

**IMPLEMENTATION OF WEB-BASED APPLICATIONS ONLINE SINGLE SUBMISSION
RISK BASED APPROACH (OSS-RBA) IN PUBLIC SERVICES AT THE SUB-DISTRICT
OFFICE OF SUNGAI AMBAWANG KUBU RAYA DISTRICT**

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Abstract

The focus of this research is on the Implementation of Web-Based Applications Online Single Submission Risk Based Approach (OSS-RBA) in Public Services at the Sungai Ambawang District Office, Kubu Raya Regency. In the implementation of the Online Single Submission Risk Based Approach (OSS-RBA) web-based application in public services at the Sungai Ambawang District Office, Kubu Raya Regency, there are obstacles. These obstacles include the variable characteristics of the implementing agent, where initially the business actors refused to process business licences online or through the Online Single Submission Risk Based Approach (OSS-RBA) application. Another obstacle is the variable of facilities and infrastructure resources, where computer office equipment is outdated and the internet network is sometimes not smooth so that the Online Single Submission Risk Based Approach (OSS-RBA) web-based application cannot be accessed quickly. The purpose of this study was to describe and analyse how the implementation process of the Online Single Submission Risk Based Approach (OSS-RBA) web-based application in public services at the Sungai Ambawang District Office, Kubu Raya Regency. As an analytical knife to examine this research, the author uses the theory of Donald S. Van Meter and Carl E. Van Horn, which explains that there are five variables that affect implementation performance, namely 1) standards and objectives; 2) resources; 3) inter-organisational communication and strengthening activities; 4) characteristics of implementing agents; and 5) social, economic and political conditions. This paper is analysed using a descriptive method through a qualitative approach. Research results were obtained through field observations and interviews with key informants and supporting informants as well as using documentation techniques. The target output of this research is to contribute suggestions to the Sungai Ambawang District Office of Kubu Raya Regency so that the implementation of the Online Single Submission Risk Based Approach (OSS-RBA) web-based application in public services at the Sungai Ambawang District Office of Kubu Raya Regency can be effective and efficient.

Keywords: Web-based application, programme implementation, Online Single Submission Risk Based Approach (OSS-RBA), Sungai Ambawang sub-district office

INTRODUCTION

The era of *digitalisation* requires the government as an institution that organises public services to be able to reform its services to be faster, efficient, effective, transparent and accountable so that public satisfaction as service recipients can be met. Currently the government has used technology in public services. The technology used must be accessible to the public or service users. By using technology, service users can easily access information about effective, efficient and quality public services. The use of technology as an organisational innovation in public services and keeping up with the times in the *digital* era. *Digital* technology innovation used in public services aims to satisfy the public as service users and to realise *good governance*. The government is required to provide information technology-based services so that services are easier, faster and cheaper, fair, professional, free from elements of collusion corruption and nepotism (KKN) by paying attention to transparency and accountability.

Web-based applications in public services have become one of the most significant innovations in recent years. Local governments and public institutions often provide *web portals* that serve as information and service centres for the public. These portals provide access to various information such as regulations, service schedules, and current news, and allow the public to access services *online*, such as tax payments, licence registration, and filing complaints. In addition to *web portals*, government agencies also develop *mobile* applications that allow the public to easily access public services through *smartphones*. These applications can include various features such as information search, *online* payment, problem reporting, and application status tracking. These *web* applications make it easier for the public to access services without having to visit government offices in person. This *web-based* application is expected to be more efficient and save costs and time and space. It is said to be more efficient, save time and money and place because the data of the community as an applicant or service user has been recorded *online* so that the community as an applicant no longer needs to *photocopy* the requirements needed. With this *online-based* service, it means that the government will be easier to provide services as well as comfort and satisfaction for the community as service users.

The Kubu Raya Regency Government (Pemkab) has implemented *web-based* applications at the sub-district and village levels. One of the *web-based* applications used at the Sungai Ambawang District office is the *Online Single Submission Risk Based Approach (OSS-RBA)*. The legal basis for the policy of using

this *World Electric Browser (WEB)* based application at the Sungai Ambawang District office in administrative services to the community, namely the *Online Single Submission Risk Based Approach (OSS-RBA)* application . *OSS-RBA* is based on Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing. This *web-based* application *Online Single Submission Risk Based Approach (OSS-RBA)* is used for managing the administration of business licences for both small micro businesses (MSEs) and large micro businesses (MSBs).

