

Abstract

Along with the wishes of the people who expect public services to run more effectively because the most important task of government agencies is the service provider, but effectiveness is also very important and needed in supporting services. And one of agencies of the government on providing services is the Bengkulu Province Investment One-Stop and Service Office Integrated, the services provided use an online system called the Electronic Licensing Service System. The aims of this study to determine of the effectiveness of licensing services bring out online provided from the Bengkulu Province Investment One-Stop and Integrated Office's service. The research uses descriptive qualitative method by using 3 elements namely Capacity, Support, and Value. The results of this research are the existence of support by the Bengkulu Province Investment One-Stop and Integrated Office Services in allocating resources in the quality of financial, infrastructure and human. Then, availability of infrastructure resources in the quality of equipments such as computers and internet networks that complement this Electronic Licensing Service System. When the system was implemented, there was an increase in service quality that affected the satisfaction of the people of Bengkulu Province with the services provided as evidenced by the reduction in complaints from the Community Satisfaction Survey from 90.86% to 90.27%. So it can be concluded that the implementation of the Electronic Licensing Service System in Public Service at the One-Stop Investment and Integrated Services Office that implementation of the system has gone well, with the support of leadership, resources, infrastructure, socialization, availability of infrastructure resources, and people. And the benefits of implementing this system are also felt by the community related to improve the effectiveness and quality of public service provided.

Keywords: *Policy Implementation, Public Services, Licensing Services, Electronic Government*

Introduction

Open administrations are progressively vital with the usage of territorial independence, territorial governments as independent locales have wide flexibility to control and oversee the interface of their communities to get quality open administrations that proceed to make strides from time to time. The challenge confronted by the government in giving open administrations isn't as it were making an effective benefit, but how to guarantee that the benefit can be carried out without separating against people's status and making great, reasonable and law-based benefit. In this manner, the government framework in Indonesia places administrations as the premise for building bureaucratic relations between the state and the people they put within the government framework.

Bureaucracy incorporates a vital part in deciding whether a benefit given is of tall quality or not, since giving administrations to the community is the government's fundamental commitment. Within the usage of open administrations, bureaucrats have not been able to carry out their obligations well since they are still arranged towards exceptionally solid control so far and this has made the bureaucracy progressively far off from its mission to supply open administrations. Fundamentally, open administrations incorporate three perspectives, to be specific products administrations, administrations and authoritative administrations. The shape of authoritative administrations is different authorizing administrations. With the foundation of this one-stop coordinates permitting benefit office/department as an institution particularly tasked with giving authorizing administrations to the open, in terms of preparing licenses the open as it were should go to one office/agency/department.

The integration of licensing services means cutting down on bureaucracy which is always complained of being complicated. People no longer should to go back and forth between one office and another to obtain authorization for the type of permit that is being processed, because everything can be completed in one office, namely at the Integrated One-Stop Services and Service Investment. Benefit from this one-stop service is that people can receive services that are simpler, clearer, safer, transparent, efficient, economical, fair, equitable, timely and coordinated. The implementation of the Investment Service and Integrated One-Stop Services is a non-licensing and licensing administration activity who management process starts of the application stages to the document issue stage which is carried out in one places.

Implementation of a integrated one-stop service system is some significant step as a form of improving licensing services in Bengkulu Province. Of course, the various public services provided will become a benchmark for public services in Bengkulu Province. However, in implementing this one-stop integrated service, there are still having complaints from the public. This means that the implementation of services is located too far to the reach of the community, making it difficult for people in remote villages to obtain licensing services. The distance factor to get permits and infrastructure for the community to the bold services office and integrated one-stop services is often the main inhibiting factor for people to register or get services. The Bengkulu Province Integrated One-Stop Services and Service of Investment as some licensing organizer is formed from a process in order to find the best pattern and find answers to every complaint from the public regarding the services provided, issuing a program to maximize services. This program is called the Electronic Licensing Service System Program (SIPANSE).

From this new service system, it is hoped that the provision of business licensing services will run much better and improve the quality of the service itself. As time goes by, this online system has experienced various improvements in service quality and has received many benefits and

∗ Corresponding author.
e-mail: zahranmabrukah@gmail.com

the effectiveness of service completion times has also increased. This is indicated by the increase in users of business licensing services since the launch of the SIPANSE program. The following is data on the use of permits accessed through the SIPANSE program in the process of providing business licensing services:

Table1. Data on Bengkulu Province Agencies Using the Electronic Licensing Service System (SIPANSE) 2022-2023

Licensing Sector	Number of Applications		Total
	2022	2023	
Relations	1	9	10
Animal Husbandry and Animal Health	217	91	308
Maritime Affairs and Fisheries	38	135	173
Industry and Trade	0	0	0
Cooperative	1	1	2
Social	46	18	64
National Unity and Politics	1.160	789	1.949
Labor and Transmigration	128	52	180
Health	14	11	25
Investment and One Stop Integrated Services	0	0	0
Energy and Mineral Resources	272	58	330
Public Works and Spatial Planning	32	15	47
Horticultural and Plantation Food Crops	3	13	26
Youth and Sports	53	31	84
Education and Culture	4	3	7
Housing Residential Areas and Land	0	0	0
Tourist	0	0	0
Environmental and forestry	34	23	57
Total	**2.003**	**1.249**	**3.252**

Source: Business licensing data at the Bengkulu Province One-Stop Investment and Integrated Services Service, 2023.

