

Received : November 06, 2021  
Accepted : November 13, 2021  
Published : February 08, 2022

**Conference on Community Engagement Project**  
<https://journal.uib.ac.id/index.php/concept>

**LEGAL ASSISTANCE IN APPLICATION OF BUSINESS PERMIT IN  
ONLINE SINGLE SUBMISSION SYSTEM (OSS) AT KANTOR NOTARIS  
& PPAT RIAN SUGITO, SH., M.Kn.**

**Sheerleen<sup>1</sup>, Winda Fitri<sup>2</sup>**

<sup>1,2</sup>Universitas Internasional Batam

Email of correspondence: [1851074.Sheerleen@uib.edu](mailto:1851074.Sheerleen@uib.edu), [winda@uib.ac.id](mailto:winda@uib.ac.id)

**Abstract**

Indonesian government concentrated enough to support the growth of businesses in Indonesia to support the enhancement of economy. As the number of businessperson grows, the government shall also balance them with a proper system with the goal of to create a good governance and make it happen. This is what then inspires the birth of e-government. With that, the government has started to make changes and fixing on the available system. One of the most important factor in attracting business persons from within or out of the country is the efficiency and feasibility to acquire permit to conduct businesses and operational permit and get the business number. With the execution of e-government, the one that relates to business number is the establishment of Peraturan Pemerintah No. 24 tahun 2018 tentang Pelayanan Perizinan Berusaha Terintegrasi secara Elektronik atau Online Single Submission. The goal of the regulation is to minimize the error and frauds that could possibly happen within the process of managing the permit. The existence of the OSS is expected to achieve the government's goal to ease the access for businesspersons and create a good governance. However, within its application there are several issues due to the lack of information and comprehension of users. With that being said, the author will conduct a legal assistance to process Business permits within the OSS at Kantor Notaris & PPAT Rian Sugito, SH., M.Kn. as the partner of the activity. The assistance will be done by conducting interview on the notary and the staffs.

**Keywords:** *Business Permits. Operational / commercial permits, Business Number, OSS*

**Background**

The Growth and development of Businessmen whether they are native or international businessmen are one of the crucial factors on the economic growth of the country. For that reason, the Indonesian government is needed to focus on supporting this growth. With the existence of the e-government concept that is supported by the development of Information Communication Technology. The Government starts to make movements and reparation on the existing and available system. The mentioned E-government is one of the utilities on technological information by the government to provide information and services

to the society. It is done by the creation of local government's site such as e-KTP, e-Parking, e-Passport Service, and many more. This concept has given many positive impacts such as the increasing level on accountability and transparency, also to save the administration costs and provide services in a larger scale to balance the adjustment of the lifestyle in the era of globalization. In regard to the growing number of businessmen in Indonesia, the government created the concept of the e-government to create a system to provide feasibility of the businessmen and the society to acquire business permits in Indonesia especially due to the political policies in Indonesia that applies the principle of power decentralization where each region has their independency in governing each areas. This also applies to how the society and the businessmen are going to acquire the business permit. The system come into force based on the regulation of Peraturan Pemerintah No. 24 tahun 2018 tentang Pelayanan Perizinan Berusaha Terintegrasi secara Elektronik atau Online Single Submission. Online Single Submission (OSS) has the goal and mission to minimalize the offenses and cheats during the process of administrative application for permits, which in this case is the business permit. There are at least 485 permits in total of 1.790 KBLI Codes that are available within the system. This web-based system application is accesible through the link <https://www.oss.go.id/oss/>. With the existence of the OSS, the government can also achieve the goal to create a good governance which is one of the government's visions. Despite the right purposes the government has, the OSS has several issues within its application. The society and the public officers as the users often make mistakes within the system whether it is to complete the necessary documents for the business permits or many other forms of errors. Due to this issue, through this program of community service, the author will provide legal assistance and problem analysis on the partner's issue in acquiring business permits and business numbers through the OSS system. The scope of the community service program is the method to acquire the business permit, which includes several services such as permits for the locations, waters, environment and building permits. Several other services are also included are commercial and operational permits that could be applied through the OSS. Within the application of the community service program, the author is expected to provide feasibility and better understanding on the procedure of publishing business permit for businessmen to the partner of the program, which is Notaris & PPAT Rian Sugito, S.H., M.Kn. This activity is aimed to provide knowledge regarding the procedure and document completion in applying for business permits. Aside to that, this activity is also aimed to provide feasibility and better understanding on the usage of the OSS both for the partner and the society who is the potential user of the OSS and also become the scientific references for academicians.

### **Implementation Method**

#### **Data Collection Method**

The data collection method that is used by the author in this program is through interview and observation on the partner, Kantor Notaris & PPAT Rian

Sugito, S.H., M.Kn. The observation will be conducted by directly attend the partner's venue and conduct interview on the staff on partner's office.

