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Effectiveness of Using Online Single Submission Applications

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ABSTRACT

Effectiveness refers to how an organization successfully achieves its goals by measuring and assessing performance in carrying out tasks or activities. This study aims to evaluate how effective the use of the Online Single Submission Application is at the Office of the Investment and One-Stop Integrated Service of South Sulawesi Province. This study is important to identify factors that support or hinder the effectiveness of the use of the OSS application. The research method used is descriptive with a qualitative approach, which describes how the use of the OSS application takes place in the office. Data were collected through observation, interviews, and documentation. The study shows that the implementation of the Online Single Submission Application at the Office of the Investment and One-Stop Integrated Service of South Sulawesi Province was considered successful. Informants were satisfied with the clarity of the strategy for achieving goals, the quality of policy analysis, careful planning, the preparation of appropriate programs, and adequate work facilities. Good implementation, an effective monitoring system, and strict control also play a role in maintaining information security and preventing unauthorized access.

Keywords: Online single submission, Effectiveness, Application

INTRODUCTION

The development of human life is inseparable from the progress of information and communication technology. Technology has an important role as an intermediary for the transfer of information from one place to another. The sophistication of technology allows humans to communicate without having to interact directly. With the development of communication technology, in addition to being able to support individual activities, the effectiveness and efficiency of organizational activities can also be supported (Davis, 1989; Mustafa et al., 2023; Niswaty et al., 2021). Rapid technological advances have a significant impact on people's lives. People now have to interact with technology that offers easy access without space and time limits, resulting in tight competition in various fields, including in government. The government as a provider of public services is required to adapt to technological developments and the needs of the community. The use of information technology in the provision of public services is crucial as a responsive government effort to provide optimal services to the community. (Arhas et al., 2022; de Waal & Dignum, 2017; Rukmana, 2021)

Licensing is a mechanism used by the government to regulate and supervise community activities. Types of licensing include registration, approval, certification, quota allocation, and business permits that must be obtained by companies or individuals before they can start certain activities. This licensing process is very important to encourage the acceleration and increase of investment and business among the community..

The government is trying to create the best service system to meet the needs of the community in the licensing process. Based on (Government Regulation No. 24 of 2018 Concerning Electronically Integrated Business Licensing Services, 2018) issued on June 21, 2018, licensing services at the central and regional government levels must use the Online

Single Submission (OSS) system from submission to permit issuance by the OSS Institution. However, the DPMPTSP of South Sulawesi Province often faces obstacles, especially in terms of the use of the OSS application which is still ineffective and still has weaknesses, so it is necessary to improve and develop the OSS system in the future, as well as increase socialization to the community regarding the use of the Online Single Submission (OSS) system which needs to be improved.

Based on initial observations during the internship from June to August 2022, there were a number of problems that were quite often faced by the South Sulawesi Province DPMPTSP. Mainly related to the OSS application which is not yet optimal in its use and implementation. This is reflected in several problems such as delays in the service process for managing the OSS application, lack of supporting facilities to implement the OSS program, and other shortcomings that indicate the need for improvement and development of the system in the future. Socialization to the public regarding the use of the OSS system also still needs to be improved so that it is more widely accessed by the public.

METHODS

The research entitled "Effectiveness of Using OSS Applications at the South Sulawesi Province DPMPTSP Office" uses a qualitative research approach because this research requires detailed data or information, and requires observation/going directly to the field or research location to see and identify the actual situation with observation guidelines, interviews and research documentation..

This research is descriptive. Descriptive research is a type of research that aims to describe phenomena that occur in real, realistic, actual, and current times (Abarca, 2021; Aziza, 2023). Its main focus is to provide a systematic, factual, and accurate description of the facts, characteristics, and relationships between the phenomena being studied.

In this study, there were 5 informants to obtain valid data and the researcher determined one informant from the head of the P2T field and four from the OSS operator. The data collection techniques used were observation guidelines, interview guidelines, and documentation. While the data analysis technique in this study used the Miles and Huberman model, namely data collection, data reduction, data presentation, conclusions and verification.

RESULT AND DISCUSSION

This study examines the effectiveness of the use of OSS applications at the Investment and One-Stop Integrated Service Office of South Sulawesi Province based on eight indicators, namely: clarity of strategy for achieving goals, solid policy analysis and formulation processes, careful planning, preparation of appropriate programs, availability of work facilities and infrastructure, effective and efficient implementation, educational supervision and court systems, and supervision and control systems.

