

Kapabilitas Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Tanjungpinang dalam Menyelenggarakan Pelayanan Perizinan

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ABSTRAK

Pelayanan perizinan merupakan salah satu bentuk pelayanan publik yang terus mengalami transformasi melalui penerapan *Online Single Submission Risk-Based Approach* (OSS-RBA). Implementasi sistem ini menuntut pemerintah daerah memiliki kapabilitas organisasi yang mampu mendukung penyelenggaraan pelayanan perizinan secara efektif. Penelitian ini bertujuan untuk menganalisis bentuk-bentuk kapabilitas Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Tanjungpinang dalam menyelenggarakan pelayanan perizinan berbasis OSS-RBA. Penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus. Teknik pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi. Informan penelitian ditentukan menggunakan teknik *purposive sampling*. Analisis data menggunakan model interaktif Miles, Huberman, dan Saldaña yang meliputi kondensasi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa kapabilitas DPMPTSP Kota Tanjungpinang dalam menyelenggarakan pelayanan perizinan berbasis OSS-RBA tercermin melalui kapabilitas kelembagaan, sumber daya manusia, keuangan, teknis, implementasi kebijakan, dan kepemimpinan yang saling mendukung dalam penyelenggaraan pelayanan. Meskipun demikian, pelaksanaan pelayanan masih menghadapi beberapa kendala, seperti koordinasi lintas perangkat daerah yang belum sepenuhnya optimal, perbedaan kompetensi digital aparatur, gangguan sistem OSS-RBA yang terintegrasi secara nasional, serta masih perlunya peningkatan pemahaman masyarakat terhadap mekanisme pelayanan berbasis risiko. Penelitian ini juga menemukan bahwa kemampuan organisasi dalam mengelola inovasi menjadi faktor pendukung dalam meningkatkan kualitas pelayanan melalui pendampingan kepada pelaku usaha, pemanfaatan media digital, serta penyempurnaan proses pelayanan. Dengan demikian, penyelenggaraan pelayanan perizinan berbasis OSS-RBA tidak hanya dipengaruhi oleh ketersediaan sumber daya organisasi, tetapi juga oleh kemampuan organisasi dalam mengintegrasikan sumber daya dan mengelola inovasi secara berkelanjutan.

Kata Kunci: kapabilitas organisasi, pelayanan perizinan, OSS-RBA, DPMPTSP, inovasi pelayanan.

**Organizational Capability of the Investment and One-Stop Integrated
Service Office (DPMPTSP) of Tanjungpinang City in Delivering Licensing
Services**

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ABSTRACT

Licensing services are one of the public service sectors that have undergone significant transformation through the implementation of the Online Single Submission Risk-Based Approach (OSS-RBA). The implementation of this system requires local governments to possess organizational capabilities that can effectively support the delivery of licensing services. This study aims to analyze the organizational capabilities of the Investment and One-Stop Integrated Service Office (DPMPTSP) of Tanjungpinang City in delivering OSS-RBA-based licensing services. This study employed a qualitative approach using a case study method. Data were collected through in-depth interviews, observations, and documentation. Research informants were selected using a purposive sampling technique. The data were analyzed using the interactive model of Miles, Huberman, and Saldaña, which consists of data condensation, data display, and conclusion drawing. The findings indicate that the organizational capabilities of DPMPTSP Tanjungpinang City in delivering OSS-RBA-based licensing services are reflected in institutional, human resource, financial, technical, policy implementation, and leadership capabilities, which collectively support the implementation of licensing services. However, several challenges remain, including suboptimal coordination among local government agencies, disparities in the digital competencies of public officials, disruptions to the nationally integrated OSS-RBA system, and the need to improve public understanding of risk-based licensing procedures. The study also finds that the organization's capability to manage innovation serves as a supporting factor in improving service quality through business assistance, the utilization of digital media, and continuous service process improvement. Therefore, the successful implementation of OSS-RBA-based licensing services depends not only on the availability of organizational resources but also on the organization's ability to integrate these resources and continuously manage innovation to enhance public service quality.

Keywords: *organizational capability, licensing service, OSS-RBA, DPMPTSP, service innovation.*