

IMPLEMENTATION OF THE ONE-STOP INTEGRATED SERVICE POLICY IN THE LICENSING SECTOR AT THE ONE-STOP INVESTMENT AND ONE-STOP SERVICE OFFICE OF BARITO KUALA DISTRICT (AN ANALYSIS STUDY OF THE IMPLEMENTATION OF BUILDING APPROVAL (PBG))

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Abstract:

The Public Service Law and Presidential Regulation No. 97/2014 on the Implementation of One-Stop Integrated Services mandate the central and local governments to implement this policy. This research aims to analyze the implementation of the one stop service policy in Barito Kuala Regency. In addition to building an ideal model of one-stop service policy implementation, this research uses qualitative research based on the identification of premises and problems. The purpose of this exploration is to describe and dissect 1) the perpetration of the One- Stop Integrated Service Policy at the Investment and One- Stop Integrated Service Office of Barito Kuala Regency; 2) Aspects that support and hamper the perpetration of the one- stop service policy in Barito Kuala Regency. This disquisition uses a qualitative path with a case study of the phenomenon with the disquisition motive being DPMPSTP in Barito Kuala Regency. Data processing techniques used are interviews with informants in accordance with the formulation of the problem, document analysis and field observations in agreement with the exploration object's, data analysis techniques are processed in data collection by reducing data. The results showed that the Barito Kuala Regency Government had implemented the PTSP policy, but in its implementation, the delegation of license authority occurred GAP between DPMPSTP and technical SKPD, out of 158 permits, only 54 permits were delegated to PTSP. Supporting and inhibiting aspects in policy implementation: 1) the tendency of local government and implementor attitudes, 2) PTSP coordination communication with technical SKPD occurs egosectoral 3) inadequate resources that understand limited information techniques (IT), 4) bureaucratic structure, Standard Operating Procedures (SOP) and Service Standards (SP) to match service promises. The suggested policy implementation models are, 1) improving the transmission of delegation of authority policies to be clear, 2) improving HR competencies with education and training, 3) frahmentation of support for local government attitudes regarding leadership commitment, 4) increasing government support committed to delegation of authority. From the results of the discussion that the DPMPSTP Implementor with the tennis SKPD related to licensing services procedurally coordination between SKPDs experienced obstacles where there was a GAP, because each SKPD had its own application of rules with different interpretations.

KEYWORD: IMPLEMENTATION, POLICY, SERVICE, ONE-STOP

INTRODUCTION

The state has an obligation to serve all citizens and all levels of society in order to fulfill their basic needs. This is a consequence of the life of the nation and state organized in the form of a republic, which presupposes the task of achieving the welfare (res) of the community (publica) (Larasati, p. 276. 2008). The obligation to provide public services, which is a mandate of the 1945 Constitution of the Republic of Indonesia, has also changed in quantity and quality. The rate of population growth and the level of knowledge and education of the population determine the complexity of the duties and functions of the state in providing services to its citizens. Therefore, it is necessary to strengthen public trust in public services provided by public



Commented [A1]: This paper is quite interesting as a case study of implementing a one-stop integrated service policy in the licensing sector. The author emphasizes that the purpose of this research is to analyze the implementation of the one stop service policy in Barito Kuala Regency. The purpose of this exploration is to describe and dissect 1) the perpetration of the One-Stop Integrated Service Policy at the Investment and One-Stop Integrated Service Office of Barito Kuala Regency; 2) Aspects that support and hamper the perpetration of the one-stop service policy in Barito Kuala Regency. However, in the results and discussion section, there is no strong exploration of data to answer or fulfill the research objectives presented by the author.

institutions. The model for developing and innovating public service delivery policies must be designed and implemented within a framework that is responsive to community needs. On the other hand, the rapid development of public administration is designed in the context of globalization.

Law for public service conditioning and other legal realities established solely for public service conditioning. Government Regulation No. 96 of 2012 which guides the implementation of Law No. 25 of 2009 on Public Services. Barito Kuala Regulation No. 3 of 2018 Authorizing the issuance and signing of licenses and permits for the one-stop intertwined service and investment division of Barito Kuala Regency.