Based on from the data above, we can see that users of business licensing services have decreased each year because researchers found problems when the business licensing service system uses an online system. From initial observations, it was found that this licensing service system still often experiences technical problems in its implementation, causing users to be unable to fill out permits using the online system until this system is repaired. Another thing found is that it lies in new users or new actors of business who want to take a chance to caring about business permits. The problem that occurs is that these business actors do not understand the system used, with this problem requiring users of this business licensing service to come directly to the office. to fill out the form and carry out online form filling training assisted by officers from the Bengkulu Province Investment One Stop and Services Integrated. Based on the description above, the researcher is interested in conducting research on how to implementation of the electronic licensing service program in public service at Bengkulu Province.

In this study, researchers wanted to see the extent of the implementations for the Electronic Licensing Service program systemin public service at the Bengkulu Province One-Stop Investment and Integrated Services Office in 2022. Based on the description above, the researchers are interested in conducting research on how "Implementation of the Electronic Licensing Service System Program in Public Services at the Investment and One-Stop Integrated Service Office of Bengkulu Province".

∗ Corresponding author.
e-mail: zahranmabrukah@gmail.com

Literature Review

A. Public Service

Public services according to Sinambela (2008: 5) are the fulfillment of the wants and needs of the community by state administrators. The state was founded by the community (public) with the aim of improving people's welfare. Meanwhile, according to Dwiyanto (2008: 136) public services are products of the public bureaucracy and are accepted by users and the wider community to meet community needs. Kurniawan (2005: 6) defines public service as providing services for the needs of people or communities who have an interest in the organization in accordance with the main rules and procedures that have been determined.

Public services are government activities that serve according to the needs of the community in the form of goods, services and administration for the welfare of the community. State administration theory teaches that state government essentially organizes two main types of functions, namely regulatory functions and service functions. The regulatory function is usually associated with the nature of the modern state as a legal state, while the service function is associated with the nature of a welfare state.

According to the Decree of the Minister of State Apparatus Empowerment Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, every public service provider must have service standards and be published as a guarantee of certainty for service recipients. Service standards are a measure required in the implementation of public services that must be limited by the provider and / or recipient of services. The following are service standards:
1. Service procedures that apply to service providers and recipients including complaints;
2. Completion time required from the time of submission of the request until the completion of the service including complaints;
3. Service results that will be received in accordance with predetermined provisions;
4. Provision of adequate service facilities and infrastructure by public service providers.

B. Licensing Services

Basically, public services cover three aspects, namely goods, services and administrative services. The form of administrative services is various licensing services, both non-licensing and licensing. Licensing is one of the important aspects of public services, as well as licensing related to business activities. According to Ratminto & Atik Septi W (2012: 5) Government administration services or licensing services can be defined as all forms of services which in principle are the responsibility of and are carried out by government agencies at the central level, in regions, and within State-Owned Enterprises or Regionally-Owned Enterprises, both in the context of efforts to fulfill community needs and in the context of implementing statutory provisions, where the form of service product is a permit or note.

Licensing services are carried out as an effort to fulfill community needs, for example the efforts of the authorized agency in providing legal certainty for the business owned so as to guarantee all activities. Licensing services are all forms of actions taken by the government to the public that are legal or legalize ownership, rights, existence, and activities of individuals or organizations. In relation to licensing services, the government

∗ Corresponding author.
e-mail: zahranmabrukah@gmail.com

tries to create an optimal service system. One of the government's actions is the issuance of a One Stop Integrated Service policy.

With the One Halt Coordinates Benefit, the benefit supplier device must be totally organized, recharged, and progressed to alter the picture of the device which was already seen as moderate (due to a long bureaucracy) and not straightforward to be compelling in agreement with the targets of open administrations. Territorial Device for One-Stop Coordinates Benefit Suppliers could be a nearby government device that has the most errand and function of overseeing all shapes of authorizing and non-licensing administrations within the locale with a one-door framework. The execution of One Halt Coordinates Administrations is an movement of organizing authorizing and non-licensing, whose administration handle begins from the application organize to the archive issuance arrange, carried out in an coordinates way in one put.

