



Implementation of the Online Single Submission (OSS) System for Licensing Foreign Investment Limited Liability Companies (PT PMA) in the Central Lombok Regency Area

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ABSTRACT

The objective of this research is to analyze the implementation of issuing licenses for PT PMA through the OSS-RBA system, the obstacles encountered in obtaining licenses via OSS-RBA, and to propose solutions for overcoming these obstacles in Central Lombok Regency. The research method employed is the normative-empirical legal research method. This method involves the factual implementation of positive legal provisions and contracts in specific legal events occurring in society to achieve predetermined objectives. The approaches used include statutory, conceptual, and philosophical approaches. The sources and types of legal materials used are primary, secondary, and tertiary legal materials.

The findings of this study are as follows: First, the submission and issuance of business licenses for PT PMA in Central Lombok Regency have been conducted entirely online through the OSS-RBA system, with no manual processes involved. However, the staff at the DPMPTSP in Central Lombok Regency lack technical mastery of the OSS-RBA system, resulting in suboptimal services. Second, the main obstacle hindering the issuance of business licenses lies in obtaining the Spatial Utilization Activity Conformity (KKPR) approval. A solution for business actors to address this issue is to contact the central BKPM agency, which may require the central BKPM officials to conduct field inspections and resolve technical problems, causing delays in the issuance of KKPR.

INTRODUCTION

Indonesia is a country endowed with abundant natural resources (SDA) that can be utilized to advance its economy. Indonesia's natural wealth includes both the minerals it contains and its breathtaking natural landscapes. Globally, Indonesia is well-known for its beauty, making it a popular tourist destination. The influx of international tourists visiting Indonesia has attracted both local and foreign investors to invest in the tourism sector. In response, the Indonesian government has formulated regulations and policies to support investment activities in tourism, particularly for foreign investors. One such regulation is Law Number 25 of 2007 concerning Investment, hereinafter referred to as the Investment Law (UU PMA). This law stipulates that foreign investment in Indonesia must be in the form of a Limited Liability Company (PT), and foreign investment (PMA) is defined as investment activities conducted within the territory of the Republic of Indonesia by foreign investors, either fully funded by foreign capital or in partnership with domestic investors. As a result, Limited Liability Companies involving foreign investors are commonly known as PT PMA.

Article 1, paragraph (1) of Law Number 40 of 2007 concerning Limited Liability Companies (hereinafter referred to as the Company Law or UU PT), as amended by Article 109 of Law Number 6 of 2023 concerning the Stipulation of Government Regulation in Lieu of Law Number 2 of 2022 on Job Creation into Law (hereinafter referred to as the Job Creation Law), defines a Limited Liability Company (hereinafter referred to as a "company") as a legal entity constituted as a capital partnership, established under an agreement, conducting business activities with a basic capital divided into shares, or as an individual legal entity meeting the criteria for micro and small enterprises as regulated in the laws on micro and small enterprises. Furthermore, Article 7 of the Company Law states that a company must be established by at least two individuals or more through a notarial deed written in the Indonesian language. For legal entity status to be granted, the notarial deed must be registered and subsequently approved by the Ministry of Law and Human Rights (hereinafter referred to as Kemenkumham), which issues a Decree from the Minister of Law and Human Rights of the Republic of Indonesia.

Moreover, conducting business in Indonesia requires more than just a notarial deed and a decree. PT PMA must also obtain a business license. Before 2017, business licensing processes were handled manually, requiring visits to various agencies to submit necessary documents for establishing a business. Entrepreneurs often faced obstacles and complaints regarding the lengthy procedures and high costs. The most common grievance was the bureaucratic complexity and high expenses, often attributed to certain individuals exploiting business owners for personal gain.