Investment services and one-stop integrated services are not yet fully licensed for service appointment booking. Currently, the government with the function of meeting the needs of society as consumers (government products), for public services and civil services, faces numerous problems, especially those related to the demand for regulatory reform from the parties. In agreement with the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 138 of 2017 concerning Guidelines for the Perpetration of One-Stop Integrated Services, the medication of Presidential Instruction Number 3 of 2006 is part of the trouble to achieve bettered quality of public services. One-stop integrated services is the implementation of licensed and unlicensed management where the management process from obtaining permits to issuing documents is carried out in one place. The implementation of local government after the provisions of Law No. 32 of 2004 and Law No. 33 of 2004 must be able to encourage each local government at the provincial / district / city level to accelerate public welfare and improve the efficiency and effectiveness of local government. Promoting community welfare has two main objectives, namely in the context of community participation in the development process and increasing regional competitiveness. The effectiveness and efficiency of local government is related to how well local institutions can carry out government functions sensitively in accordance with the dynamics of society and in a transparent manner. Improved services to the community, efforts to attract investors to the regions, and clarity of regional division between the center and the regions are the real achievements of the implementation of regional autonomy.

There are signs that this is becoming increasingly difficult as a comprehensive and systematic national strategy to achieve good governance in Indonesia has not yet been developed (Agus Dwiyanto, 2005). As a result, a number of laws already enacted as a structure of the matrix for locally governance, and the difficulties faced are related to: 1) the implementation of One Window Integrated Services is vast in scope, so that many aspects must be considered. interdependent and require intervention and coordination between stakeholders; 2) Information which is a very strategic aspect and the main gateway to administrative reform is still not available quickly, clearly and accurately, even though its availability is a main priority (entry point) to repair performance over the anticipated bureaucracy ahead; 3) Barito Kuala Regency's one-stop integrated service and investment service licensing service, not all licenses have been authorized, there are still several SKPDs; 4) Stakeholder involvement and concern are generally weak. Therefore, the community always asks the government to improve its operational efficiency, so that public service satisfaction increases.

The existence of integrated services is considered as a solution that can be offered not only with the end of perfecting the quality of public services, but on the other hand can attract investors to conduct profitable business activities. PTSP in Barito Kuala Regency focuses on licensed and/or unlicensed services, but there are still very few studies or research that explore in depth the status of integrated services in Barito Kuala Regency.

PTSP Barito Kuala Regency offers licensed and unlicensed services to facilitate services that were previously spread across several SKPDs. Placing public services as a leading indicator,

because changes in public services can be made and measured more easily and clearly (Dwiyanto, et al., 2014). Another supporting factor is sufficient availability supporting facilities with the infrastructure that enable the implementation of public services in a timely, appropriate, inexpensive, non-discriminatory, transparent, accountable, and efficient manner, supported by organizational, institutional, integrated management of public service processes in the fabric of public service users to increase customer satisfaction.

The importance of having good coordination and human resource (HR) skills is a must in running a public service delivery system that focuses on customer satisfaction. This is evidenced by the ability of consumers in the market to provide penalties or sanctions to public service providers who cannot satisfy or meet customer expectations. Penalties are implemented, among others, by citizens refusing to utilize government services, affirming the existence of protests against dissatisfaction with state implementers. Such dissatisfaction will reduce the legitimacy of power and threaten the continuity of a government. Thus, it is important for the successful delivery of public services that there is a coordination function and competence of human capital.

Over science and information technology cultivation, the use of tools allows the implementation (management of policy formulation and implementation) of public services quickly and cost-effectively, efficiently, openly, and accountably. Effective government administration will have a major impact on the achievement of expected development targets.

In the Presidential Regulation of the Republic of Indonesia delivered in 2014, a license is a form of approval granted by the government with licensing authority in agreement with occur laws and regulations. The Investment and Services Authority is responsible and authorized to administer permits to erect permanent or semi-permanent buildings.

In order to obtain an official permit to erect a building, there is a procedure that must be followed, including the need for public services because public services have a significant impact on the speed of reaching an agreement or whether it has to go through complex stages. The text provided has not been included in your request. Please attach the text you wish to paraphrase and provide the wording you wish to change. The same applies to the documents related to the letters, whether they are complete and accurate or only partial. Public policy focuses on what Dewey (1927) called "society and its challenges". Public policy talks about how issues and problems are planned and defined, and how they are incorporated into political plans and policy plans according to Parsons (2005).