With this concept, candidats as it were have to be come to one place and meet with the front office officer. This will minimize interaction between candidates and permitting officers and dodge informal demands. Based on the Regulation of the Minister of Home Affairs No. 24/2006 on the Guidelines for the Implementation of One-Stop Integrated Licensing, the objectives of One-Stop Integrated Services are:
a. The realization of quick, cheap, simple, straightforward, certain and reasonable open administrations;
b. expanded open public rights to public services.

Meanwhile, the objectives of the One Stop Integrated Service Implementation are:
a. Improve the quality of public services;
b. Giving more extensive get to the community to obtain public services.

The government through the policy contained in the Regulation of the Minister of Home Affairs Number 24 of 2006 concerning the Implementation of One Stop Integrated Services essentially asks local governments to carry out activities such as 1) Rearrangements of commerce authorizing frameworks and strategies; 2) foundation of one-stop integrated licensing service institutions in the regions; 3) Cutting the time and taken a toll of authorizing; 4) Change of benefit framework; 5) Change of data framework; 6) Implementation of monitoring and evaluation of licensing process.

C. Elements of Digitalization Development

The successful implementation of digitalization is determined based on the results of studies and research from the Harvard JFK School of Government to implement digitalization concepts in the public sector there are three elements that must be owned, namely Support, Capacity and Value (Indrajit, 2016: 15). The definition of these elements are as follows:

a) Support

The primary component that must be claimed by the government is the crave of various public and political authorities to actually implement the concept of e-Government. Concurring to Indrajit (2006: 16-18), the support for e-Government implementation is not just in words but is more anticipated within the taking after shapes:

1. Leadership, without the component of "political will" it is outlandish for e-government advancement activities to run since bureaucratic culture tends to work based on a "top-down" administration show. With the component of political will, administration bolster will have an impact on implementation. Related to the presence of a political will

component within the back component, leadership support also influences the implementation of the online service system.

2. Assigment of a number of assets (human, monetary, labor, time, information, etc.) at each level of government to construct this concept with cross-sectoral soul.

3. Foundation of different supporting foundations and superstructures to make a conducive environment such as the presence of clear laws and government directions, the task of specialized institutions.

4. Socialize the concept of e-government equally, ceaselessly, realibly and completely to all bureaucrats in spesific and the public in general through different implies.

b) Capacity

Capacity is the moment element, which suggest the capacity and strengtehning of the government. There are three things that the government must have with this component, to be specific:

1. Accessibility of adequate assets to execute different E-Government activities, particularly those related to monetary assets.

2. Accessibility of satisfactory data innovation foundation since this office is 50% of the key to the effective usage of the e-government concept.

3. Availability of human assets who have the specified competencies and ability so that the implementation of e-government can be in agreement with the principle of the anticipated benefits.

c) Value

The primary and moment components are viewpoints that are seen from the side of the government as the benefit supplier. Different e-government actvities will not be valuable on the off chance that there are no parties who feel profited. The benefits of e-government are not as it were decided by the government, but too by the community.

D. Electronic Service System (SIPANSE)

One of the software used in one of the government agencies in the process of work activities is the Electronic Licensing and Service System (SIPANSE) which was created and processed from the Bengkulu Province Investment One-Stop and Office Integrated Service. This SIPANSE application was launched in 2017 where this application is very helpful for the community in making licensing letters without having to go directly to the Provincial Investment One-Stop and Office Integrated Services. This application is too useful for all staff who work at the Bengkulu Provincial Investment One-Stop and Office Integrated Services in the process of their activity. This application is useful in saving time and energy, especially in making application letters.

An application is a problem-solving program that uses one of the data processing techniques that are usually triggered by a desired computation in the process of an expected data (Juansyah, 2015). The SIPANSE application is an e-government that was created to assist in the licensing process which is an online license with an internet network.

The SIPANSE application aims to assist the people of Bengkulu in processing licenses online where the submission of data confirmation through sms and email confirmation of the applicant. This application also reduces the use of paper in the licensing process so that applicants do not need to carry paper files when they want to take care of licensing. System management carry out by the One Stop and Investment Integrated Service Office related for the SIPANSE application starts with the community / applicant sending files and submissions to make a licensing letter, by utilizing the application, the application from the

applicant will be processed immediately by the Back Office, Section Head and Head of Division then after the letter has been finished it will be sent via the applicant's email.

After that, the requirements files sent by the community and the finished licensing letter will automatically enter the SIPANSE application storage into an archive, but for applicants who do not understand using the SIPANSE application, it is done by coming directly to the office by registering at the Front Office which is an administrative place by bringing the requirements requested by the officer. The process of archiving applicant data into the SIPANSE application where the archivist takes quite a long time, because the archivist must check each identity that enters the Back Office and Front Office one by one by having different requirements.

