

ANALYSIS OF PUBLIC PERCEPTION IN JAYAPURA REGENCY TOWARDS THE IMPLEMENTATION OF ONLINE PUBLIC SERVICES BY THE JAYAPURA REGENCY GOVERNMENT, PAPUA PROVINCE

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Abstract

The implementation of online public services by the Jayapura Regency Government was expected to improve licensing processes by enhancing speed, transparency, and efficiency. However, challenges persist, particularly in remote areas where internet access and digital literacy are limited. This study aims to assess public perception regarding the online licensing services provided by the Jayapura Regency Government and identify the factors affecting service quality. A qualitative approach was used, involving interviews, observations, and document analysis. Key informants, including service users and officers from the DPMPTSP office, were engaged to explore their experiences with online licensing services. The study found that service quality has declined, as indicated by low satisfaction levels among applicants. Issues such as inadequate officer responsiveness, poor communication, lack of infrastructure, and slow internet connectivity were identified as key barriers. Additionally, the absence of prior socialization about the online system further hindered the public's ability to understand licensing requirements. The research highlights the need for improved training for service officers, better infrastructure, and enhanced community outreach to increase the effectiveness of online licensing services. Addressing these issues is essential for achieving the objectives set by the central government and improving service delivery in Jayapura Regency.

Keywords: Low Service Quality, Online Licensing, Jayapura Regency

Introductio

The Jayapura Regency Government, Papua Province, as part of the government system in Indonesia, has the responsibility to provide good and effective public services. In an effort to achieve this goal, the Jayapura Regency government introduced online public services by utilizing the development of information technology. However, there are still administrative issues that need to be addressed to improve service quality and understand public perceptions of these services.

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penyelenggaraan-pelayanan-publik-di-tahun-2022. The assessment results from the Ombudsman of the Republic of Indonesia stated that, two districts that achieved the title of compliance with public service standards with high quality (green zone) out of 29 (twenty-nine) locus of assessment areas in Papua, namely Yapen Islands Regency and Jayawijaya Regency. While Biak Numfor Regency and Jayapura City are at medium quality. The other districts are in the red zone with low and lowest quality. Jayapura Regency based on the results of the Ombudsman assessment is in the red zone in 2022.

The Ombudsman assesses the compliance of service providers based on SOPs and according to applicant satisfaction. Compliance based on the SOP means an assessment of the performance of the licensing organizer's human resources, while the community satisfaction assessed is that the applicant's needs are met. What is meant by community satisfaction, is that the applicant provides an assessment of the application of online regulations to the licensing implementer, namely the Jayapura Regency DPMPTSP, to what extent the officer accepts licensing regulations by realizing good service to the community / applicant in accordance with the service SOP.

The results of the 2018-2022 Public Service Implementation Compliance Assessment by the Ombudsman RI in Jayapura Regency showed a decrease from medium quality 53.8 to low quality 44.94. The results of the Jayapura Regency Government assessment for the last 4 years are presented in the following table::

Table 1. Compliance Results of Public Service Implementation Year 2018 - 2022

Name of Local Government	Year			
	2018	2019	2021	2022
Jayapura Regency	53,8	61,01	51,42	44,94

Source: Ombudsman RI Year 2023

Public services assessed by the Ombudsman RI in 2022 with samples include Sentani City Health Center, Harapan Health Center, Health Office, Education Office, Population and Civil Registry Office, and Social Service. The results of the assessment of each regional apparatus that is used as a sample assessment, can be more fully presented by the author according to the list of recapitulation figures as follows:

Table 2. Recapitulation of the Results of the Assessment of Public Service Implementation of Jayapura Regency Government in 2022

Local Government : Jayapura District Government
 Observation Period : August - November 2022