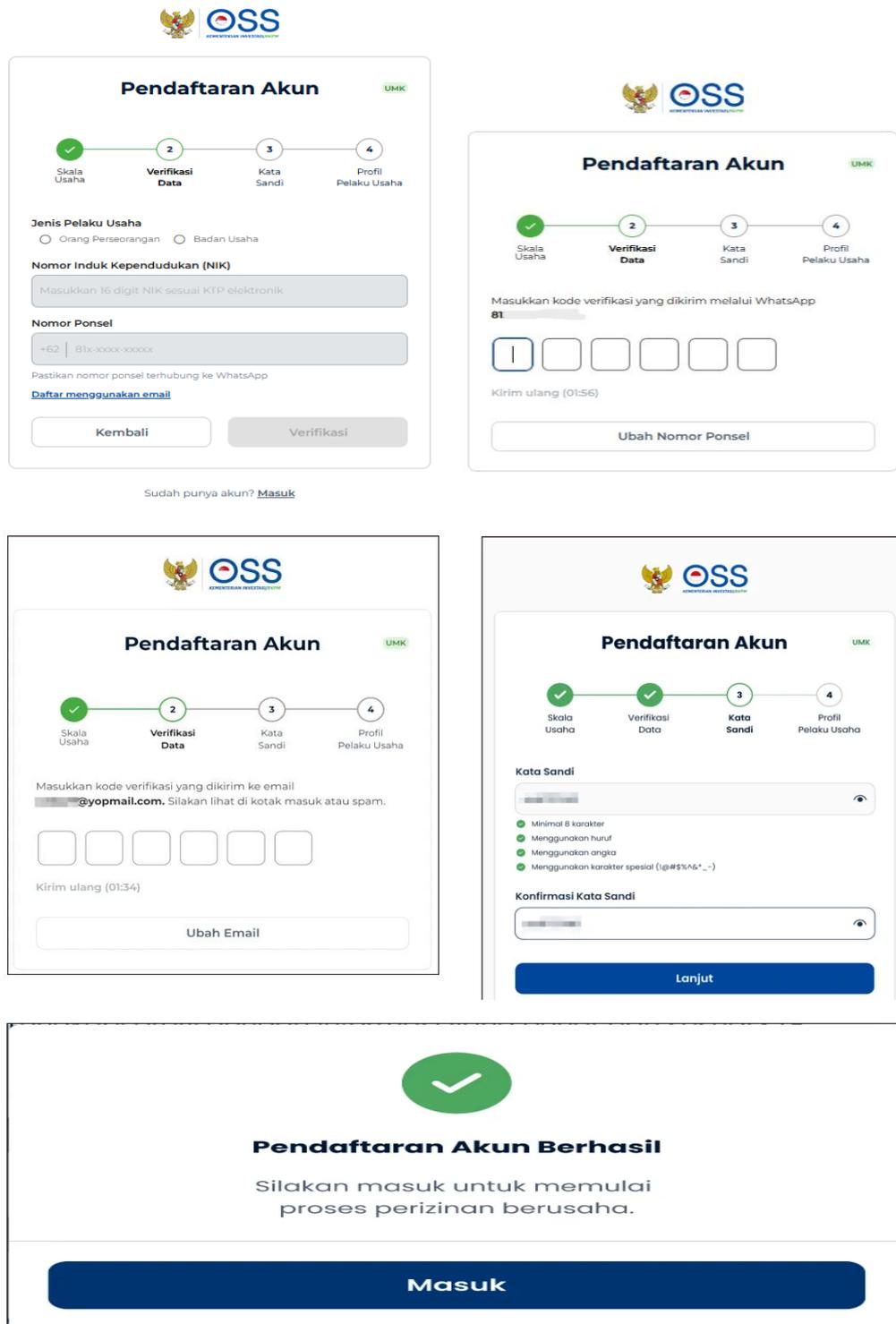
Figure 1. OSS-RBA Screen Display



Source : <http://ossrba.go.id>

OSS-RBA is managed and organised by the Ministry of Investment/Indonesian Investment Coordinating Board (BKPM RI). Investment Coordinating Board of the Republic of Indonesia (BKPM RI). *Online Single Submission Risk Based Approach (OSS-RBA)*, or Risk-Based Business Licensing is a *web-based* licensing application provided to business actors to start and run their business activities, and is assessed based on the level of risk of these business activities. This application can be accessed through the page <https://oss.go.id/>.