The foundation used by the One Stop and Investment Integrated Service Office in implementing SIPANSE application is about Governor Regulation, which means a regulation that encourages implementation of the SIPANSE application as stated in Governor Regulation Number 35 of 2016 about the Implementation of Electronic Government in the Government of Bengkulu Province and Governor Regulation Number 17 of 2018 concerning the E-Government Master Plan within the Government of Bengkulu Province. As is well known, E-Government is electronic government in the Investment and Integrated One-Stop Service Office in the application of its electronic system using a system called SIPANSE.

Methods

For this study, the authors uses a qualitative approach about descriptive methods. Furthermore, descriptive techniques are used to find out and describe the application of the Electronic Licensing Service System (SIPANSE) Program in Public Services at the Bengkulu Province One Integrated and Investment Service Office so that researchers can understand and describe facts or events systematically.

The research focus in this study for the implementation of the electronic licensing service system (SIPANSE) program at public service at the Bengkulu Province One Integrated and Investment Service Office. Further, the researchers will explain as follows:
1. Implementations of the Electronic Licensing Service System Program (SIPANSE) in public service in concern with the elements of implementing digitization results and researchs from the Harvard JFK School of Goverment, Indrajit (2006) these are three elements which include:
   1) Support, the destination of public and political official for implement the Electronic Licensing Service System (SIPANSE), there are 4 (four) resources:
      1) Leadership
      2) Allocated resources
      3) Legal basis
      4) Socialization
   b. Capacity, ability and empowerment of resources in implementing the Electronic Licensing Service System (SIPANSE). There are 2 (two) resources:
      1) Availability of technology infrastructure (Facilities)
      2) Availability of human resources
   c. Value, the accuracy of the benefits or objectives of implementing the Electronic Licensing Service System (SIPANSE).
2. Identifying supporting factors and inhibiting factors in the implementation of the Electronic Licensing Service System (SIPANSE) in public services on DPMPTSP Bengkulu Province.
   a. Supporting Factors

1) Infrastructure resources
2) Human resources
b. Inhibiting Factors
1) Lack of knowledge of the applicant or community about SIPANSE
2) System

Result and Discussion

The development of informations and communication technologies requires the government about further improve the service provided for the community. The implementation of e-Government in the Bengkulu Provincial Government, especially the Bengkulu Provincial Integrated and Investment Service Office, which means closely related to licensing, will take it easier to the public for take care of licenses. Referring to Government Regulation Number 24 of 2018 about Electronic Integrated Business Licensing Services and Bengkulu Governor Regulations Number 13 of 2022 about Delegation of Authority to Implement Risk-Based Business Licensing and Non-Licensing Services for the Head of the One-Stop Investment and Integrated Service Office, the Bengkulu Provincial Integrated and Investment Service Office implements the SIPANSE system for licensing services. To determine the success in implementing digitalization concepts in the public sector, there are three elements that must be owned, namely support, capacity and value (Indrajit, 2006). Further explanation is follow bellow:

A) Support
Support is the first element in implementing the concept of digitalization. In theory (Indrajit, 2006) Support consists of leadership, resource allocation, legal basis, and socialization.

1) Leadership
Leadership is the main type of success in the concept of e-Government must be implemented. Leadership will affect the implementation in the bureaucracy because the bureaucracy tends to work with a top-down management model (Indrajit, 2006). The leader is the main key of the implementation for a system that has the concept of e-Government. After the enactment of the Electronic Licensing Service System from the provincial government, the Bengkulu Province Integrated and Investment Service Office immediately implemented the system. The leader of Service fully supports the implementation of the Electronic Licensing Service System. Where this support will affect all aspects. The Head of Service's decision to immediately implement this Electronic Licensing Service System in licensing services in order to facilitate business actors to obtain business licenses.

2) Allocated Resources
Asset or resources allocation is a barometer that builds the success of implementing the e-Government concept. The asset or resources are in the form of hardware, software, human, financial and infrastructure that would affect the success of the implementation of the concept. In accordance with the theory of Indrajit (2006), the allocation of a number of resources will affect the success of e-Government implementation. In a context of implementation, the Integrated and Investment Service Office of Bengkulu Province has allocate a number of assets or resources in the form for human resources, the Integrated and Investment Service Office of Bengkulu Province has prepared employees who are specialized as service operators of the Electronic Licensing Service System. Then on infrastructure resources.