In response to these issues, the government sought to improve and streamline the licensing bureaucracy by introducing an electronic-based service

innovation regulated in Government Regulation Number 24 of 2018 concerning Online Integrated Business Licensing Services, known as Online Single Submission (OSS) 1.0. However, OSS 1.0 had several shortcomings, prompting the government to issue a circular in late 2019 regarding the Plan for Implementing the Online Single Submission (OSS) System 1.1. This circular, issued by the Investment Coordinating Board (BKPM) as Circular Number 5743/A.8/B/1/2019, enhanced OSS 1.0. In August 2021, the government further improved the OSS system through Government Regulation Number 5 of 2021 concerning Risk-Based Business Licensing, an extension of the previous Government Regulation Number 24 of 2018, introducing the Online Single Submission Risk-Based Approach (OSS-RBA).

OSS-RBA is a business licensing system that enables business actors to commence and operate their activities, assessed based on the risk levels of their business activities.

Business actors, whether individual or non-individual, must register and fill out forms on the OSS system with their personal data. The OSS system integrates with the National Data Center (PDN), minimizing data entry errors. After obtaining a license, business actors must fulfill specific commitments to receive operational licenses for their activities. They are also required to make payments in accordance with applicable regulations, such as non-tax state revenue (PNBP), local taxes, and others.

The implementation of OSS-based business licensing aims to facilitate ease of doing business for entrepreneurs and boost investment. Its objective is to attract both local and foreign investors to invest in Indonesia. Ensuring certainty and ease of doing business is a crucial criterion for investors when deciding to invest (S. Al Huzni & Y.A. Susanto, 2021, 102).

Despite varying opinions on foreign investment, theoretically, foreign investors bring significant benefits (multiplier effects) to a country. These include job creation, increased demand for local products as raw materials, increased foreign exchange – especially from export-oriented investors, higher tax revenue, and technology or knowledge transfer. As noted by Dhaniswara K. Harjono, capital investment, both domestic and foreign, plays a vital role in achieving economic development goals (Dhaniswara K. Harjono, 2018, 6).

One area in Indonesia attracting considerable attention from local and foreign investors is Central Lombok Regency, West Nusa Tenggara Province (NTB). The MotoGP events held several times in Central Lombok have drawn global attention to the beautiful beaches in Lombok, particularly in Central Lombok Regency. The local government continues to optimize services to accommodate investors interested in investing in Central Lombok. The OSS system has been a breath of fresh air for foreign investors aiming to invest in the region, as it is expected to simplify business licensing processes. However, has

the implementation of OSS-RBA for business licensing been optimal and successfully facilitated ease of doing business? Or has the latest business licensing regulation achieved the goals for which it was established?

RESEARCH METHOD

In this study, the type of research used is normative-empirical legal research, which involves analyzing legal cases using normative-empirical studies as a product of legal behavior. The main focus is the implementation or application of positive legal provisions and contracts in factual legal events occurring in society to achieve predetermined objectives (Abdulkadir Muhammad, 2004, 52).

The approaches used in this study include:

1. **Statutory Approach (Statute Approach):** This approach involves examining various laws or regulations related to the issues being addressed (Peter Mahmud Marzuki, 2005, 93).
2. **Conceptual Approach:** This approach is applied when researchers do not solely rely on existing legal rules but instead start by referring to doctrines or expert opinions developed in legal science.
3. **Philosophical Approach:** This approach is used to gain a deeper understanding of the social implications and impact of applying a legal rule on society by considering history, philosophy, science, and language, as well as the social and political implications of legal implementation (Mulyadi M., 2012).

Data Collection Techniques

The methods for data collection in this study include:

1. **Literature Review:** This method involves collecting data from books, official documents, research reports, official data from government institutions, and other published materials (Soerjono Soekanto, 2012, 82).
2. **Interviews:** Interviews are face-to-face interactions where the interviewer poses questions designed to obtain answers relevant to the research problem from respondents (Zainal Asikin and Amirudin).

Data Processing and Analysis

Data processing and analysis in this study use qualitative methods. Qualitative research involves a process of inquiry and understanding based on methods that explore social phenomena and human issues. In this research, the researcher develops a comprehensive depiction, analyzes words, collects detailed reports from respondents' perspectives, and studies phenomena in their natural settings (Iskandar, 2009, 12).