Public policy also involves the study of "the means, reasons, and effects of active (action) and inactive (inaction) government" (Heidenheimer et al., 1990 in Parsons, 2005). According to Chandler and Plano (1988), public policy is the tactical use of existing resources to solve community or government problems. Furthermore, according to William N. In Pasalong's (2014) research, the word "crime" can be changed to "criminal act" or "criminal activity". In Parsons (2005), the word "government" can be changed to "government authority" or "local government". Chandler and Plano (1988) state that public policy is a strategic effort in using available resources to address the problems of society or government. Furthermore, William N. Dunn, 1994, said that public policy is a whole series of related options produced by governmental institutions or officials in areas relating to government responsibilities such as defense and security, energy, Health, Education, Public Safety, Law Enforcement, Crime, In The City And So on (Pasalong, 2014).

Thomas R. Dye (1981), states that public policy is " Whatever the government decides to do, or doesn't, ". Similar to Shfritz & Russel (1997), who simply defines public policy and states that "whatever the government decides to do or not do" (Pasalong, 2014). Chaizi Nasucha states that public policy is the task of the government in formulating policies that will be implemented in laws and regulations. Politics seeks to integrate social changes in society, which will become

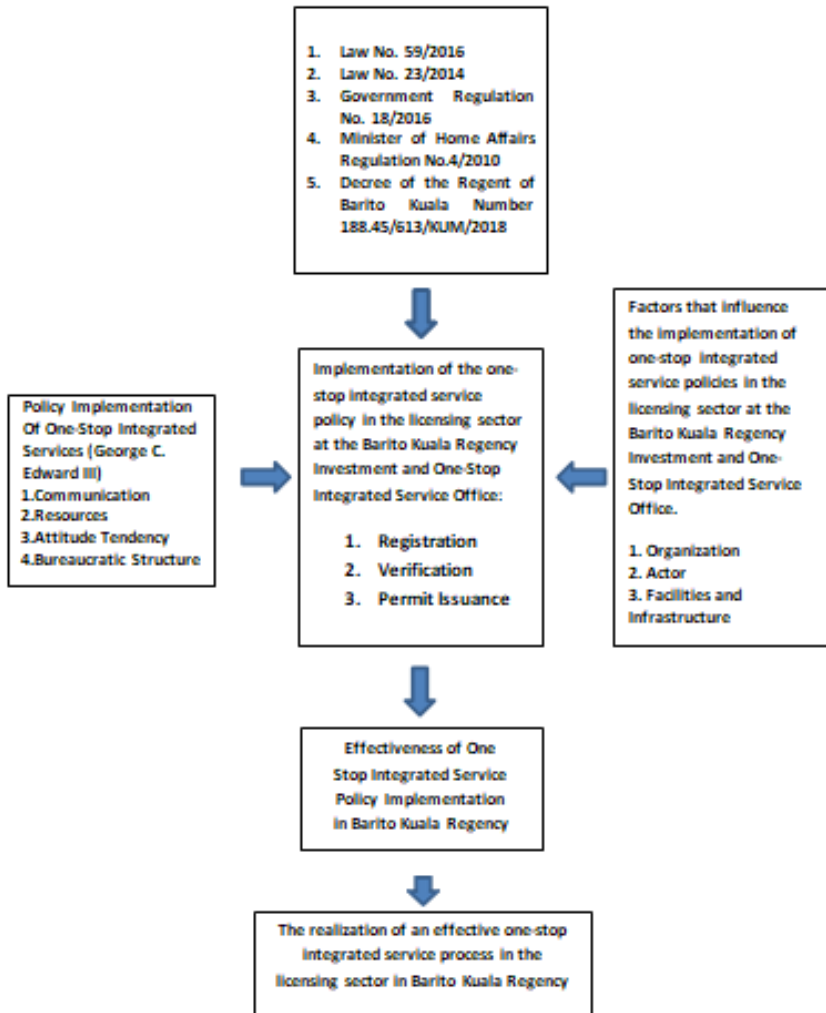
the basis for designing decisions aimed at building social ties (Pasolong, 2014). In other words, general policy is defined as a legal rule taken by the government or state to reaching certain goals. This policy has a valuable impact on some people in the public interest.