No	Unit	Assessment Dimension				Value
		Input	Process	Output	Complaints	
1	Sentani City Health Center	9.61	10.27	20.51	14.32	54.7
2	Health Office	11.61	21.15	20.51	2.95	56.21
3	Population and Civil Registration Office	13.08	9.35	20.51	15.58	58.52
4	Harapan Health Center	4.5	6.47	24.24	0.5	35.72
5	Education Office	6.56	5.49	20.51	0	32.56

6	Social Services	9.73	9.25	14.79	0.5	34.37
7	Capital and One-Stop Integrated Service	12.12	9.35	20.51	0.5	42.48
Final Grade and Zone					44.94	
Category					D	
Opinion					Low Quality	

Final Assessment Category Description

Value Intervals	Category	Opinion
88.00-100.00	A	High Quality
78.00-87.99	B	High Quality
54.00-77.99	C	Medium Quality
32.00-53.99	D	Low Quality
0-31.99	E	Lowest Quality

Of the 7 (seven) sample assessment areas assessed by the Ombudsman RI, which have conducted online services, namely, the Population and Civil Registration Office (DISDUKCAPIL) and the One-Stop Integrated Service and Capital Investment Office (DPMPTSP). The two regional apparatus required to organize online licensing services as mandated in Law Number 25 of 2009 concerning Public Services are the DPMPTSP and DISDUKCAPIL regional apparatus. The foundation of the DPMPTSP regional apparatus in implementing online integrated licensing as mandated in Government Regulation of the Republic of Indonesia Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009 article 14 paragraph 3 states that, the virtual integrated service system as referred to in paragraph (1) is a service system that is carried out by combining electronic services.

The types of services organized by the Population and Civil Registration Office, in the form of Death Certificate services, Civil Registration Marriage Certificates and Birth Certificates. Virtual online services that have been implemented, namely Family Card (KK) services, KTP services. However, the services of Death Certificate, Civil Registration Marriage Certificate and Birth Certificate are carried out online.

While licensing services are grouped into two, in the processing of licenses organized by the Capital Investment and One-Stop Integrated Services Office in accordance with Government Regulation of the Republic of Indonesia Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009, article 15 paragraph (2). The article states that the implementation of a one-stop integrated service system must be implemented for licensing and non-licensing services in the investment sector. Then a new regulation on business licensing emerged that must be guided by the DPMPTSP regional apparatus in providing business licensing services, namely Government Regulation of the Republic of Indonesia Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing Article 1 paragraph (21) states that the electronically integrated business licensing system (Online Single Submission),

hereinafter referred to as OSS, is an integrated electronic system managed and organized by the OSS institution for the implementation of risk-based business licensing. The OSS produces a committed Business Identification Number (NIB), once committed the NIB can be used for the banking administration process, for example in processing business loans, entrepreneurs are required to have a NIB. NIB is a substitute for the Company Registration Certificate (TDP).

However, the weakness of the OSS application only accommodates business licensing services, but has not accommodated non-business licensing services, so that to carry out licensing services in accordance with the mandate of Government Regulation of the Republic of Indonesia Number 97 of 2012 article 15 paragraph (2) virtually online / online, DPMPTSP uses two (2) online / online application accesses, in carrying out service tasks, namely the OSS application and the SIPPT application.

The online system for investment licensing/business licensing services can be accessed through the OSS application, while non-licensing/non-business services can be accessed using the Integrated Licensing Service Information System (SIPPT) application. The OSS application is a business licensing application from the central government provided by the Ministry of Investment. Meanwhile, the SIPPT application is an independent licensing application provided by DPMPTSP in order to realize virtual online / online non-licensing services.