Legal Interpretation Methods

The methods of legal interpretation applied in this study include:

1. **Grammatical Interpretation:** This method seeks to understand the meaning of legal provisions by analyzing the language, sentence structure, or wording.
2. **Systematic Interpretation:** This method interprets legal provisions as part of an integrated system of laws by connecting them with other related regulations (Jimly Asshiddiqie, 2006, 273).

DISCUSSION

1. Implementation of the Online Single Submission (OSS) System for Licensing Foreign Investment Limited Liability Companies (PT PMA) in Central Lombok Regency

The implementation of licensing serves as a guarantee for legal certainty and security of business activities that must be carried out and fulfilled by either the central or regional government. In addition to ensuring legal certainty and security, licensing also functions as a control and supervision tool for the government over business activities.

The Regional Government of Central Lombok initiated online licensing in 2019 by issuing Regent Regulation of Central Lombok Number 22 of 2019 concerning Standards for Electronic Licensing and Non-Licensing Services at the Central Lombok Investment and One-Stop Integrated Service Office, hereinafter referred to as Regent Regulation Number 22 of 2019. The DPMPTSP (Investment and One-Stop Integrated Service Office) was designated as the executor and organizer of online licensing, creating a dedicated website for online licensing registration: dpmptsp.lomboktengahkab.go.id.

Article 1, point 10, of this regulation defines electronic (online) licensing services as services for registering licensing applications up to the issuance of licenses through electronic means. Entrepreneurs wishing to apply for a license must first obtain access rights to the website dpmptsp.lomboktengahkab.go.id, upload all the required documents, and eventually receive licensing documents electronically signed by authorized officials. However, in practice, the website has not yet been fully optimized to handle online license registrations effectively, resulting in applications and issuances still being conducted manually.

The introduction of the Risk-Based Online Single Submission (OSS-RBA) system by BKPM (Investment Coordinating Board) provided a significant breakthrough for entrepreneurs. It simplifies the process of obtaining business licenses by reducing bureaucracy, cutting costs, and standardizing licensing processes across Indonesia. The OSS-RBA system is designed to accelerate investment and business activities by implementing electronically integrated

business licensing. It is accessible not only to large corporations but also to all types of businesses, including MSMEs (Micro, Small, and Medium Enterprises).

Article 3 of Government Regulation (PP) Number 5 of 2021 states that the objective of implementing risk-based business licensing is to enhance the investment ecosystem and business activities. This is achieved through more effective, simple, and transparent licensing processes, as well as structured and accountable supervision of business activities, in accordance with applicable laws and regulations.

The establishment of OSS-RBA does not entirely transfer business licensing authority to the central government. There is a division of authority outlined in Appendix I of PP Number 5 of 2021 to prevent overlapping jurisdictions. Furthermore, the government issued Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in Regions, hereinafter referred to as PP Number 6 of 2021. This regulation elaborates on the following:

- Delegation of authority in the implementation of regional business licensing,
- Implementation of business licensing in regions,
- Regional regulations (Perda) and Head of Regional Regulation (Perkada) related to business licensing,
- Reporting on regional business licensing implementation,
- Guidance and supervision,
- Funding, and
- Administrative sanctions.

Article 4 of PP Number 6 of 2021 explains the delegation of provincial government authority by the governor to the head of the provincial DPMPTSP, which includes:

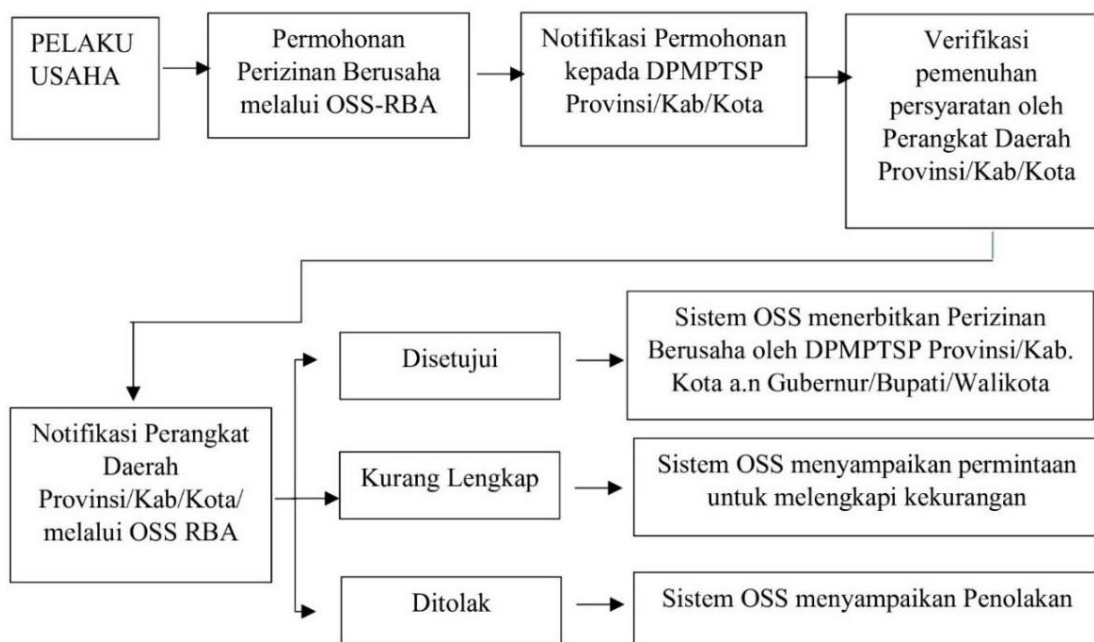
- a) Implementation of business licensing under the authority of the provincial government as stipulated in applicable regulations; and
- b) Implementation of business licensing under the central government's authority delegated to the governor based on deconcentration and co-administration principles.

Article 5 of PP Number 6 of 2021 states that the regent/mayor delegates the authority of the regency/city government in regional business licensing implementation to the head of the regency/city DPMPTSP, which includes:

- a) Implementation of business licensing under the authority of the regency/city government as stipulated in applicable regulations; and

b) Implementation of business licensing under the central government's authority delegated to the regent/mayor based on co-administration.

BAGAN 2: Flow of Issuance of Business Licensing under Regional Government Authority



Source : 2021 Ministry of Investment/BKPM Socialization Material

The Central Lombok Regency Government welcomed the establishment of the OSS-RBA system by issuing Central Lombok Regent Regulation Number 89 of 2021 concerning the Position, Organizational Structure, Duties, Functions, and Work Procedures of the Central Lombok Investment and One-Stop Integrated Service Office, hereinafter referred to as Regent Regulation Number 89 of 2021. This regulation serves as an implementing regulation mandated by Articles 7, 8, and 38 of Government Regulation Number 6 of 2021 and Minister of Home Affairs Regulation Number 25 of 2021, hereinafter referred to as Permendagri Number 25 of 2021.

Article 2 of Permendagri Number 25 of 2021 states that the purpose of this regulation is to provide guidelines for establishing DPMPTSP as a standalone institution, not merged with other regional government affairs under the authority of provincial and regency/city governments. Furthermore, Article 4 states that DPMPTSP has the duty to assist regional heads in carrying out government functions in the fields of investment and one-stop integrated services.

All licenses required to conduct PT PMA business activities in Central Lombok Regency have been processed online through the OSS-RBA system. The

Central Lombok Regional Government has fully implemented online licensing via OSS-RBA, eliminating offline or face-to-face licensing processes (Baiq Yeti Herawati, 2024).

The number of business licensing applications in Central Lombok Regency has increased significantly. This growth is attributed to the community's recovery post-COVID-19 pandemic and the promising investment opportunities in Central Lombok, which have boosted investor confidence to invest.