Clarity of Goal Achievement Strategy

Clarity of goal achievement strategy is the ability to formulate and articulate a concrete and directed action plan to achieve the stated goals. (Goklas et al., 2021; Juharni et al., 2023). In addition, strategic clarity also provides a good understanding of the direction that needs to be followed in order to create alignment and focus for carrying out activities. This clarity is important because it provides clear guidance on the steps that must be taken to achieve the desired results.

Based on the results of interviews conducted with several informants, it is known that the use of OSS helps in organizing, coordinating, and integrating contributions from various parties. Effective collaboration allows developers to work together towards

achieving project goals more efficiently (Audretsch et al., 2023; Zhong et al., 2023). So the researcher can conclude that the clarity of the strategy for achieving goals at the Investment and One-Stop Integrated Service Office of South Sulawesi Province is in the good category because it can be seen from the number of informants who expressed their satisfaction with the clarity of the strategy for achieving goals.

One of the main strategies in OSS in involving the wider community in software development is to measure the aspect of clarity of the strategy for achieving goals which is done by encouraging people to contribute in ways such as providing feedback, reporting bugs, or contributing code. With this, the community can see how the project is running and help improve quality and reliability. In the strategy for achieving goals, clarity on strategies related to resource management and planning is also very good.

Based on the results of research at the South Sulawesi provincial investment and one-stop integrated service office regarding the clarity of the strategy for achieving goals, it is in the good category because it is transparent, as can be seen from the number of informants who are satisfied with the clarity of the strategy for achieving goals. Where OSS often prioritizes transparency and openness in its development. This makes the source code open to the public, provides open access to workflows and development processes, and considers input from users and potential contributors. As stated, transparency is the responsibility of managers to apply the principle of openness in the decision-making process and delivery of information. This means that the information provided must be comprehensive, accurate, precise, and nothing is hidden.

Solid Policy Analysis and Formulation Process

A solid policy analysis and formulation process involves a series of steps that are designed and structured to ensure that decisions are based on a thorough understanding of the problem at hand and its consequences (Cairney, 2023; Hoces De La Guardia et al., 2021). This process requires evaluating the advantages and disadvantages of each policy option, and making decisions based on careful consideration and the desired goals.

Based on the results of interviews conducted by researchers, it can be concluded that the Quality of the Analysis Process and Formulation of Solid Policy is in the good category. Researchers found that in the OSS at the Investment and Integrated One-Stop Service Office of South Sulawesi Province Overall, the analysis process and formulation of solid policy in OSS involves in-depth analysis.

One of the effectiveness in using OSS applications at the DPPMPTSP office of South Sulawesi Province is by conducting a solid policy analysis and formulation process. In this stage, they study the relevant environment, identify stakeholders, and collect information about user needs. With the information collected, the development team can begin formulating policies that will serve as guidelines in developing OSS (Chen et al., 2023; Zhang et al., 2021). This will be very valuable because this policy covers various aspects, such as project objectives, participation rules, usage licenses, and contribution management, so that users can understand it well.

Based on the results of the research conducted, it can be concluded that the quality of the analysis process and solid policy formulation in OSS is carried out by involving in-depth analysis, and formulation, so that it is in the good category. As in a successful OSS project begins with a careful analysis process and solid policy formulation. The development team must engage in an in-depth analysis of existing needs and challenges. This is in line with the opinion that a solid analysis and policy formulation process related to achieving the desired goals and strategies that have been set indicates that policies must link these goals with operational implementation efforts.

Careful Planning

Careful planning is an essential foundation for the success of an organization or office, as it involves identifying clear and accurate objectives (Gandrita et al., 2023; Guntur et al., 2024). Careful planning for the Online Single Submission (OSS) system refers to the process of developing a structured and comprehensive plan for the implementation and development of the system. Careful planning is essential to ensure the success and effectiveness of the OSS.

Based on the results of interviews conducted by researchers with several informants in the study, data was collected and analyzed on the needs and challenges faced by the South Sulawesi Province DPMPTSP in developing OSS. This includes collecting information on business processes, user needs, and technical requirements that must be met.

One of the efforts made is to carry out careful planning so that the development of the OSS project achieves success. In developing OSS, one must take the time to formulate a clear and detailed plan before starting implementation. In addition, they need to understand the objectives of the project clearly to determine the short-term and long-term goals to be achieved. These goals must be realistic, measurable, and relevant to the needs of users and project stakeholders.