The classification of types of business licensing and non-licensing services can be explained in more detail in the following table:

**Table 3. List of Non-Business Licensing Services from the SIPPT application
DPMPTSP Jayapura Regency**

No	Service Area	Type Of Service
1.	Health sector	Pharmacist/Pharmaceutical Practice License Technical Personnel Midwife Practice License License to practice general practitioner/dentist/specialist/dental specialist Nutritionist Practice License Nurse/Nutrition Nurse Practice License Health Analyst Practice License
2.	Building System Division	Principle License Building Construction Permit/IMB
3.	Advertising Field	Non-permanent billboard license
4.	Land Transportation Division	Route Permit

Data source: DPMPTSP Jayapura Regency

**Table 4. List of Business Licensing Services from the OSS application
DPMPTSP Jayapura Regency**

No	Service Area
1.	Agriculture, Forestry and Quarrying
2.	Mining and Quarrying

3.	Industry and Processing
4.	Procurement of Electricity, Gas and Steam/Hot Water and Cold Air
5.	Water Treatment, Effluent Treatment, Waste Material Treatment and Recovery, and Remediation Activities
6.	Construction
7.	Wholesale and Retail Trade, Repair and Maintenance of Cars and Motorcycles
8.	Measurement and Warehousing
9.	Accommodation and Food and Beverage Provision
10.	Information and Communication
11.	Finance and Insurance Activities
12.	Real Estate
13.	Rental and Leasing Activities without Option Rights, Employment, Travel Agencies and Other Supporting Businesses
14.	Professional, Scientific and Technical Activities
15.	Government Administration, Defense and Compulsory Social Security
16.	Education
17.	Human Health and Social Activities
18.	Arts, Entertainment and Recreation
19.	Other Service Activities
20.	Activities of households as employers, activities that produce household goods and services that are used to meet their own needs
21.	Activities of International Agencies and Other Extra-International Bodies

The issuance of Indonesian Law Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing and starting to be implemented in the regions in 2022, various problems arise. The implementation of online licensing services in the regions has experienced problems in various regions in Indonesia, with various problems. From the results of previous research, several regions experienced licensing problems, including:

First, the problem of online licensing that occurred in Samarinda City. From the results of research (Ikhsani and Rifki, 2017) in Samarinda City, it was stated that the implementation of OSS services experienced obstacles, namely, business actors were still unable to access OSS services independently, and business actors took a long time to fulfill four commitments.

Second, research in Medan City by (Sari Juliana, 2021), states that the implementation of OSS still experiences obstacles, the first starting from some business actors who still do not understand the use of the internet, the second is the problem of input and synchronization of data from the center to the regions, and the third is still a culture of lazy reading from the applicant so that the business permit processing process is hampered.

The third research was conducted in Central Java by (Assegaf, Juliani and Sa'adah, 2019) with the research topic of OSS implementation in Central Java, the same problem, namely, after business actors get NIB, business actors do not fulfill commitments.

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Of the three studies (Assegaf, Juliani and Sa'adah, 2019), (Sari Juliana, 2021), (Ikhsani and Rifki, 2017) are studies taking the same theme, namely OSS, but in these areas it is an urban area and not a coastal suburb such as Jayapura Regency, where not all people are internet literate and reachable by internet networks. The three researchers did not trace the extent of the elements involved, so that fast and precise licensing could be issued as required by Law Number 05 of 2021, while based on the research results of the three researchers mentioned that the community was not ready and did not understand in accepting new regulations implemented by the local government .

Similarly, in Jayapura Regency, licensing problems have also occurred, since the implementation of Indonesian Law Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing in 2022.

As for the first problem in Jayapura Regency, the author can explain it as follows: Based on the results of the performance assessment of the Jayapura Regency Government by the Ombudsman RI team, from 2018, 2019, 2021, 2022 (2020 was not assessed by the Ombudsman RI team because it was still entering the covid 19 pandemic), Jayapura Regency experienced a decrease in value from 53.80; 61.01; 51.42; to 44.94. In 2022, the assessment results from the Ombudsman RI team dropped dramatically from 51.42 (medium quality) in 2021, to 44.94 (low quality) in 2022. The problem of a very drastic decrease in value is a severe problem of improving the performance of the Jayapura Regency government in the seven (7) assessment areas carried out by the Ombudsman RI in 2022. DPMPTSP contributed the lowest numerical value among the 2 regional apparatus for online service providers, with a score of 42.48 in the 2022 assessment.