Figure 2: Flow of Account Registration on OSS-RBA Web



Source : <https://ossrba.go.id>

Online Single Submission Risk Based Approach (OSS-RBA) is a business licensing system that considers the level of risk and scale of business activities. OSS-RBA is an implementation of Government Regulation (PP) Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing. OSS-RBA differentiates business licences based on risk and scale of business activities. OSS-RBA makes it easier for MSME businesses with low business levels to obtain business licences. OSS-RBA divides the classification of business types based on risk, ranging from small, medium, to large businesses. The lower the risk, the more concise the licence.

Example of a Business Identification Number (NIB)



PEMERINTAH REPUBLIK INDONESIA
PERIZINAN BERUSAHA BERBASIS RISIKO
NOMOR INDUK BERUSAHA: 1010240042154

Berdasarkan Undang-Undang Nomor 6 Tahun 2023 tentang Penetapan Peraturan Pemerintah Pengganti Undang-Undang Nomor 2 Tahun 2022 tentang Cipta Kerja Menjadi Undang-Undang, Pemerintah Republik Indonesia menerbitkan Nomor Induk Berusaha (NIB) kepada:

1. Nama Pelaku Usaha : MARYATI
2. Alamat : DUSUN I AMBAWANG KUJALA, Desa/Kelurahan Sungai Ambawang Kuala, Kec. Sungai Ambawang, Kab. Kubu Raya, Provinsi Kalimantan Barat
3. Nomor Telepon Seluler : -
Email : ameliabid4@gmail.com
4. Kode Klasifikasi Baku Lapangan Usaha Indonesia (KBLU) : Lihat Lampiran
5. Skala Usaha : Usaha Mikro

NIB ini berlaku di seluruh wilayah Republik Indonesia selama menjalankan kegiatan usaha dan berlaku sebagai hak akses kepastian, pendaftaran kesempatan jaminan sosial kesehatan dan jaminan sosial ketenagakerjaan, serta bukti pemenuhan laporan pertama Wajib Laporan Ketenagakerjaan di Perusahaan (WLKP).

Pelaku Usaha dengan NIB tersebut di atas dapat melaksanakan kegiatan berusaha sebagaimana terlampir dengan tetap memperhatikan ketentuan peraturan perundang-undangan.

NIB ini merupakan perizinan tunggal yang berlaku sebagai sertifikasi jaminan produk halal berdasarkan pernyataan mandiri pelaku usaha dan setelah memperoleh pembinaan dan/atau pendampingan Proses Produk Halal (PPH) dari Pemerintah Pusat dan Pemerintah Daerah sesuai dengan ketentuan peraturan perundang-undangan.

Diterbitkan di Jakarta, tanggal: 10 Oktober 2024

Menteri Investasi
Kepala Badan Koordinasi Penanaman Modal,



Ditandatangani secara elektronik

Dicetak tanggal: 10 Oktober 2024

1. Dokumen ini diterbitkan sistem OSS berdasarkan data dari Pelaku Usaha, terjamin dalam sistem OSS, yang menjadi tanggung jawab Pelaku Usaha.

2. Dalam hal terjadi kesalahan isi dokumen ini akan dilakukan perbaikan sebagaimana mestinya.

3. Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan oleh BSE-BSSN.