Mazmanian and Paul A. Sabatier (1983) from Nugroho (2014) is done by people who have been successful. They say, "execution is the enforcement of fundamental policy judgment, often embodied in legislation but also taking a significant shape of executive orders or adjudication orders. Quoted by de Leon Deleon (2011, 473) Ideally, these decisions define The problems that must be addressed, details the objectives to be achieved and in different ways "organise" the implementation process ". Bernadine R. Wijaya and Susio Supardo argue in Pasolong (2014) that implementation is the process of turning a plan into reality. In addition, Hinggis (1985) defines efficiency as the aggregation of various activities where human resources use other resources to achieve strategic goals.

According to Grindle in Pasolong (2014), implementation is often seen as a strong political process in which stakeholders try to influence it as much as possible. Then, Gordon (1986) argues that implementation refers to various activities aimed at implementing the program. Basically, policy implementation is the means by which policies achieve their objectives. No more and no less. There are two ways to implement public policies, either directly as programs or By developing policies resulting from these public policies (Nugroho, 2014). The proposition used in this exploration is the proposition of the GeorgeC. Edward III model, which proposes the use of four variables, videlicet the proposition of the GeorgeC. Edward III model proposition which proposes the use of four variables, videlicet 1) communication; 2) coffers; 3) investment; and 4) regulatory structure.

With the development of science and information technology, the use of tools to help the implementation of public services in a fast, cheap, efficient, effective, non-discriminatory, transparent and responsible manner (management of policy formulation and implementation) can be considered. The qualitative approach involves inductive reasoning, which examines the question in detail and draws conclusions from the research. The research methodology used to respond to policy content and implementation is a mixed-method sequential study where the research develops policies. This is a qualitative map of the research topic, collecting qualitative data from various sources through One Stop Investment Barito Kuala Regency.

The general scope of research at the Capital Investments and One- Stop Integrated Servicess Office of Barito Kuala Regency can be seen in Figure 2.2 as follows:



RESEARCH METHOD

A. Research Approach

This exploration uses a qualitative approach using a qualitative descriptive analysis exploration system, because the purpose of this exploration is to give a detailed one-door description of Presidential Regulation Number 97 of 2014 concerning the perpetration of Integrated Services.

This descriptive study tries to answer the question of how the perpetration of the One Stop Integrated Service(PTSP) policy in the delivery of public services in Barito Kuala Regency. This study is a case study of the perpetration of the one-stop investment service policy and integrated services in Barito Kuala Regency in relation to integrated services. The end is to

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enrich understanding and support decision- timber. Therefore, not only public policy theory but also organizational theory is used as a reference, so that the theory behind this research is interdisciplinary and enriches the writing of this research.

A complete picture can be obtained from this research: gain a satisfactory overview of the perpetration of public services offered to the public at the Integrated Licensing Service Office; 2) Admit supervision from the Integrated Licensing Service Office; 3) In this study, we also attained an overview of the factual perpetration of public services and the implementation of integrated concession services through interviews to obtain an overview of the most appropriate integrated concession service implementation model for public service delivery.

B. Research Location

The research location was chosen consciously, namely in accordance with certain aspects and the orientation of the research objectives. This exploration was conducted at the Investment and One- Stop Integrated Service Office of Barito Kuala Regency.

C. Research Focus

Determining the direction of qualitative research is nearly related to the problem and exploration objects. The practice of One Stop Integrated Services(PTSP) is to give services that are focused on one point to the end. This now very complex policy is still needed by technical departments, although its function is still under SKPD, which is to take other people's work.

D. Data Source

The sources of data collection related to the theory and confines of public services and the perpetration of the One Stop Integrated Service (PTSP) are as follows, depending on the topic and focus of this study: 1) informants and 2) documents.

According to (Moleong, Lexy J, 1999), sources of information can be in the form of words and actions, as well as additional information such as documentation and others. Data collection depends on the research focus, e.g. B. Information related to the theory and measurement of public services and the implementation of integrated services from one source.