DPMPTSP was assessed by the Ombudsman RI assessment team from the elements of business licensing services and non-business licensing services. While DISDUKCAPIL was assessed by the Ombudsman RI team in the form of KTP, KK, Death Letter, Birth Certificate and Civil Registration Marriage Certificate services both online virtual services and offline services. Of the 2 (two) regional apparatus for online service providers, each was assessed by Obudsman RI. The first DPMPTSP regional apparatus assessed from the performance aspect of licensing and non-licensing services in providing services to the community received a score of 42.48. The second regional device DISDUKCAPIL received a score of 58.52.

However, the budget disbursed to DPMPTSP by the Jayapura Regency government in 2018 until 2022 always increases so that it is necessary to conduct a deeper evaluation of the unsuccessful performance of public services by DPMPTSP. From the phenomenon of the problem, the low results of the Ombudsman RI assessment and the amount of the Budget Implementation Document (DPA) budget that always increases, the author is interested in taking the theme of the research locus in the DPMPTSP regional apparatus. The following is the DPMPTSP budget table data from 2018 to 2022.

Table 5. Expenditure Budget Realization 2018 - 2022

Name of Regional Device	Budget Realization Year				
	2018	2019	2020	2021	2022
Investment and One-Stop Integrated Service Office	6.077.395.735	6.630.482.231	4.846.162.782	5.293.507.291	5.930.518.063

Data Source: BPKAD Jayapura Regency Year 2023

The research raised the issue of the low results of the DPMPTSP performance assessment, the author made it the first topic as a research question, namely the public's perception of the application of licensing services carried out by DPMPTSP officers in implementing online licensing so that it was assessed by the Indonesian Ombudsman team with low quality results.

The second problem is that regions are forced to implement regulations from the central government without first conducting socialization to the regions up to the village level. Socialization is actually used to prepare the maturity of knowledge and the ability to strengthen the capacity of human resources of licensing organizers, as well as human resources of the community / applicant who will take care of licensing and non-licensing. In the implementation of regulations by the central government, all regions of the Republic of Indonesia are equalized. The central government does not see the condition of the deepest remote communities (3T) in Eastern Indonesia such as Jayapura Regency, Papua Province, whose area has not been entirely exposed to the internet and has not yet received internet network access. Similarly, in the implementation of new regulations, time is needed to understand the completeness of licensing and non-licensing requirements from both service management human resources and applicant/community human resources. However, the human resources of service managers at the Jayapura Regency DPMPTSP office are mostly ASNs with a bachelor's degree, so that the level of difficulty in understanding the requirements and difficulty in operating computers or android phones can be minimized. However, on the other hand, the applicant's human resources vary in their level of education, if seen in remote villages in Jayapura Regency. There are applicants with elementary, junior high, D3, S1, S2 education. The implementation of the new virtual online rules was not studied by the central government to the regions. The problems that arise as a result of not studying HR issues by the central government, include the unmeasured level of HR capabilities of service providers and community / licensing applicants.

Regulatory changes seem to be forced from the central government to the regions, without preparing the maturity of the human resources of licensing service providers and the human resources of the community / applicant, the results of licensing and non-licensing administration tend to slow down according to the specified time, the delay in the permit issued by the DPMPTSP office is a result of the community not being ready and not understanding the online / online requirements in the online licensing requirements. Meanwhile, the permit will be used to complete legal business and non-business activities. As a result of the urgency of the licensing administration needs that will be used for the applicant's business/non-business needs, to overcome the difficulties of understanding the requirements and completing the licensing requirements, facilitate and speed up the licensing process, the applicant will use intermediaries/brokers who are considered to be able to provide solutions to the difficulties faced, in facilitating the licensing process. The emergence of intermediaries/middlemen is a new problem in managing licensing research.

