

# EFEKTIVITAS KEBIJAKAN PERIZINAN BERBASIS *ONLINE SINGLE SUBMISSION* (OSS) DALAM MENDUKUNG *PAPERLESS* DI DPMPTSP KOTA TANJUNGPINANG

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## ABSTRAK

DPMPTSP Kota Tanjungpinang telah menerapkan kebijakan perizinan berbasis *Online Single Submission* (OSS) sebagai upaya mendukung *paperless* dalam pelayanan perizinan. Penelitian ini bertujuan untuk mengetahui efektivitas kebijakan tersebut. Permasalahan dalam penelitian ini adalah meskipun sistem OSS telah diterapkan untuk melakukan transformasi digital dalam proses perizinan, dalam pelaksanaannya masih ditemukan penggunaan dokumen fisik sehingga konsep *paperless* belum sepenuhnya terwujud. Metode penelitian yang digunakan adalah deskriptif dengan pendekatan kualitatif. Data dikumpulkan melalui wawancara dan dokumentasi dengan menggunakan pedoman wawancara dan dokumentasi sebagai instrumen penelitian. Hasil penelitian menunjukkan bahwa pada indikator keberhasilan program, penerapan OSS telah mengubah proses pelayanan perizinan menjadi sistem digital, namun belum sepenuhnya mendukung *paperless* karena masyarakat masih memerlukan bantuan petugas dan membawa dokumen fisik. Pada indikator keberhasilan sasaran, sistem OSS telah menjangkau masyarakat dan pelaku usaha, tetapi pemanfaatannya belum merata karena masih terdapat masyarakat yang belum mampu menggunakan sistem secara mandiri. Pada indikator kej \* n terhadap program, tingkat kepuasan masyarakat belum sepenuhnya optimal karena masih mengalami kesulitan dalam menggunakan sistem OSS. Pada indikator tingkat input dan output, DPMPTSP Kota Tanjungpinang telah memiliki sumber daya manusia serta sarana dan prasarana yang memadai, namun output pelayanan belum optimal karena masyarakat masih memerlukan bantuan petugas dan dokumen fisik. Pada indikator pencapaian tujuan menyeluruh, penerapan OSS belum sepenuhnya mencapai tujuan mendukung *paperless* karena masyarakat masih mengalami kesulitan menggunakan sistem OSS. Secara keseluruhan, kebijakan perizinan berbasis *Online Single Submission* (OSS) dalam mendukung *paperless* di DPMPTSP Kota Tanjungpinang belum berjalan secara efektif.

**Kata kunci:** Efektivitas, Perizinan, OSS, *Paperless*, DPMPTSP

***The Effectiveness of the Online Single Submission (OSS)-Based  
Licensing Policy in Supporting Paperless at the Tanjungpinang City  
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***ABSTRACT***

*The Tanjungpinang City DPMPTSP has implemented an Online Single Submission (OSS)-based licensing policy as an effort to support paperless licensing services. This study aims to determine the effectiveness of this policy. The problem in this study is that although the OSS system has been implemented to carry out digital transformation in the licensing process, in its implementation there is still the use of physical documents so that the paperless concept has not been fully realized. The research method used is descriptive with a qualitative approach. Data were collected through interviews and documentation using interview and documentation guidelines as research instruments. The results show that in the program success indicator, the implementation of OSS has transformed the licensing service process into a digital system, but has not fully supported paperless because the public still requires assistance from officers and brings physical documents. In the target success indicator, the OSS system has reached the public and business actors, but its utilization is not evenly distributed because there are still people who are not able to use the system independently. In the program performance indicator, the level of public satisfaction is not fully optimal because they still experience difficulties in using the OSS system. In terms of input and output indicators, the Tanjungpinang City DPMPTSP has adequate human resources, facilities, and infrastructure, but service output is not optimal because the public still requires assistance from officers and physical documents. In terms of overall goal achievement indicators, the implementation of the OSS (Online Single Submission) system has not fully achieved its goal of supporting paperless services because the public still experiences difficulties using the OSS system. Overall, the Online Single Submission (OSS)-based licensing policy in supporting paperless services at the Tanjungpinang City DPMPTSP has not been implemented effectively.*

**Keywords:** *Effectiveness, Licensing, Online Single Submission, Paperless, DPMPTSP*