E. Data Collection Technique

In this study, data was collected by the researchers themselves who acted as data collectors. The data collection method used consists of 3 (three) functions of the data collection process, including: 1) the process of arriving at the research location (access); 2) When researchers are at the research location (survival); 3) Field data collection process (data storage). The data collection techniques used include 3 (three) technical data collection strategies, namely 1). Detailed interviews 2). documents and 3). Observation.

F. Data Collection Instruments

The research data collection tool is the researcher himself who is directly present and conducts data collection techniques, as well as interviews, document analysis and field observations. The results of this research were also organized in such a way as to allow analysis of the data used. Due to the lengthy interviews, a maximum of 50 respondents were targeted for qualitative research.

G. Data Analysis Technique

The data analysis fashion in this study is to dissect the data generated during the data collection process, namely each time, the events that are the subject of research are examined

and recorded for further analysis. Qualitative data analysis has three functions, videlicet data reduction, data donation, and conclusion drawing or testing.

H. Data Validity Technique

In qualitative research, more emphasis is placed on validity. Results or data can be validated if there is no difference between what the researcher reports and what actually happens to the subject. This model consists of three (3) components of analysis, Videlicet Data Reduction, Data Presentation(data display) and Conclusion(reaching vindicating conclusions).

RESULT AND DICUSSION

A. Implementation of the One- Stop Investment and Integrated Services Office Policy

Perpetration is a series of conditioning aimed at helping people achieve the desired results (Gaffar in Saputra, 2014). The implementation of compensation programs has proven to be an important factor in the success and failure of merit awards. Therefore, the author wants to take a closer look at the implementation of the performance bonus program as a program that is currently widely recognized as one of the most important political programs of the Indonesian bureaucratic form (Sangadji 2015).

This study found that the implementation of the PTSP policy of the Barito Kuala Regency Investment and One- Stop Integrated Service Office is fully delegated in the Licensing Office which is continued in the Regional Work Unit which currently only controls around 54 licenses. In this case, management should delegate approval for license services. Meanwhile, license service users want PTSP to break the bureaucratic chain of license processing so that service users can only apply for licenses at One -Stop Integrated Service. The implementation of the one -stop integrated service policy is stipulated in Regulation of Presidential No. 97/2014 on the Implementation of One- Stop Integrated Services. The Barito Kuala District Government implements the PTSP policy.

This study supports Pramesti's (2015) research with an analysis showing that the exercise of power cannot be separated from the implementation of public administration at the Salatiga city level, which is basically inseparable from the development of thinking in society. Administration. One aspect of development that is expected to increase soon and become a public concern in the future is commercial development.

B. Supporting Aspects and Obstacles to the Implementation of the One-Stop Integrated Service Policy

The results of this study reveal factors that support and hinder policy implementation, including: 1) promotional tendencies of local government and implementers; 2) PTSP coordination communication with technical SKPD takes place in an atmosphere of self-interest. 3) limited information technology (IT) resources; 4) Bureaucratic structure, Standard Operating Procedures (SOP) and Service Standards (SP) must be aligned with value propositions. Therefore, the Barito Kuala Regency Government continues to regulate the the main tasks and functions of PTSP to take action in the field of operation, licensing and non-licensing of good services.

This study supports Puspitorini's (2011) study which found that elements related to the quality of public services lap in policy perpetration. The link between perfecting people's weal and perfecting the quality of public services. Creation of a model for enforcing service programs.

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C. Resources

In principle, it can be assumed that the workforce in its implementation is sufficient in accordance with the technical employees of the department and needs to improve the quality and experience of the department through training and technical guidance of the workforce (Romadhoni 2014). In relation to the provision of public services, the government is the first and most important actor responsible for the implementation of people's rights. This is because public services are an integral part of the state's duty to provide welfare to its citizens. People always claiming the quality services from the government, even though these demands are sometimes contrary to existing expectations (Amri 2014).

The research findings show that the workforce is not sufficient because national standards guide the implementation of PTSP. PTSP National Standard is the minimum requirement of investment service system and efficiency maintained by PTSP organizer.

This study is in line with Pudyatmoko's (2009) study where the analysis shows the role of the society in monitoring the implementation of public services (Ombudsman). The findings of this study are a factor in the success of locally governments arranging the old paradigm of "serving" to a new paradigm of "serving" the community. The involvement of public service provider management is very important in policy implementation.