4. Data lengkap Perizinan Berusaha dapat diperoleh melalui sistem OSS menggunakan hak akses.





PEMERINTAH REPUBLIK INDONESIA
PERIZINAN BERUSAHA BERBASIS RISIKO
LAMPIRAN
NOMOR INDUK BERUSAHA: 1010240042154

Lampiran berikut ini memuat daftar bidang usaha untuk:

No.	Kode KBLU	Judul KBLU	Lokasi Usaha	Tingkat Risiko	Perizinan Berusaha	Status	Keterangan
1	56103	Kedai Makanan	Dusun I Ambawang Kuala, Desa/Kelurahan Sungai Ambawang Kuala, Kec. Sungai Ambawang, Kab. Kubu Raya, Provinsi Kalimantan Barat Kode Pos: 78393 Usaha Mikro berjalan sejak: Juni 2023	Rendah	NIB	Terbit	

1. Dengan ketentuan bahwa NIB tersebut hanya berlaku untuk Kode dan Judul KBLU yang tercantum dalam lampiran ini.
2. Pelaku Usaha wajib memenuhi persyaratan dan/atau kewajiban sesuai Norma, Standar, Prosedur, dan Kriteria (NSPK) Kementerian/Lembaga (KL).
3. Pengeawasan pemenuhan persyaratan dan/atau kewajiban Pelaku Usaha dilakukan oleh Kementerian/Lembaga/Pemerintah Daerah terkait.
4. Lampiran ini merupakan bagian tidak terpisahkan dari dokumen NIB tersebut.

1. Dokumen ini diterbitkan sistem OSS berdasarkan data dari Pelaku Usaha, terjamin dalam sistem OSS, yang menjadi tanggung jawab Pelaku Usaha.

2. Dalam hal terjadi kesalahan isi dokumen ini akan dilakukan perbaikan sebagaimana mestinya.

3. Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan oleh BSE-BSSN.

4. Data lengkap Perizinan Berusaha dapat diperoleh melalui sistem OSS menggunakan hak akses.



Source: Economic and Development Section of Ambawang Sub-district, 2024

The Business Licence, known as the Business Identification Number (NIB), is organised in Jakarta by the Ministry of Investment/Head of the Investment Coordinating Board. The Business Identification Number (NIB) is the identity number of business actors in accordance with their business fields, which are differentiated according to the type of economic activity that produces products, both in the form of goods and services. The business permit contains the name of the business actor, address, *mobile phone number*, *email*, and type of business. This Business Identification Number (NIB) is valid throughout the territory of the Republic of Indonesia while carrying out business activities and is valid as a right of access to customs, registration for participation in health social security and labour social security, as well as proof of compliance with the first report of Mandatory Labour Reporting in the Company (WLKP). This NIB is a single licence that applies as an approval for the use of Indonesian National Standard (SNI) and Halal Certification (SH) marks. (<https://oss.go.id>).

Regarding this business licence, the author conducted this research at the Sungai Ambawang District office, Kubu Raya Regency, taking this location because Sungai Ambawang District is part of Kubu Raya Regency, which Kubu Raya Regency is the youngest district in West Kalimantan Province. Kubu Raya Regency is an expansion of Pontianak Regency. Kubu Raya Regency is directly adjacent to the city of Pontianak. Likewise, Sungai Ambawang District is directly adjacent to the Pontianak city area and Sanggau Regency and is the trans Kalimantan route, making Sungai Ambawang District one of the strategic routes with an area of 726.50 km². Kubu Raya Regency continues to develop and improve public services through *digitalisation*. The Sungai Ambawang District Office of Kubu Raya Regency has been using *web-based* applications since the Covid-19 pandemic until now. The legal basis for using this *web-based* application is the Regent Regulation (PERBUP) of Kubu Raya Regency Number 21 of 2019 concerning the Implementation of Government Systems Based on Information and Communication Technology, and Regent Regulation (PERBUP) of Kubu Raya Regency Number 12 of 2021 concerning Information and Communication Technology Governance. Meanwhile, the *Online Single Submission Risk Based Approach (OSS-RBA)* programme refers to Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing. This *Online Single Submission Risk Based Approach (OSS-RBA)* *web-based* application is used for business licensing administration. There are several factors that influence the process of implementing OSS-RBA at the Sungai Ambawang sub-district office in providing services to the community, namely for equipment facilities at the Sungai Ambawang sub-district office related to *internet* networks that are

sometimes interrupted. The Human Resources (HR) who operate this web application service have received training. In the process of implementing the OSS-RBA programme at the Sungai Ambawang District office, the operation of the *Online Single Submission Risk Based Approach (OSS-RBA)* application was initially difficult to use, but after running the *Online Single Submission Risk Based Approach (OSS-RBA)* application is easy to use. From the community as service users, there are still some who cannot use this *web-based* application. Another obstacle is sometimes the *internet* network that is not smooth in places where people will access the *web* service. Besides that, there are still many people who prefer to take care of the administration directly at the Sungai Ambawang sub-district office, Kubu Raya Regency, rather than *online*.