The Integrated and Investment Services Office of Bengkulu Province has allocated infrastructure specifically for the implementation of the Electronic Licensing Service System system. Then another aspect is hardware resources as a supporting tool for implementing the Electronic Licensing Service System. In financial resources for budget changes that are not originally budgeted for the asset, after that implementing the Electronic Licensing Service System, the Bengkulu Province Investment and Integrated Services Office immediately changed the budget that was previously non-existent and then budgeted a number of facilities and infrastructure located in the Electronic Licensing Service System service room. Listed in Government Regulation Number 24 of 2018 Article 96 concerning Funding for the Implementation of Business Licensing through the Electronic Licensing Service System includes the provision of facilites for the implementation of the Electronic Licensing Service System, the Electronic Licensing Service System networks and resources of human for the implementation of the Electronic Licensing Service System.

3) Legal Basis

The legitimate premise could be a control set to actualize a arragement. Based on Presidential Instruction Number 3 of 2003 is the government's lawful umbrella in actualizing the e-Government concept. The application of the e-Government concept at the Bengkulu Province Integrated and Investment Services Office is the Electronic Licensing Service System. By the Provincial Government, this Electronic Licensing Service System is regulated in Bengkulu Governor Regulation Number 13 of 2022 concerning Assigment of Specialist for the Implementation of Risk-Based Business Licensing and Non-Licensing Services to the Head of the Integrated and One-Stop Investment Services Agency. In the data presentation, the Governor Regulation is strong enough to run the Electronic Licensing Service System at the Bengkulu Province Integrated and One-Stop Investment Service Office because the regulation is directly issued and stipulated by the provincial government. From the comes about of investigate conducted by analysts at the Bengkulu Province Integrated and One-Stop Investment Service Office, it is in understanding with Indrajit's hypothesis (2006), within the back component, separated from government support and resources, the legal premise too underpins the fruitful execution of digitization concepts within the public sector.

4) Socialization

Another support indicator that causes the success of the implementation of the e-Government concept is socialization. Socialization is carried out among the community directly or indirectly. Socialization is carried out to introduce the Electronic Licensing Service System which is now used to indicate business licenses. Socialization is needed by the community to know how to use the Electronic Licensing Service System. Support accomplished by the One-Stop Integrated and Investment Service Office of Bengkulu Province in the form of socialization has been accomplished by the One-Stop Integrated and Investment Service Office of Bengkulu Province through physical meetings, cetah media and electronic media. The Investment and One-Stop Integrated Service Office of Bengkulu Province does several things in socializing the Electronic Licensing Service System, namely through websites and radio, information services by offering brochures and x-banners, in brochures and x-banners it is stated how the flow of registration into the Electronic Licensing Service System.

B) Capacity

Capacity is the second aspect in implementing the concept of digitalization in the public sector. In Indrajit's theory (2006), capacity consists of the acessibility of technological infrastructure and the accesibility of human resources.

1. Availability Of Technological Infrastructure (Facilities)

In Indrajit's theory (2006), infrastructure availability is 50% of the success indicator in implementing the concept of digitalization. The availability of infrastructure in the application of the SIPANSE system is an indicator that decides the success of the system used at the One-Stop Investment and Integrated Service Office of Bengkulu Province. Technological infrastructure is the establishment and structure used by the One-Stop Integrated and Investment Service Office of Bengkulu Province in the quality of tools to run the SIPANSE system. The facilities provided by the One-Stop Integrated and Investment Service Office of Bengkulu Province is in the form of four computers, two printers and a quick internet network. The equipment is placed specifically from SIPANSE service room.

With the availability of this facilities, it would help the implementation of the SIPANSE system at the One-Stop Integrated and Investment Service Office of Bengkulu Province. In accordance with the theory of Indrajit (2006), the Investment and One-Stop Integrated Service Office of Bengkulu Province has provided facilities and infrastructure to support the successful implementation of the SIPANSE system. These tools are sufficient to operate the SIPANSE system.

2. Availability of Human Resources

Human resources are possibly important indicator in implementing the e-Government concept. Human Resources have a role as implementers of the e-Government concept, so resources are needed that have qualifications and competencies in the use of technology. The availability of Human Resources who understand and master IT would affect the implementation of e-Government. When the SIPANSE systems was implemented, the Bengkulu Province One-Stop Integrated and Investment Service Office directly provided special employees as SIPANSE services operator.

These employees absolutely have capability in the use of information technology. Both employees are well qualified as SIPANSE operators who get the flow of registration in the SIPANSE system. The three employees help and initiate applicants who are still unfamiliar with technology. Where they are operators who help participants to register their business licenses. Similar to Indrajit's theory (2006) for the implementation of e-Government to be in accordance with the expected benefits, the availability of human resources must have competence and expertise in the field of technology.