### **Output Planning Process**

The planning process will be done through interview on the notary and the staffs in the office, assist them on consultation session and certificate signings that is related to establishing and business modification in accordance to the client's desire and provide assistance on the staff as they conduct the registration and process the business permits through the OSS

### **Pre-Implementation Phase**

In this phase, the author shall find and decide the partner of the community service. The author will then propose a request for the implementation of the activity to the partner and the university through the MoU and MoA. The author should also submit a proposal to the supervising lecturer. As the proposal has been accepted, the author shall begin the process of community service and conduct interviews on the staff which then leads to the problem identification, which is the lack of understanding on how the OSS is being used as it is not being properly socialized.

### **Implementation Phase**

In this phase, the author will be accompanying the notary as the notary is providing consultation in regarding business permits with client. The process will be done from the steps of document screening, certificate making and signature. Then the process will be proceeded by assistance to the staffs in processing the publishing of the business permits through the OSS.

### **Evaluation Phase**

This phase is intended to discover and evaluate the comprehension of the partner during the program. The evaluation phase activity includes discussions with the notary and the staffs regarding the implemented program

### **Location, Time and Activity Duration**

The community service program will be conducted in one of the Notary and Land Deeds Official's office in Batam, which is Kantor Notaris dan PPAT Rian Sugito, S.H., M.Kn. located at Komplek Acellence Blok A No. 16, Kota Batam on their operational hours for at least 16 weeks / 4 months

### **Discussion**

#### **Output Making Process**

The output of the program is the evidence of a successful registration of the business permit through the Online Single Submission System. The succession of the activity is indicated by the registered business number that is given.



Picture 1. Business Number of PT. Tunas Kreasi Bersama

**Output Implementation Process**

The activity is done by observing the partner’s daily operational activities at office, such as preparing the necessary document to input on the business permit application on the OSS. Aside to that, there are several things that needs to be paid attention to before implementing the output, which is to input the business permit that is the mandatory permit to be acquired by the businessmen. The input must be done through the OSS. Information that needs to be submitted are as such: the identity of the director, commissioner, and the shareholder of the company. The data that is being inputted are the IDs of the individuals. Other information that needs to be submitted are the business category or the goal of the business that will be included in the deed of incorporation from KBLI 2020 that is acquired by the shareholders or the administrator. The time limit for the input process is a month from the signature of the certificate and input of the Ministry’s validation. Businessmen that did not register their business number on the OSS will not be sanctioned, however they wont be provided the feasibility compared to those who owns business numbers



Picture 2. Assistance towards the notary Staff

**Post-Implementation Condition**

After the author conduction the legal assistance as mentioned, the author and notary staff is able to register the business permit in accordance with the procedure without any errors on the OSS and is able to acquire business number.



Picture 3. Assistance towards the notary Staff

## Conclusion

Kantor Notaris & PPAT Rian Sugito, S.H., M.Kn., that is located at Komplek Acellence Blok A No. 16, Kota Batam, is established and operating to provide legal services to the society and banks according to Surat Keputusan Menteri Kehakiman dan Hak Asasi Manusia dengan nomor registrasi notaris: 283/KEP-20.3/X/2017 on 31<sup>st</sup> October 2017. Kantor Notaris & PPAT Rian Sugito, S.H., M.Kn., has 3 staffs, namely Rina Gusnanengsih, Sheerleen, dan juga Muhammad Shadiq. The community service program is done through interviews and observation towards the staff of the notary to discover the issue that the partner faced. Once it is discovered, the problem that is discovered is that the process of permit input and how it is not properly socialized by the government towards the user. The output of the community service is evidence of successful input that is resulted in the business number. The author wishes that the government could provide better guidance and socialization for the businessmen and the related instances as the user of the OSS that is constantly being updated so that the user can properly understand and use the system according to the procedure to ease the process of business permits

## References

- Arrum, Desi Arianing. "Kepastian Hukum Dalam Perizinan Berusaha Terintegrasi Secara Elektronik (Online Single Submission) di Indonesia." *Jurist-Diction*, (2019) Vol.2 No. 5
- Bella, Hevy Setyo. *Implementasi Kebijakan Paket Perizinan Online Dalam Rangka Meningkatkan Pelayanan Publik*. Skripsi. Fakultas Ilmu Administrasi, Ilmu Administrasi Publik, (2018), Universitas Brawijaya

### **Peraturan Perundang-undangan**

- Peraturan Pemerintah (PP) Nomor 5 Tahun 2021 tentang Penyelenggaraan Perizinan Berusaha Berbasis Risiko.
- Peraturan Pemerintah Nomor 24 Tahun 2018 tentang Pelayanan Perizinan Berusaha Terintegritas Secara Elektronik.
- Undang-Undang Nomor 40 Tahun 2007 Tentang Perseroan Terbatas