Based on the research results, planning is done by collecting data and conducting analysis related to the needs and challenges that will be faced. This includes collecting information about business processes, user needs, and technical requirements that must be met. So that thorough planning is in the good category. As stated, planning is considered crucial because it will determine and provide direction towards achieving the desired goals. Without thorough planning, a job can be messy and unfocused. Careful and well-organized planning will have an impact on the success of achieving these goals.

In the context of OSS, thorough planning involves steps such as identifying user needs, defining project objectives, allocating resources, and scheduling tasks. This process requires a deep understanding of the challenges and needs that must be addressed in OSS development.

Proper Programming

Proper programming refers to the process of developing a program or action plan that is structured and in accordance with the goals and objectives that have been set (Frich et al., 2015; Liu et al., 2021). This program aims to implement and optimize the performance of the Online Single Submission (OSS). Thus, proper programming allows for the achievement of desired results efficiently and effectively.

Based on the results of the interviews that have been conducted, the researcher concluded that the preparation of the right program in OSS at the Investment and One-Stop Integrated Service Office (DPMPTSP) in South Sulawesi Province is in the fairly good category. One of the main findings of this observation is the existence of adequate needs analysis. DPMPTSP has involved stakeholders and users in the information gathering process to understand their needs for the software to be developed. This step is important because it ensures that the OSS program that is prepared is truly relevant and able to meet existing needs.

Proper programming in OSS (Open Source Software) is a critical step in successful software development. One of the efforts made is to involve identifying user needs, determining features and functionality, formulating an implementation plan, and managing the project effectively. After user needs are identified, the next step is to determine the features and functionality that will be included in the OSS program. By doing this proper programming, the collection process will run well.

Based on the research results, the preparation of the right program is in the fairly good category. This is because there is an adequate needs analysis. Where stakeholders and users are involved in the process of collecting information to understand their needs for the

software to be developed. As stated, a good plan needs to be described in the right implementation program, because if not, the implementers will not or will have less guidelines for acting and working.

In the preparation of the right program, it is necessary to analyze the needs that have been identified and prioritize important and urgent features. This can involve the process of collecting feedback from users or involving the user community in determining the desired features.

Availability of Work Facilities and Infrastructure

Without adequate work facilities and infrastructure, OSS development can face a number of challenges. However, the OSS community has developed several ways to overcome these obstacles. The facilities and infrastructure available at the Investment and One-Stop Integrated Service Office (DPMPTSP) in South Sulawesi Province are still considered inadequate, especially in terms of computers at the front office and help desk. This problem arises when there are applicants who use the help desk computer and need guidance to register their business permits. As a result, when applicants are busy, they have to queue to get service.

Based on the interview results, it can be concluded that the availability of facilities and infrastructure has a significant impact on the implementation and use of OSS applications, as evidenced by statements from informants stating that the existing facilities and infrastructure are adequate and can assist in work regarding licensing applications.

Without adequate work facilities and infrastructure, OSS development can face a number of challenges. However, the OSS community has developed several ways to overcome these obstacles. The facilities and infrastructure available at the Investment and One-Stop Integrated Service Office (DPMPTSP) in South Sulawesi Province are still considered inadequate. This problem arises when there are applicants who use the help desk computer and need guidance to register their business permits. As a result, when applicants are busy, they have to queue to get service.

Based on the research results, the facilities and infrastructure at the investment and one-stop integrated service office in South Sulawesi province are inadequate so that it can interfere with activities in the service process. However, this problem arises because there are applicants who need guidance in using computers. As a result, they need to queue to get licensing services. As stated by that the availability of facilities and infrastructure is a crucial factor in achieving the goals of a program. Adequate facilities and infrastructure greatly affect work productivity.

The completeness of facilities and infrastructure is a supporting aspect for the smooth running of organizational activities. With adequate facilities and infrastructure, performance will be maximized in all the limitations it has.

Effective and Efficient Implementation

Effective and efficient implementation in the context of Online Single Submission refers to the successful, timely and high-performance implementation of the system. It also involves efficient use of resources, meeting set goals and objectives, and providing maximum benefits to stakeholders .

Based on the results of interviews with several informants, it can be concluded that the planning carried out was quite good because it had been implemented with existing SOPs. Research shows that open communication and effective collaboration between members of the development team and the user community contribute to successful implementation in OSS. Discussion forums, online collaboration tools, and regular meetings help facilitate the exchange of ideas, feedback, and problem solving.

To ensure optimization and effectiveness in OSS, implementation is carried out in moving group members in every way so that they are moved and strive to achieve company targets. This is done so that implementation can run effectively and efficiently in achieving the desired goals. Effective and efficient implementation involves using resources appropriately, prioritizing goals, planning well, and evaluating results regularly to improve performance continuously.