C) Value

Value is the third aspect in implementing the idea of digitalization. In Indrajit's theory (2006) value is a benefit. In this indicator, the benefits are not only recognized by the government but also by the participants. So the success of implementing the e-Government concept is also seen from the benefits that have been felt by the participants. Since the implementation of the SIPANSE system, the One-Stop Integrated and Investment Service Office of Bengkulu Province has accomplished a decrease in public complaints which can be seen from the

Community Satisfaction Survey. Based on the outcomes of the research in the newest quarter, namely January-July 2022, it was 90.86% and in the second quarter in July-December 2022 it was 90.27%. It can be seen that there was a decrease in the index and within two months at the beginning of the implementation of the SIPANSE system, the license that entered the Bengkulu Province One-Stop Investment and Integrated Service Office had reached 700 letters.

The efficiency dimension, where people feel the ease of access with the implementation of the SIPANSE system in licensing services. In fulfillment, technical functions can be available and function properly and more practically. In this dimension, to register a business license, the community only needs to register at dpmptsp.bengkulu.go.id. on the web, information on what licenses will be registered is already available. Privacy in this dimension regarding web security, SIPANSE was made by the province and through the Bengkulu Province One-Stop Investment and Integrated Service Office, security is guaranteed. And reability has clear service standards and can be accessed at any time, in this dimension the SIPANSE system can be accessed anywhere and anytime. Only through the internet network can the SIPANSE system be accessed. Based on the presentation of data, the results of research by researchers are in accordance with the theory of Indrajit (2006).

Conclusion

The Bengkulu Province Integrated Investment One-Stop and Services Office directly implements the SIPANSE system in carrying out government authority related on Government Regulation Number 24 of 2018 concerning Electronically Consolidated Business Licensing Services. Based on the research conducted by researchers, the conclusions regarding the implementation of the SIPANSE system in licensing services at the Bengkulu Province Investment and One-Stop Integrated Services Office are as follows:

The implementation of the Electronic Licensing Service System (SIPANSE) in licensing services at the One-Stop Integrated Investment and Service Office of Bengkulu Province has been effectively implemented and is running well. With the existence of support, capacity and perceived value. These three concepts are the main keys to the successful implementation of the SIPANSE system.

1) In the main element, namely support in the form of leadership support from the Head of Integrated One-Stop Investment and Service Office of Bengkulu Province Office to immediately implement the SIPANSE system in order to realized the edict of the Integrated One-Stop Investment and Service Office of Bengkulu Province namely to provide easy licensing services to the community. The support of the One-Stop Integrated Investment and Service Office of Bengkulu Province in allocating resources in the form of financial, human and structure. The regulations that serves as the legal form for the Integrated One-Stop Investment and Service Office of Bengkulu Province of Bengkulu Province in implementing the SIPANSE system is clear referred on Bengkulu Governor Regulation Number 13 of 2022 concerning Delegation of Authority for the Implementation of Risk-Based Business Licensing and Non-Licensing Services to the Head of the One-Stop Investment and Integrated Services Agency. In the socialization aspect, socialization is not only realized out in government circles but also to the community. The One-Stop Integrated

Investment and Service Office of Bengkulu Province is currently socializing the S\IPANSE system through the website, information services, and radio.

2) In terms of capacity, the ability or capacity possessed by the Investment and One-Stop Integrated Service Office of Bengkulu Province in providing structure resources and human resources. The availability of structure resources in the form of tools such as printers, computers, and internet networks that complement this SIPANSE system. One-Stop Integrated Investment and Service Office of Bengkulu Province has also provided specialized human resources who are competent and have spealization in operating the SIPANSE system.

3) In the value indicator, it is not only felt by the government but too by the participants. When the SIPANSE system was implemented at the Investment One-Stop Integrated and Service Office of Bengkulu Province of Bengkulu Province, there was an increase in service quality, which affected the satisfaction of the people of Bengkulu Province with services at the One-Stop Integrated Investment and Service Office of Bengkulu Province of Bengkulu Province. This is evidenced by the reduction in complaints from the Community Satisfaction Survey from 90.86% to 90.27%.

Suggestions given by researchers based on this research are:

1) To be an effective of application of this SIPANSE system, it is better for the One-Stop Integrated Investment and Service Office of Bengkulu Province to provide and improve regular and scheduled socialization to the public, especially regarding the SIPANSE system itself. And maximize socialization through the website dpmptsp.bengkulu.go.id so that people in every people understand how the procced and registration of permits through SIPANSE.

2) It is necessary for the supervision of the Investment One-Stop Integrated and Service Office of Bengkulu Province of Bengkulu Province to continue to oversee the SIPANSE system that is currently implemented, because the SIPANSE system is still in transition and is still in the improvement stage. Investment One-Stop Integrated and Service Office of Bengkulu Province supervision can help the SIPANSE system to always be improved.

References

Book

Dwiyanto, A. (2021). Realizing good governance through public services. Ugm Press.