Research Method

This research uses a qualitative approach developed by Creswell (Creswell, 2020) that a qualitative approach is a research method used to understand and describe the meaning of social phenomena or human behavior. In contrast to quantitative approaches that emphasize the collection and analysis of data in the form of numbers, qualitative approaches focus more on in-depth interpretation, understanding the context, and disclosing the complexity of a situation or phenomenon.

The stages of licensing problems that occur as a priority for solving public service problems according to (Kusnadi and Baihaqi, 2020) can be described as follows:

1) Agenda setting stage

Licensing issues were identified as one of the issues on the public service agenda.

2) Policy formulation stage

Licensing problems and constraints are included in the policy agenda. Problem solving using alternative priority policy activity programs.

3) Policy adoption stage

According to the researchers, alternative problem solving is pushed into policy adoption, with the approval of the position holder, in this case the head of DPM PTSP, and the Regent based on the results of the review study with a meeting with the technical team.

4) Implementation stage

The policy program is implemented by DPMPTSP. The author agrees with the formulation of implementation used by (Kusnadi and Baihaqi, 2020) namely 1). goals and objectives, 2) activities; 3) results.

5) Evaluation stage

At the evaluation stage, the policies that have been implemented by DPMPTSP will be assessed or evaluated. The purpose of the evaluation is to see to what extent the program policies made and implemented have been able to solve problems.

The method of evaluating the success of online licensing implementation in this study, using the theoretical approach used by (Kusnadi and Baihaqi, 2020). Each stage is evaluated through questionnaire questions that will be distributed to licensing organizers and licensing users. From the phenomena that arise in society, this policy concept focuses on what is actually done rather than what is proposed.

The success of the failure of public policy implementation, the author adopts a public service evaluation theory approach from research (Zeithami *et al.*, 2006) tools to evaluate performance success, namely, tangible/tangible, reliability/reliability, responsiveness/responsiveness, assurance and empathy. Then elaborated with a research approach from Horn and Metter's theory in research (Kusnadi and Baihaqi, 2020), so that from five (5) dimensions one (1) dimension is added, namely the characteristics of the implementing agent. The six (6) dimensions to evaluate the intended, include:

1) Resources (Reliability)

Ability of human resources for licensing organizers

2) Communication and Executive Activity (Empathy)

Communication of parties involved in the implementation of online licensing services, DPMPTSP officers and applicants.

The author uses numbers 1 and 2 to measure the performance of human resources for licensing organizers.

3) Characteristics of the agent

Researchers translate the implementing agent in question is the regional apparatus involved in licensing, namely DPMPTSP.

- 4) Implementer attitude (Responsiveness/Responsiveness)
The attitude of acceptance or rejection of the new regulation of online licensing from the implementer, the licensing organizer is DPMPTSP and the licensing implementer is the applicant community.
- 5) Economic, Social and Political Environment (Tangible / Physical State)
Conducive external environmental conditions contribute to the success of public policies
Number 3, 4 and 5 the author uses to measure the public's response to the implementation of online licensing.
- 6) Policy size and objectives (Certainty/Assurance)
Measures of policy success are aligned with the realistic social culture of the local community.
Number 6 the author uses to measure the certainty of licensing fees
Five dimensions of public service quality that become benchmarks in providing satisfaction to the community, namely, reliability, responsiveness, assurance, empathy, and tangibles.

Data Sources and Data Collection Techniques

For data collection, interview techniques, observation techniques and documentation and archival study techniques were used. For interviews, researchers conducted interviews with *key* informants to gain a deeper understanding of their experiences, views and perceptions related to this research topic. The author took key informants who were service users who had finished obtaining licenses.