Based on the research results, the planning that was carried out was quite good because it was implemented with the existing SOP. The study showed that open communication and effective collaboration between members of the development team and the user community contributed to successful implementation in OSS. Discussion forums, online collaboration tools, and regular meetings helped facilitate the exchange of ideas, feedback, and problem solving. This is in line with what was conveyed by Kusnadi et al. that with good planning, the team has clear direction regarding the steps that must be taken during the development process.

A skilled and well-organized development team works towards a set goal using a number of important steps. First of all, careful planning is a very important initial step. The development team carefully formulates the project goals and identifies the requirements and needs of the users. In this planning, the allocation of resources such as time, budget, and manpower is carefully considered.

Educational Supervision and Control System

The educational monitoring and adjudication system refers to a mechanism designed to continuously monitor and evaluate the performance of the OSS, as well as provide a forum for adjudication that allows stakeholders to gain insight and learn from the process. The main objective is to improve the quality of service and encourage compliance with applicable rules and regulations (Narayanan & Rajaratnam, 2019; Wang et al., 2023).

Based on the interview results, it can be concluded that the educational supervision and court system has a positive impact on increasing information security awareness in the company. Because, the right steps have been taken in maintaining information security and protecting the company's interests.

One of the efforts made in the development of OSS (Open Source Software) is with a monitoring system and an educational court to maintain the integrity and quality of the project and promote a collaborative culture. One of the main principles in the development of OSS is transparency. In the context of the monitoring system, changes and development activities can be accessed by everyone, this is done to allow the OSS community to conduct open monitoring, where anyone can audit, test, and provide feedback on the existing source code. This open monitoring creates high openness and accountability, ensuring the quality and integrity of the project.

Based on the research results, the educational supervision and court system has a positive impact on increasing information security awareness in the company. Because, the right steps have been taken in maintaining information security and protecting the company's interests. As stated, the supervision and control process is carried out to ensure that all planned activities are carried out in a structured and smooth manner. This aims to prevent deviations and errors in the implementation of the program.

In OSS-based software development, oversight focuses on the use of open source code, compliance with the OSS license used, and the adoption of good security practices. OSS development teams and contributors can review each other's source code, file issues or fix bugs, and conduct code reviews to improve software quality

Monitoring and Control System

The monitoring and control system refers to a series of activities and mechanisms designed to monitor, control, and evaluate performance and compliance with applicable policies and procedures in OSS operations. The purpose of the monitoring and control system is to ensure that the system operates as specified and minimizes the risks or problems that will occur.

Based on the results of interviews with several informants, it can be concluded that control and supervision have been carried out quite well, as evidenced by the OSS control and supervision system operators involving the granting of access rights in accordance with the roles and responsibilities of each user, as well as supervision of changes in access rights and user activities. A strong access control system helps prevent unauthorized access or misuse in OSS.

To improve accountability in the implementation of policies or programs, supervision and control are needed. This aims to monitor activities within an organization or system to ensure compliance with established policies, procedures, and standards. In addition, monitoring and evaluation are also important to prevent deviations and errors in the implementation of the program.

Based on the research results, control and supervision have been carried out quite well, as evidenced by the OSS control and supervision system operators involving the granting of access rights in accordance with the roles and responsibilities of each user, as well as supervision of changes in access rights and user activities. A strong access control system helps prevent unauthorized access or misuse in OSS. This is in line with what Rahayu et al. said that the supervision and control system has an important role in the development of OSS (Open Source Software).

In the Investment and One-Stop Integrated Service Office (DPMPTSP) in South Sulawesi Province, research can involve analysis of project supervision in OSS development at DPMPTSP. This includes the use of supervision methods and tools, monitoring project progress, and reporting status to relevant parties. Factors that influence the effectiveness of project supervision and implementation of corrective actions can also be studied. Research can focus on security aspects in OSS development at DPMPTSP. This includes analysis of security policies, implemented security measures, data protection, and security testing of developed software.

CONCLUSION

Based on the results of research and discussion related to the effectiveness of the use of online single submission applications at the office of the investment mode and integrated service gate of South Sulawesi province, it can be concluded that the use of the OSS application has been running well and is in the effective category. It can be seen in each indicator, namely, the clarity of the strategy for achieving goals is in the good category, the solid policy analysis and formulation process is quite good, Mature planning is in the good category, The preparation of the right program is in the good category, Effective and efficient implementation is good, the indicator of work facilities and infrastructure is in the inadequate category but this does not interfere with the running of service activities.

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