RESEARCH METHODS

Sugiyono (2012) says that qualitative research methods are research methods used to research on natural object conditions, where researchers are key instruments. Data collection techniques are triangulated (combined), data analysis is inductive, and qualitative research results emphasize meaning rather than generalisation. The research on the implementation of the *Online Single Submission Risk Based Approach (OSS-RBA) web-based* application in public services at the Sungai Ambawang District office is a type of descriptive research with qualitative methods, where the author tries to provide a picture or describe the state of the object and the real problems. Therefore, this type of descriptive research is expected to achieve the research objectives, namely describing clearly the facts and characteristics of the object under study precisely. With qualitative research methods, it is hoped that research into the implementation process of the *Online Single Submission Risk Based Approach (OSS-RBA) web-based* application in public services at the Sungai Ambawang sub-district office, Kubu Raya Regency can be carried out naturally (*natural setting*).

Data collection techniques with observation, interviews, and documentation. Data collection tools using observation guidelines, interview guidelines, and documentation guidelines. Data collection techniques with source triangulation, and triangulation techniques. Data analysis techniques through data reduction, data presentation, data verification, and drawing conclusions.

RESULTS AND DISCUSSION

Factors Affecting the Implementation of *Web-Based Applications Online Submission Risk Based Approach (OSS-RBA)* in Public Services at the Sungai Ambawang District Office, Kubu Raya Regency

1. Policy Measures and Objectives

The size and objectives of the *Online Single Submission Risk Based Approach (OSS-RBA)* policy at the Sungai Ambawang District office, Kubu Raya Regency, are to cut the time and bureaucracy in the business licensing process. The size of the OSS-RBA policy is clear, namely business licensing which is targeted or given to small, medium and large business actors to start and carry out their business activities which are assessed based on the level of risk of business activities. From the results of data processing, it was found that business actors were accompanied by sub-district office officers, in this case the OSS-RBA operator in the Economic Development and Environment section, starting from creating an account, filling out forms, uploading files, to submitting, even assisted in printing the Business Licence Number (NIB).

2. Resources

The success of a programme or policy implementation process is highly dependent on the ability to utilise available resources. Humans are the most important resource in determining a successful programme implementation process. To operate a *web-based* application in each agency requires an operator. The Sungai Ambawang sub-district office has a qualified OSS-RBA operator. The OSS-RBA application operator at the Sungai Ambawang sub-district office has received socialisation and training on the operation of the OSS-RBA application. The officer is the Manager of Economic Development and Environment at the Sungai Ambawang District Office, Kubu Raya Regency. Or in other words, he is an admin or operator who operates the *Word Elektrik Browser (WEB) Online Single Submission Risk Based Approach (OSS-RBA)* based application.

Apart from human resources, budget resources are also important in the process of implementing the OSS-RBA application at the Sungai Ambawang District Office, Kubu Raya Regency. In terms of budget, there are no problems, because this application was made by the centre, namely from the Ministry of Investment / Investment Coordinating Board through the Kubu Raya Regency government, Sungai Ambawang District only runs the application. From equipment resources, office computers that are already using so that it hampers work, and internet networks that are sometimes interrupted resulting in account registration on the web being hampered.

3. Characteristics of Implementing Agents

The focus on implementing agents includes formal organisations and informal organisations that will be involved in the implementation process of the OSS-RBA program at the Ambawang sub-district office, Kubu Raya Regency. In this case, business actors try to use the OSS-RBA application properly according to the operator's instructions. Where there are several business actors who do not yet have an OSS-RBA application account, they will be assisted by the operator to create one.

