

# **KEBIJAKAN PELAYANAN *ONLINE SINGLE SUBMISSION* (OSS) OLEH DINAS PENANAMAN MODAL DAN PELAYANAN TERPADU SATU PINTU (DPMPTSP) DI KABUPATEN KUDUS**

Muhtamat<sup>1</sup>, Suparnyo<sup>2</sup>, Sukresno<sup>3</sup>,  
Universitas Muria Kudus  
Muhtamat@umk.ac.id

## **ABSTRAK**

Penelitian ini dengan judul Kebijakan Pelayanan *Online Single Submission* (OSS) oleh Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) di Kabupaten Kudus. Kualitas pelayanan harus diukur dan dinilai oleh masyarakat hal ini untuk dapat mengetahui apakah pelayanan umum yang diberikan Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) di Kabupaten Kudus sesuai dengan keinginan atau kebutuhan masyarakat sebagai pengguna layanan atau tidak. Penelitian ini bertujuan untuk mengetahui kebijakan pelayanan *Online Single Submission* (OSS) oleh Dinas Penanaman Modal dan *Pelayanan* Terpadu Satu Pintu (DPMPTSP) di Kabupaten Kudus dan strategi Pemerintah Kabupaten Kudus dalam pelayanan *Online Single Submission* (OSS) oleh Dinas Penanaman Modal dan *Pelayanan* Terpadu Satu Pintu (DPMPTSP) di Kabupaten Kudus.

Metode pendekatan yang digunakan adalah yuridis sosiologis dan pengambilan datanya dilakukan dengan menggunakan metode wawancara dengan lokasi penelitian di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) di Kabupaten Kudus. Metode penentuan sampel digunakan dengan *random sampling*, sedangkan hasil pengolahan datanya disajikan dalam bentuk deskriptif analisis.

Hasil penelitian ini menunjukkan bahwa kebijakan pelayanan *Online Single Submission* (OSS) oleh Dinas Penanaman Modal dan *Pelayanan* Terpadu Satu Pintu (DPMPTSP) di Kabupaten Kudus adalah menjalankan fungsi DPMPTSP sebagai menjadi cabang, menjadi agen sebagai fasilitas dengan melakukan pengenalan, penyesuaian dan pendampingan kepada pengusaha dan masyarakat dan masyarakat yang akan mengajukan izin, baik izin usaha dan non usaha melauli OSS serta pelayanan perizinan berusaha terintegrasi secara elektronik melalui *Online Single Submission* (OSS) di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Kudus telah berjalan dengan semestinya.

**Kata kunci :** Kebijakan, Pelayanan *Online Single Submission*, Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP)

---

<sup>1</sup> Fakultas Hukum Universitas Muria Kudus

<sup>2</sup> Fakultas Hukum Universitas Muria Kudus

<sup>3</sup> Fakultas Hukum Universitas Muria Kudus

# ***SINGLE SUBMISSION (OSS) ONLINE SERVICE POLICY BY THE CAPITAL INVESTMENT AND INTEGRATED SERVICE SERVICE (DPMPTSP) IN KUDUS DISTRICT***

Muhtamat<sup>4</sup>, Sukresno<sup>5</sup>, Suparno<sup>6</sup>,  
Universitas Muria Kudus  
Muhtamat@umk.ac.id

## ***ABSTRACT***

*This study with the title Online Single Submission Service Policy (OSS) by the Office of Investment and One Stop Integrated Services (DPMPTSP) in Kudus Regency. The quality of service must be measured and assessed by the public in this case to be able to find out whether the public services provided by the Office of Investment and One Stop Integrated Services (DPMPTSP) in Kudus Regency are in accordance with the wishes or needs of the community as service users or not. This research aims to find out the Online Single Submission (OSS) service policy by the Investment and One Stop Integrated Service Office (DPMPTSP) in Kudus Regency and the Kudus Regency Government's strategy in Online Single Submission (OSS) service by the One-stop Investment and Integrated Services Office (DPMPTSP) in Kudus Regency.*

*The method of approach used is sociological juridical and the data collection is done by using the interview method with the location of the research at the Investment and Integrated Services Office of One Door (DPMPTSP) in Kudus Regency. The sampling method is used by random sampling, while the results of data processing are presented in the form of descriptive analysis.*

*The results of this study indicate that the Online Single Submission (OSS) service policy by the Office of Investment and One-Stop Integrated Services (DPMPTSP) in Kudus Regency is to carry out the DPMPTSP function as a branch, becoming an agent as a facility by introducing, adjusting and assisting entrepreneurs and the community and the community who will apply for licenses, both business and non-business licenses through OSS and licensing services, are trying to be integrated electronically through the Online Single Submission (OSS) in the Investment Office and One Stop Integrated Service (DPMPTSP) of Kudus Regency, which has been running properly..*

***Keywords:*** *Policy, Online Single Submission Services, Investment Office and One Stop Integrated Services (DPMPTSP).*

---

<sup>4</sup> Fakultas Hukum Universitas Muria Kudus

<sup>5</sup> Fakultas Hukum Universitas Muria Kudus

<sup>6</sup> Fakultas Hukum Universitas Muria Kudus