The average number of applicants each day who verify the application files at the DPMPTSP office ranges from 5-10. Most of the applications come from WP I, II, and III. *The* application enters the *front office* verification menu, after which the front office requests the original file for proof and verification, then the complete file is submitted to the back office to carry out the checklist / verification process according to the verification level in the application until the license is issued. The table of respondents as key informants as follows:

Table 6. Key Informant Data Collection List

No.	Key Informant	Development Area	
		WP I	WP III
1	OAP	1	
2	NonOAP	1	1
	Total	2	1

Observation is carried out through direct observation of situations or events that occur in the field, in this case at the Jayapura Regency DPMPTSP Office. Observation can be done by being directly involved (participatory) or only observing from a distance (non-participatory), finally in the form of documentation and archival studies, namely collecting secondary data relevant to the topic of this research.

Data Analysis Technique

For data analysis, an inductive data analysis model was used (Bungin, 2017) using the following steps:

- *Check* and *re-check* the data that has been collected.
- Categorize the data that has been collected.

The author categorizes the data based on the OAP and nonOAP population to measure the ability to capture new regulations and understand the requirements, then categorizes it again based on the domicile area, namely applicants domiciled in development area I in the urban category and domiciled in development areas II, III, IV, V in the rural category to assess the feasibility of reaching internet network support infrastructure facilities.

- Describe the categorization of existing data.
- Explaining the relationships between data categorizations

Results and Discussion

The results of field research using questionnaires, assessed from community satisfaction of DPMPTSP service performance show the results that: 1) From the officer's ability point of view, officers lack discipline resulting in the issuance of license letters completed not on time. 2) As for the officer's responsiveness, the results show that the officer is less alert in handling the difficulties of the applicant's complaint when the applicant has problems completing the licensing requirements, resulting in a delay in the licensing process. 3) Then the survey results from the officer's responsiveness point of view, the officer is less communicative to the applicant. As a result of the lack of communication by the officer, which is caused by waiting for the officer's willingness to provide information. 4). Then from the point of view of the social and political environment, the survey results show the results that the officers are less friendly, due to the unfriendliness of the officers in serving the applicants are reluctant to come to consult the difficulties faced, the lack of requirements is neglected waiting for the applicant to come with compulsion due to the urgent need for a license that will soon be used. 5) . Then the survey results from the certainty guarantee factor cannot provide a guarantee of the quick completion of the issued license, the public expects an officer to accompany them until the licensing process is completed and provide a guarantee of the accuracy of the completion of the license.

The results of the observation can be explained as follows: 1) Front office officers are less friendly, do not provide greetings, do not smile, do not immediately ask the needs of applicants who apply to the front office. 2) The temperature of the service room is hot. 3) OSS application loading is slow. 4) The accuracy of completion of each stage of licensing is not on schedule 6) The internet network is unstable if accessed from a residence, especially WP III and WP I on the outskirts of the lake. 7) Agree assistance by officers to help translate licensing requirements. 8) Licensing requirements are difficult to understand. 9) Disagree with additional licensing fees, but if it is to expedite the licensing process, agree with reasonable additional fees. 10) Has never participated in

OSS socialization, because there has never been socialization by Jayapura Regency Government. 11) Permits are issued/finished not according to schedule. 12) Desire offline licensing, it is easier to complete the requirements and the license is issued faster.

The results of the research through questionnaires and in-depth interviews illustrate:

- 1) Room facilities, inadequate licensing applications, inadequate internet network, and inadequate toilets
- 2) Service officers are not friendly, not on time, cannot provide assurance, do not carry out procedures according to the stages of licensing, officers are less communicative
- 3) No socialization has been conducted for the past 5 years
- 4) Applicants have difficulty understanding the requirements.
- 5) Applicant agrees to pay additional fees, if it is to expedite the licensing process.
- 6) Less satisfied with DPMPTSP employee services

In addition to the factor of licensing service officers at the DPMPTSP office, there are obstacles from applicants from internal factors, namely difficulties in understanding licensing requirements, due to the absence of socialization and public testing to the community on the feasibility and ability of the community to accept online licensing regulations.