From the results of interviews with community users of the *Word Elektrik Browser (WEB)* OSS-RBA-based application service at the Sungai Ambawang District office, Kubu Raya Regency, that the processing of business permits can be smoothly assisted by officers from the Sungai Ambawang District office, who initially did not want to take care of it *online*, they just wanted to go directly to the sub-district office. If you have created an account on the system, the registration process is easy and very fast, approximately 5 minutes is complete. In the end, business people are happy to use the *Word Elektrik Browser (WEB)*-based application *Online Single Submission Risk Based Approach (OSS-RBA)* in managing their licensing administration at the Sungai Ambawang District office, because the process is fast and saves energy and is free without any administrative fees. The service of OSS-RBA officers or operators is very helpful for business actors. From the characteristics of the implementing agent in the process of implementing the OSS-RBA application at the Sungai Ambawang District Office, Kubu Raya Regency can be said to have supported the implementation process of the OSS-RBA programme.

4. Implementers' Attitudes/Tendencies

The acceptance or rejection attitude of the implementing agent will greatly affect the success or failure of the OSS-RBA programme implementation performance at the Sungai Ambawang District office. In its implementation, the implementing agents in this case, namely business actors, accept the OSS-RBA programme well, which at first business actors rejected *online* services through the *web* in applying for or managing business licenses (NIB). Likewise, the OSS-RBA operator at the Sungai Ambawang Sub-district office is friendly, patient and responsible for assisting the creation of accounts and registering through the OSS-RBA application until the business licence / Business Identification Number (NIB) is issued. Although initially they also found it difficult to operate the OSS-RBA application.

This statement was obtained by the author through an interview with the OSS-RBA operator at the Sungai Ambawang sub-district office as follows:

‘Most people's complaints are about them refusing to go *online*, this is because they have to create a personal *email* to take care of their files in making licences. Basically they don't want to be complicated. And there are also those who really do not understand using the application. Public complaints are about files that are still lacking, because in making licensing efforts the community must complete the files, starting from the mobile phone number, email, and KTP must be validated, usually the KTP must be validated, and validation is carried out at Disdukcapil, it is quite time consuming, so people rarely come in the morning, often in the afternoon before the afternoon because they have to go to Disdukcapil first to take care of files that are still lacking or not yet available. The beginning of using the OSS-RBA application seemed very difficult, because I had to learn from manual to *digital*, but over time, it has become very easy’. (Interview with Ms Magdalena Neni, S.M as OSS-RBA operator of Sungai Ambawang Sub-district, 12 June 2024).

5. Inter-organisational Communication and Implementation Activities

The better the coordination between the parties involved in an implementation process, the assumption is that mistakes will be very small, and vice versa, if the coordination between the parties involved is not good, mistakes will occur. In terms of implementing the OSS-RBA application, communication between the Ministry of Investment / Investment Coordinating Board and the Kubu Raya Regency government is good. And the Sungai Ambawang District office as the party implementing the programme can run the programme well, so that it can serve the community (business actors) effectively and efficiently in assisting account creation and business permit registration through the OSS-RBA web application.

6. Economic, Social and Political Environment

The external environment contributes to the success of a programme that has been established. So far, the economic, social and political environment in Sungai Ambawang Sub-district is quite conducive, where the economic environment of the Sungai Ambawang community is relatively developed, marked by the number of MSMEs. The implementation of the OSS-RBA *web-based* application in services to business actors at the Sungai Ambawang Sub-district office has been facilitated with assistance in account creation, registration until the issuance of NIB free of charge. From the social environment of the community of Sungai Ambawang Subdistrict, initially business actors refused to manage their business licences *online* and in the end the community accepted this OSS-RBA policy in managing their business licences, because they were accompanied

by officers at the Sungai Ambawang Subdistrict office. From the political environment, the processing of NIB through the OSS-RBA programme makes it easier for business actors to obtain their business licences quickly and easily. This NIB can be used as an administrative requirement for business capital applications at banks. The OSS-RBA programme was implemented in 2022 and is still in effect. This NIB remains valid as long as the business is still running.

CONCLUSIONS

The process of implementing the *Online Single Submission Risk Based Approach (OSS-RBA) web-based* application in services to MSME business actors at the Sungai Ambawang District office, Kubu Raya Regency is running well and in accordance with the objectives of the *Online Single Submission Risk Based Approach (OSS-RBA)* programme, namely providing convenience in obtaining business licenses or in other words cutting time and bureaucracy in the business licensing process for MSME actors in Sungai Ambawang District. It can be concluded that the process of implementing the *Online Single Submission Risk Based Approach (OSS-RBA) web-based* application in services to the community at the Sungai Ambawang District Office, Kubu Raya Regency is effective and efficient.