D. Bureaucratic Structure

While efficiency and effectiveness is one of the goals in implementing an electronic procurement system, where there is a reduction in the budget, the implementation of the procurement process is in line with expectations (Setyadiharja 2014). Aspects of Edwards III's (1980) bureaucratic structure include standard operating procedures (SOPs) and fragmentation. According to Article 25 of 2009 concerning Public Services, Service Standards (SP) must be developed for each type of service, the bureaucratic structure of the PTSP organization in Barito Kuala Regency, which clearly regulates all the main tasks and functions as well as the authority of each work unit/SKPD and related employees, and regulates the separation of functions and authorities in accordance with the main tasks set as the main task and the implementation of the main task. The SOP becomes a guide for every implementer in the company. An organizational structure that is too long weakens control and creates bureaucracy, which is a complicated and complex bureaucratic process (Iskandar 2014).

Studies show that the one-door service system in the Barito Kuala area often leads to policy inefficiencies due to lack of coordination and cooperation between SKPDs. The development of public service production standards and indicators is easy if supported by a qualified and competent workforce, responsive to social demands and the changing dynamics of the local and global environment. Carrying out tasks and responsibilities in accordance with the authority, commitment, and ability of senior management, quickly, precisely, and accurately, to create more solid coordination and synergy between units, agencies, SKPD, and surrounding areas, as well as the vacuity of acceptable supporting installations and structure, allows the implementation of public services that are fast, precise, economical, non-discriminatory, transparent, responsible, and efficient systems supported by public services supported by the implementation of public and efficient systems supported.

This study supports Kekalih's (2014) study with an analysis showing that the implementation of policies related to the expiration of licenses takes a fairly long time and isn't in agreement with Standard Operating Procedures (SOP).

E. One Stop Integrated Service Policy Implementation Model in Barito kuala District

Effective public services are achieved when service organizations have a service system that puts the interests of the community first, especially employees, focusing on the interests of

service users and the community. Government services to the community are the right of every citizen that must be fulfilled (Wachid 2020). In addition, public service is any government action for a group of people, all in groups or institutions, engaged in useful activities that result in decisions, even though the results are not physically related to the product. There are also explanations of public services according to several experts, as well as laws and government regulations (Ristian 2014).

The study results show that the local government of Barito Kuala Regency as a service provider needs to develop Service Standards for each type of service in the work unit in charge of furnishing services to the society to unify the implementation of the PTSP policy. Deregulation and debureaucratization must continue to be carried out by the provincial government, and must be evaluated regularly so that public services always satisfy the community. Standard Operating Procedures (SOP) and public service employee reform.

It is recommended that the Barito Kuala Regency Government continue to apply the One-Stop Integrated Service Policy in agreement with Presidential Decree Number 97 of 2014 concerning the perpetration of integrated services from one source. And listed in law number 25 of 2009 concerning Public Services. Related to this, it must be able to improve permit services that have an affect on investment accretion in the administrative area of Barito Kuala Regency so that it can absorb a large workforce.

CONCLUSION

From the survey results and discussions, it can be concluded that the implementation of the Barito Kuala District Government's PTSP policy has been carried out in the Barito Kuala District Government. The implementation shows a tendency to improve attitudes, although the transfer of authority to grant licenses and unlicensed services has been seen between DSPPD and GAPPT. The Barito Kuala District Government faces obstacles in the implementation of the PTSP policy, but is expected to continue to overcome them by making gradual efforts to transfer authority and licensing services.

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The success of this thesis is inseparable from the help of various parties who have contributed and encouraged the completion of this dissertation. In this regard, the researcher would like to express his most deep gratefulness and appreciation to Prof. Dr. H. Asmu'i, M.Si and Dr. Muhammad Riduansyah Syafari, M.PA. As supervisors who have given a lot of time, energy, and support to provide valuable guidance and advice towards the end of this work.

The author believes that this thesis is far from perfect, all the shortcomings reflect the limitations of the author. Therefore, the author sincerely hopes for constructive criticism and suggestions for the completion of this paper in the future on the same topic. Finally, the author hopes that this work is useful for everyone and can help improve the quality of education in the future.

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