Meanwhile, the results of questionnaires and in-depth interviews with licensing service officers at the DPMPTSP office with online licensing can be explained as follows: 1) Officers have difficulty in understanding each requirement in the OSS application. 2) Internet network support and infrastructure facilities such as toilets, air conditioning are inadequate. The lack of infrastructure facilities was also expressed by the applicant. 3) It is necessary to conduct socialization, technical guidance on licensing services by the central government to Jayapura Regency DPMPTSP employees.

From the results of field research, it shows that the research will be conditioned like the research that has been done by Ariyanti(2015) and Prihastuti (2014) . In research Ariyanti (2015) mentions that technological developments can exacerbate inequality in society, especially in developing countries. Similarly, research by Prihastuti (2014) , shows obstacles in the implementation of e-Procurement in the Ministry of Public Works, including unprepared human resources and inadequate infrastructure. The implementation of e-government in Jayapura Regency, as observed by the author, aims to improve the effectiveness, efficiency, and transparency of government, facilitating public access to services without having to come directly to government offices, although it faces several challenges.

As for what distinguishes research Ariyanti (2015) , with the results of research in the field that human resources in WP III are racing to keep up with developments even though WP III is far from urban areas, by learning independently can adjust to urban human resources. The results of this study can be highlighted from other studies. However, for the feasibility of internet facilities, WP III applicants seek easy access by visiting the WP I city.

For the measurement of the ability to understand licensing requirements in terms of OAP and NonOAP human resources based on development areas, there is no correlation.

Field research results show that the level of education illustrates, the level of ability to understand licensing requirements depends on the level of education. WP III applicants with higher education S2 responsiveness to understand the requirements is much easier to understand the requirements when compared to WP I applicants with a high school education level. Self-learning by applicants learning licensing requirements without any socialization from the government prior to regulation implementation.

The implementation of e-government cannot be separated from challenges such as information security issues, privacy policies, and limited public access to information technology (Nugroho, 2022) . Research by A syik et al. (2021) found that the implementation of civil service application policies in Fak-Fak, West Papua Province, was constrained by poor internet networks and difficult transportation. Meanwhile, Prihastuti (2014) shows the obstacles in the implementation of e-Procurement in the Ministry of Public Works, which is not ready is inadequate infrastructure .

The results of research in Jayapura Regency are the same as those conducted in Fak-fak by Asyik et al. (2021) , (Nugroho, 2022) , Prihastuti (2014) The internet network feasibility gap still occurs in WP I lakeside area and WP III.

Conclusion

From the results of field research it can be concluded that: 1) Licensing service officers lack coordination, are less communicative and do not comply with service standards. Improvements that must be made by DPMPTSP, namely service officers must be given training in strengthening HR capacity, training in service ethics to the community to realize friendly officers and implement licensing service SOPs. 2) Infrastructure facilities for licensing services, including internet facilities, rooms and toilets, are inadequate. There are recommendations for improving licensing service infrastructure, such as air conditioning, toilets, internet networks to create a comfortable atmosphere for applicants in the licensing service process. 3) Slow loading of the OSS server. The recommendation for improvement suggested by the author is to increase the amount of server capacity to Jayapura Regency. 4) To get an understanding and ease of meeting the requirements of both service officers and applicants/communities, it is very necessary to socialize to DPMPTSP service officers and applicants.

From the results of field research, it is expected that by providing additional budget allocations to DPMPTSP by the Jayapura Regency government, additional service infrastructure for improving work facilities and service facilities at the DPMPTSP office, technical guidance on strengthening human resources, socialization to the community and DPMPTSP employees. In addition to improvement efforts through the budget allocation factor, the activity program needs to be carried out by the DPMPTSP leadership to provide a review to the central government through the Regent of Jayapura Regency to further simplify the requirements and review the grammar of the requirements more easily and straightforwardly understood by officers and applicants, to realize the mandate of the licensing service law to provide excellent service to the community.

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