

## Analisis Sistem Perizinan Berusaha Melalui Online Single Submission Pada Dinas Penanaman Modal Dan Pelayanan Terpadu Kabupaten Bantul

Oleh:  
Sekar Isnaini Sholihah  
3160111028

Laporan ini bertujuan mengetahui proses perizinan berusaha melalui sistem *Online Single Submission* (OSS) pada DPMPT. Pelaksanaan perizinan berusaha dilakukan oleh pelaku usaha sebagai pemohon, *Customer Service*, Bidang Pelayanan dan Informasi, serta Bidang Pendataan dan Penetapan. Proses perizinan berusaha melalui *Online Single Submission* (OSS) yaitu pelaku usaha melakukan pendaftaran izin usaha dengan sistem *online*, pengecekan berkas pelaku usaha oleh *customer service*, evaluasi berkas pelaku usaha oleh bidang Pelayanan dan informasi, serta pendataan dan penetapan perizinan yang dilakukan oleh Bidang Pendataan dan Penetapan. Menurut hasil pengamatan dan pembahasan, kendala yang dihadapi oleh karyawan terutama *customer service* adalah kurangnya pemahaman tentang sistem *Online Single Submission* (OSS). Oleh sebab itu, lembaga *Online Single Submission* (OSS) memberikan pelatihan atau diklat untuk karyawan Dinas Penanaman Modal dan Pelayanan Terpadu terutama bagian *customer service*. Metode penulisan yang digunakan oleh penulis dalam menyusun laporan tugas akhir ini adalah observasi dan studi pustaka.

Kata kunci:

Perizinan berusaha, *Online Single Submission*, Sistem

*An Analysis of Business Licensing Process via Online Single Submission (OSS) on  
DPMPT of Bantul Regional Government*

Sekar Isnaini Sholihah  
3160111028

*This report aims to find out the business licensing process via Online Single Submission (OSS) on DPMPT. The implementation of business licensing is carried out by business actor as a applicant, customer service, service and information sector, as well as the field of data collection and stipulation. The business licensing process is carried out via Online Single Submission (OSS), namely business actors registering with an online system, receipt and checking of business actors' files by customer service, file evaluation by service and information fields, as well as data collection and licensing by the field of data collection and stipulation. According to the results of observations and discussions, the obstacle faced by employees, especially the customer service section is the lack of understanding of the OSS system. Therefore, Online Single Submission (OSS) institutions provide training for employees in the investment service and integrated services, especially the customer service department. The writing method used by the author in preparing this final project report is observation and literature study.*

*Keywords: business licensing, Online Single Submission, System*