In the process of implementing the *Online Single Submission Risk Based Approach (OSS-RBA) web-based* application in services to MSME business actors at the Sungai Ambawang District Office, Kubu Raya Regency, it is influenced by several factors, namely:

1. Policy Measures and Objectives

In this case, the size and objectives of the *Online Single Submission Risk Based Approach (OSS-RBA)* policy are clear, namely targeting MSME actors in Sungai Ambawang District to have a formal business permit by making it easy to obtain a business permit (NIB) quickly and for free. In other words, for time and cost efficiency in business licensing.

2. Resources

The Sungai Ambawang Sub-district Office has a qualified OSS-RBA operator, where the OSS-RBA operator of the Sungai Ambawang Sub-district office provides assistance to business actors in creating accounts, registering until the Business Identification Number (NIB) is issued. Previously, the operator had received a brief socialisation from the Ministry of Investment / Investment Coordinating Board, and then the operator developed his abilities independently.

Budget resources are not an obstacle, as the OSS-RBA programme is funded by the Ministry of Investment/Investment Coordinating Board, with the Sungai Ambawang sub-district office of the Kubu Raya government as the programme implementer.

3. Characteristics of Implementing Agents

OSS-RBA officers or operators of the Sungai Ambawang Sub-district office are committed and have integrity in implementing the OSS-RBA programme, by providing assistance to business actors in creating accounts, uploading files, and printing NIBs, so that business actors are very helpful and satisfied with the service.

4. Attitude/Tendency/Disposition of Implementers

At first there was rejection from business actors in managing or applying for business licensing, where business actors did not want to take care of licensing online, on the grounds that it was complicated and did not understand using the OSS-RBA application. However, because the Sungai Ambawang District office provided assistance services from creating an account to printing the Business Identification Number (NIB), finally the attitude of business actors accepted the OSS-RBA programme.

5. Inter-organisational Communication and Activities

In terms of implementing the OSS-RBA application, communication between the Ministry of Investment / Investment Coordinating Board and the Kubu Raya Regency government is good. And the Sungai Ambawang District office as the party implementing the programme can run the programme well, so that it can serve the community (business actors) effectively and efficiently.

6. Economic, Social and Political Environment

From the political environment, the processing of NIB through the OSS-RBA programme makes it easier for business actors to obtain their business licences quickly and easily. This NIB can be used as an administrative requirement for business capital applications at banks. The OSS-RBA programme was implemented in 2022 and is still in effect. This NIB remains valid as long as the business is still being run.

From the economic environment, the implementation of the OSS-RBA web-based application in services to business actors at the Sungai Ambawang Sub-district office has been facilitated with assistance in account creation, registration until the issuance of NIB free of charge.

From the social environment of the Sungai Ambawang Sub-district community, initially business actors refused to process their business licences online and in the end the community accepted this OSS-RBA policy in managing their business licences.

The suggestions in this study, namely :

1. The target of the OSS-RBA programme in Sungai Ambawang Sub-district is not only MSME players, but also to improve services to NON-MSME businesses in the future.
2. It is necessary to add office equipment resources, namely computer units, where the current computer in the OSS-RBA operator/officer section often turns itself off, thus hampering work in the Village Development Economic and Environmental Management section which handles business licensing through the OSS-RBA web in the economic and economic development and development section.
3. OSS-RBA officers or operators of the Sungai Ambawang Sub-district office to maintain and improve the integrity of their services to the community (business actors).
4. For future businesses to be kind and willing, participate in sub-district programmes, especially the Online Single Submission Risk Based Approach (OSS-RBA) programme.
5. Communication between the Ministry of Investment / Investment Agency and the Kubu Raya Regency government should be further improved so that the OSS-RBA programme can continue to be sustainable for business actors.
As well as the need for socialisation of the Online Single Submission Risk Based Approach (OSS-RBA) program to current and future business actors, so that business actors can operate the OSS-RBA application independently.
6. So that in the future more MSMEs grow and develop, so that Sungai Ambawang District is more 'Dignified' and more conducive.

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