

## ABSTRAK

### **Fachirah Makhul, Lukman Hakim, Nursaleh Hartaman, 2026 Implementasi Sistem *Online Single Submission Risk Based Approach* dalam Proses Perizinan Berusaha di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Gowa**

Penelitian ini mengkaji penerapan *Online Single Submission Risk Based Approach (OSS-RBA)* dalam pelayanan perizinan berusaha pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Gowa. Penelitian menggunakan pendekatan kualitatif untuk memotret bagaimana kebijakan dijalankan, bagaimana peran pelaksana dan pengguna layanan berinteraksi dalam prosesnya, serta faktor yang memperkuat maupun menghambat penerapan OSS-RBA. Data dikumpulkan melalui wawancara mendalam dengan pelaksana layanan dan pelaku usaha sebagai pengguna, didukung observasi dan telaah dokumen. Analisis dilakukan menggunakan kerangka implementasi kebijakan yang menekankan dua aspek utama: substansi kebijakan dan konteks pelaksanaannya.

Hasil penelitian menunjukkan bahwa penerapan OSS-RBA berjalan melalui alur layanan yang melibatkan pemohon/pelaku usaha, petugas layanan terpadu, serta tim teknis sesuai tahapan pada sistem. Dampak positif yang dirasakan antara lain proses yang lebih terstandar, akses layanan yang lebih mudah, serta percepatan penerbitan legalitas usaha untuk jenis usaha tertentu. Hal tersebut juga tercermin dari tingginya jumlah dokumen legalitas yang terbit pada periode yang ditelaah. Meski demikian, pelaksanaan OSS-RBA masih menghadapi hambatan seperti ketergantungan pada stabilitas sistem dan jaringan internet, kebutuhan pendampingan bagi pemohon dengan literasi digital terbatas, serta potensi keterlambatan pada tahap yang memerlukan verifikasi dan pemenuhan komitmen. Dengan demikian, keberhasilan penerapan OSS-RBA tidak hanya bergantung pada sistem digital, tetapi juga pada kesiapan sumber daya layanan serta kemampuan pengguna dalam memenuhi persyaratan dan merespons permintaan perbaikan.

**Kata kunci: OSS-RBA, Implementasi kebijakan, Perizinan berusaha, Layanan terpadu, Literasi digital**

## **ABSTRACT**

***Fachirah Makhul, Lukman Hakim, Nursaleh Hartaman, 2026  
Implementation of the Online Single Submission Risk-Based Approach System  
in the Business Licensing Process at the Investment and One-Stop Integrated  
Service Agency of Gowa Regency***

*This study examines the implementation of the Online Single Submission Risk-Based Approach (OSS-RBA) in business licensing services at the Investment and One-Stop Integrated Service Agency of Gowa Regency. A qualitative approach was employed to explore how the policy is implemented, the interaction between implementing actors and service users, as well as the factors that support and hinder the application of OSS-RBA. Data were collected through in-depth interviews with service implementers and business actors as users, supported by observation and document analysis. The data were analyzed using a policy implementation framework that emphasizes two main aspects: policy substance and the context of implementation.*

*The findings indicate that the implementation of OSS-RBA operates through a service flow involving applicants/business actors, integrated service personnel, and technical teams in accordance with the stages within the system. The main benefits perceived include a more standardized process, easier access to services, and faster issuance of business legality for certain types of activities. This condition is also reflected in the high number of legal documents issued during the period under review. However, the implementation still faces challenges such as dependence on system stability and internet connectivity, the need for assistance for applicants with limited digital literacy, and potential delays at stages requiring verification and fulfillment of commitments. Therefore, the success of OSS-RBA implementation is determined not only by the digital system itself but also by the readiness of service resources and the capacity of users to meet requirements and respond to requests for revisions.*

***Keywords: OSS-RBA, Policy Implementation, Business licensing, Integrated services, Digital literacy***