

ABSTRAK

IMPLEMENTASI *ONLINE SINGLE SUBMISSION* (OSS) DALAM UPAYA PERLINDUNGAN HUKUM BAGI PELAKU USAHA DI KOTA BANDAR LAMPUNG

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Transformasi digital dalam sektor pelayanan publik telah diwujudkan melalui penerapan *Online Single Submission Risk-Based Approach* (OSS-RBA) sebagai sistem perizinan berusaha berbasis risiko. Sistem ini bertujuan untuk meningkatkan efisiensi, transparansi, dan efektivitas penyelenggaraan perizinan, serta sebagai upaya implementatif dari Undang-Undang Nomor 6 Tahun 2023 tentang Penetapan Peraturan Pemerintah Pengganti Undang-Undang Nomor 2 Tahun 2022 tentang Cipta Kerja, dan Peraturan Pemerintah Nomor 5 Tahun 2021 tentang Penyelenggaraan Perizinan Berusaha Berbasis Risiko. Meskipun OSS-RBA diharapkan dapat memberikan kemudahan, perlindungan hukum, dan kepastian hukum bagi pelaku usaha, dalam praktiknya masih ditemukan berbagai kendala teknis, regulatif, serta pemahaman aparatur yang belum optimal. Penelitian ini bertujuan untuk mengkaji: (1) pengaturan hukum mengenai pelayanan perizinan berusaha berbasis risiko dalam sistem OSS; dan (2) implementasi OSS dalam memberikan perlindungan hukum dan kepastian hukum bagi pelaku usaha di Kota Bandar Lampung.

Metode yang digunakan adalah pendekatan yuridis normatif dan yuridis empiris, dengan teknik pengumpulan data melalui studi pustaka dan studi lapangan, serta dianalisis secara deskriptif kualitatif.

Adapun hasil penelitian menunjukkan bahwa masih terdapat tumpang tindih regulasi antara ketentuan perundang-undangan pusat dan pelaksanaannya di daerah. Kondisi ini menimbulkan hambatan dalam pelaksanaan OSS, sehingga diperlukan kebijakan baru yang mampu mendorong harmonisasi antara aturan pusat dan daerah. Selain itu pelaksanaan sistem OSS-RBA di Kota Bandar Lampung belum berjalan secara optimal, terutama dalam memberikan jaminan perlindungan hukum dan kepastian hukum bagi pelaku usaha. Faktor penghambatnya antara lain adalah kendala teknis, keterbatasan infrastruktur teknologi, serta minimnya pemahaman para pelaku usaha terhadap prosedur OSS-RBA.

Kata Kunci: Online Single Submission, Perlindungan Hukum, Pelaku Usaha

ABSTRACT

IMPLEMENTATION OF ONLINE SINGLE SUBMISSION (OSS) IN EFFORTS TO PROVIDE LEGAL PROTECTION FOR BUSINESS ACTORS IN BANDAR LAMPUNG CITY

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Digital transformation in the public service sector has been realized through the implementation of the Online Single Submission Risk-Based Approach (OSS-RBA) as a risk-based business licensing system. This system aims to improve the efficiency, transparency, and effectiveness of licensing, as well as an implementation effort of Law Number 6 of 2023 concerning the Stipulation of Government Regulation in Lieu of Law Number 2 of 2022 concerning Job Creation, and Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing. Although OSS-RBA is expected to provide convenience, legal protection, and legal certainty for business actors, in practice, various technical and regulatory obstacles are still found, as well as suboptimal understanding of the apparatus. This study aims to examine: (1) legal regulations regarding risk-based business licensing services in the OSS system; and (2) the implementation of OSS in providing legal protection and legal certainty for business actors in Bandar Lampung City.

The method used is a normative legal approach and empirical legal approach, with data collection techniques through literature studies and field studies, and analyzed descriptively qualitatively.

The results of the study indicate that there is still overlapping regulation between central legislation and its implementation in the regions. This condition creates obstacles in the implementation of OSS, so that new policies are needed that can encourage harmonization between central and regional regulations. In addition, the implementation of the OSS-RBA system in Bandar Lampung City has not been running optimally, especially in providing legal protection and legal certainty for business actors. The inhibiting factors include technical constraints, limited technological infrastructure, and minimal understanding of business actors regarding the OSS-RBA procedure.

Keywords: Online Single Submission, Legal Protection, Business Actors