Indrajit, R. E., Zainudin, A., & Rudianto, D. (2005). Electronic government in action. *Yogyakarta: Andi Yogyakarta*.

Indrajit, R. E. (2022). Electronic government.

Ilham, S. S. M. S. (2021). E-Governance. Deepublish.

Juansyah, A. (2015). Application Development. Child Tracker.

Katharina, R. (2021). Public service & digital government in Indonesia. Yayasan Pustaka Obor Indonesia.

Kurniawan, Saefullah. 2005. Introduction to Management. Jakarta: Murai Kencana.

Kurniawan. 2005. Public Service Transformation. Yogyakarta: Pembaharuan.

Nugraha, J. T., Achmad, T., Warsono, H., & Yuniningsih, T. (2023). E-GOVERNMENT IN USER PERSPECTIVE: Concept, Theory, and Development. Stiletto Book.

Putra, T. M. (2019). Public Services, Good Governance, and National Resilience. Gramedia Widiasarana Indonesia.

Putra, F. (2012). Governance Intelligence & Quotient. Brawijaya University Press.

Ratminto & Atik. 2005. Service Management, Development of Conceptual Models, Implementation of Citizen's Charter and Minimum Service Standards. Yogyakarta: Student Library.

Rachman, M. (2021). Public service management.

Rohman, A., & Trihardianto, W. T. (2019). Bureaucratic Reform and Good Governance (pp. 1-147). Intrans Publishing

Semil, N. (2018). Excellent service of government agencies: a critical review of the public service system in Indonesia. Prenada Media.

Sellang, K., Sos, S., Jamaluddin, D. H., Sos, S., & Ahmad Mustanir, S. I. P. (2022). Strategies in Improving the Quality of Public Services Dimensions, Concepts, Indicators and Implementation. Qiara Media Publisher.

Trisantosa, I. N, et al. (2022). Digital-based Public Services. Deepublish.

Tjokroamidjojo, B. (2000). Good governance. The New Paradigm of Development Management. Jakarta: UI press.

Journals

Anggraini, S. P., & Suaidah, S. (2022). Central Information System for Public Services and I ntegrated Population Administration in Improving the Quality of Services to Website-Based Communities (Case Study: Endang Mulyo Village). Journal of Information Technology and Systems, 3(1), 12-19.

Anggraeni, N., & Purnamasari, H. (2022). E-Government-Based Public Service Innovation Case Study on the Sapa Cetar Application. NUSANTARA: Journal of Social Sciences, 9(6), 2009-2014.

Andriyadi, F. (2019). Good Governance, and Government. LENTERA: Indonesian Journal of Multidisciplinary Islamic Studies, 1(2), 85-100.

Anggiawan, D. D., Pandie, E., & Boru, M. (2018). Public Service Information System of Bakunase Village, Kupang City to Improve the Quality of Web-Based Services. J-Icon: Journal of Computers and Informatics, 6(2), 8-13.

Arif, M. A., et al. (2022). Effectiveness of Sapo Rancak Online Services at the One-Stop Investment and Integrated Services Office (DPMTSP) of Padang City. (Vol. 1, No. 2, pp. 70-79).

Ernawati, E., Sinambela, E. A., Cici, C., Silviana, R. J., Azizah, R. N., & Naudalia, S. (2022). The Effect of Social Support and Extraversion Personality on Entrepreneurial Interest in Students. *Journal of Social Science Studies (JOS3)*, *2*(2), 39-44.

Faradiba, S., Muchsin, S., & Hayat, H. (2021). Effectiveness of Online-Based Population Census Service Performance at the Central Bureau of Statistics of Malang City. Journal of Research Innovation, 2(1), 277-286.

Hanipah, M., & Aryani, L. (2022). Effectiveness of E-Government-Based Public Service Innovation (Simpelin) during the Covid-19 Pandemic (Case Study at the Population and Civil Registration Office of Sukabumi District). Sawala: Journal of State Administration, 10(1), 112-128

Hapsari, A., Guntur, M., & Rukmana, N. S. (2021). Public Service Innovation (PAKDES: Online-Based Creative Village Fund Report Application in Mallawa District, Maros Regency). Journal of Public Administration, 17(2), 283-304.

Handrisal, H., Nazaki, N., & Hafiz, M. (2021). Electronic Government-Based Service Innovation through the Online Passport Queue Registration Application (Apapo) at the Tanjungpinang Class I Immigration Office in 2019. KEMUDI: Journal of Government Science, 5(02), 179-198.

Hidayat, R., Madani, M., & Hardi, R. (2015). Implementation of Sound Governance Dimensions in Public Services at the Samsat Office of Gowa Regency. Collaboration: Journal of Public Administration, 1(1)

Mais, T. (2022). Implementation of Online-Based Service Management Policy: (Study at the Population and Civil Registration Office (Disdukcapil) of Manado City. JISIP (Journal of Social Science and Education), 6(1).

Melinda, M., & Kabullah, M. I. (2020). Innovation of Online Population Administration Services (PADUKO) by the Population and Civil Registration Office of Padang Panjang City. Nakhoda: Journal of Government Science, 19(2), 202-216.

Oktaviana, F., Hanidian, O., Aji, B. S., & Baihaqi, I. (2020). Online-based Village Administration Services in Paremono Village. ABDIPRAJA (Journal of Community Service), 1(1), 49-56.

Ramadhaniati, N. S. (2022). Implementation of Digitalization-Based Public Services in Mojomalang Village (Case Study: Self-Service). Journal of Research Innovation, 3(4), 5673-5678.

Shafira, A., & Kurniasiwi, A. (2021). Implementation of E-Government in an effort to improve online-based services in Kulon Progo Regency. Caraka Prabu: Journal of Government Science, 5(1), 52-68.

Suhaeman, I., Haerana, H., & Riskasari, R. (2022). Online-Based Service Innovation at the Investment and One-Stop Integrated Service Office of Sinjai Regency. Journal of Public Administration, 13(1).

Sutanto, S. H., Putri, F. J., Herlianti, N., Jauza, R., Guritna, W., & Syamsir, S. (2022, November). Online-based Service Administration Reform at the Population and Civil Registration Office of Padang City. In PROSIDING SEMINAR NATIONAL EDUCATION, LANGUAGE, SASTRA, ART, AND CULTURE (Vol. 1, No. 2, pp. 120-131).

Seprianti, R., Susanto, A., & Friansyah, I. G. (2022). Analysis of the Web-Based "Si Cantik" Online Licensing Service System at the Karimun Regency Investment and One-Stop Integrated Service (Dpmptsp) Office. Tikar Journal, 3(1), 52-62.

Savinatunazah, V. (2019). The Effectiveness of Online-Based Licensing Services at the Investment and One-Stop Integrated Service Office of Ciamis Regency. Dynamics: Scientific Journal of State Administration Science, 6(2).

Wismayanti, K. W. D., & Purnamaningsih, P. E. (2022). Implementation of E-Government Based Public Services in the Online Licensing Service Program (Laperon) at DPMPTSP Badung Regency. Cakrawarti Scientific Journal, 5(1), 45-56.

21 J. S. Ardiwinata, D. Y. Lutfiansyah, Selvy Puspitadewi, Sinta Ramadania... <1%
Crossref

22 Joko Tri Nugraha, Tarmizi Achmad, Hardi Warsono, Tri Yuniningsih. "U... <1%
Crossref

23 M A Nasution, S Y Regif. "Study of SMS gateway service application at ... <1%
Crossref

24 bircu-journal.com <1%
Internet

25 ijsrm.humanjournals.com <1%
Internet

26 Lisa Arisa, Diah Yuningsih. "Planning and Preparation of The Operation... <1%
Crossref

27 eprints2.ipdn.ac.id <1%
Internet

28 journal.unnes.ac.id <1%
Internet

29 Dianlopa Kamata, Taqwaddin, Iskandarsyah. "The influence of natural... <1%
Crossref

30 Mukidi Mukidi, Nelly Azwarni Sinaga, Nelvitia Purba, Rudy Pramono. "L... <1%
Crossref

31 Universitas Terbuka on 2019-02-15 <1%
Submitted works

32 Universitas Brawijaya on 2019-02-26 <1%
Submitted works

33 R Bayu Rudito, Edy Sutrisno, R Luki Karunia. "Implementation of Invest...
Crossref

<1%

34 Universitas Negeri Padang on 2020-01-12
Submitted works

<1%

● **Excluded from Similarity Report**

- Bibliographic material
- Cited material

- Quoted material
- Manually excluded text blocks

EXCLUDED TEXT BLOCKS

Journal Of Transformative Governance and Social JusticeE-ISSN: XXXX-XXXXP-IS...

www.jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

1Public Administration, Faculty of Social and Political Science

Universitas Jenderal Soedirman on 2023-02-15

University of

eprints.unmer.ac.id

Corresponding author.e-mail

University of the Philippines Los Banos on 2023-11-16

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

Published by the Department of Public Administration, Faculty of Social and Politic...

www.jurnal.unmer.ac.id

Journal Of transformative Governance and Social Justice

www.jurnal.unmer.ac.id

Received: (filled by admin) Revised: (filled by admin) Accepted: (filled by admin) P...

www.researchgate.net

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id

J-TRAGOS Vol.1, No. 1, 2023, p. 1

jurnal.unmer.ac.id

X

www.jurnal.unmer.ac.id