The presence of the OSS-RBA system has facilitated monitoring and tracking of business license applications in Central Lombok. The Central Lombok Regional Government continues to strive for open, fast, and accessible bureaucratic services to support administrative and economic activities. As of January 2023, a Public Service Mall was established and continues to operate, including the DPMPTSP office, to provide convenience in investment licensing services.

With the enactment of Government Regulation Number 5 of 2021, DPMPTSP Central Lombok issues business licenses for activities through the OSS-RBA system. All incoming licensing applications are monitored through OSS-RBA once all administrative and technical documents are complete, allowing the verification process for license issuance to proceed. It is also worth noting that the OSS-RBA system integrates with several Regional Apparatus Organizations (OPD), such as the Public Works and Public Housing Service (PUPR) and the Regency/City Land Office.

To accelerate licensing issuance, the delegation of authority is also granted to related OPDs integrated into the OSS-RBA system to approve the implementation of licensing at the regional level. During operations at the Public Service Mall, the team provides consultations and independent assistance for business actors, from the initial stage of business license registration to the issuance of the NIB. However, some business actors have expressed concerns about the lengthy verification process, which can take two weeks or even up to a month, especially for verifying the Compatibility of Space Utilization Activities (KKPR) for subsequent business activities. This delay occurs because the submission requires entering coordinates in accordance with the land certificate for the business location, and often applications are rejected.

As a solution, business actors are advised to re-upload their applications based on the rejection reasons or directly coordinate with the relevant technical OPD and the Provincial DPMPTSP. However, not all OPDs perform optimally, which hampers the licensing process due to a lack of socialization from the Central BKPM regarding the technical use of the OSS-RBA service application.

For PT PMAs whose business actors are foreign nationals (WNAs), this system offers significant advantages, as license applications or registrations can be submitted online anytime and anywhere. This mechanism is expected to simplify

business licensing by ensuring transparency in time, procedures, costs, and requirements, making it more practical compared to manual service mechanisms that require visiting relevant units or technical agencies. However, the unpreparedness of the Central Lombok Regency

Government, through DPMPTSP, in addressing these technical issues hinders business actors from obtaining business licenses.

Challenges and Solutions in Using the Online Single Submission (OSS) System for Licensing Foreign Investment Limited Liability Companies (PT PMA) in Central Lombok Regency

a. Implementation and Challenges in Land-Based Compatibility of Space Utilization Activities (KKPR) through the OSS-RBA System

Compatibility of Space Utilization Activities (KKPR) was introduced as a new reference point for business licensing following the enactment of Law No. 11 of 2020 on Job Creation. This was further detailed in Government Regulation No. 21 of 2021 on Spatial Planning Implementation, marking a strategic government initiative to use Spatial Plans (RTR) as a single reference for various spatial utilization permits. KKPR replaces location permits and other spatial utilization permits (IPR) that were previously under the jurisdiction of local governments.

Historically, location permits were governed by the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency (ATR/BPN) Regulation No. 13 of 2020, which amended ATR/BPN Regulation No. 17 of 2019 on Location Permits. However, the provisions on location permits were repealed and replaced with ATR/BPN Regulation No. 13 of 2021 concerning the Implementation of Compatibility of Space Utilization Activities and Synchronization of Spatial Utilization Programs. As a result, the currently applicable regulation is the KKPR provision.

The issuance process of KKPR must align with the Spatial Plan (RTR), which serves as the foundation for granting KKPR. It assesses the compatibility of planned spatial utilization activities with the prevailing RTR (Eko Budi Kurniawan, 2024). Following the enactment of Law No. 11 of 2020 on Job Creation and Government Regulation No. 21 of 2021 on Spatial Planning Implementation, RTR products have been published by the Ministry of ATR/BPN through the platform <https://gistaru.atrbpn.go.id>. The public can access this platform independently to view all spatial plans, whether national, provincial, or at the city/regency level.

By integrating RTR with the OSS system, regions that already have Detailed Spatial Plans (RDTR) can process KKPR issuance more quickly. This mechanism enhances public access to spatial planning products, ensuring greater transparency.

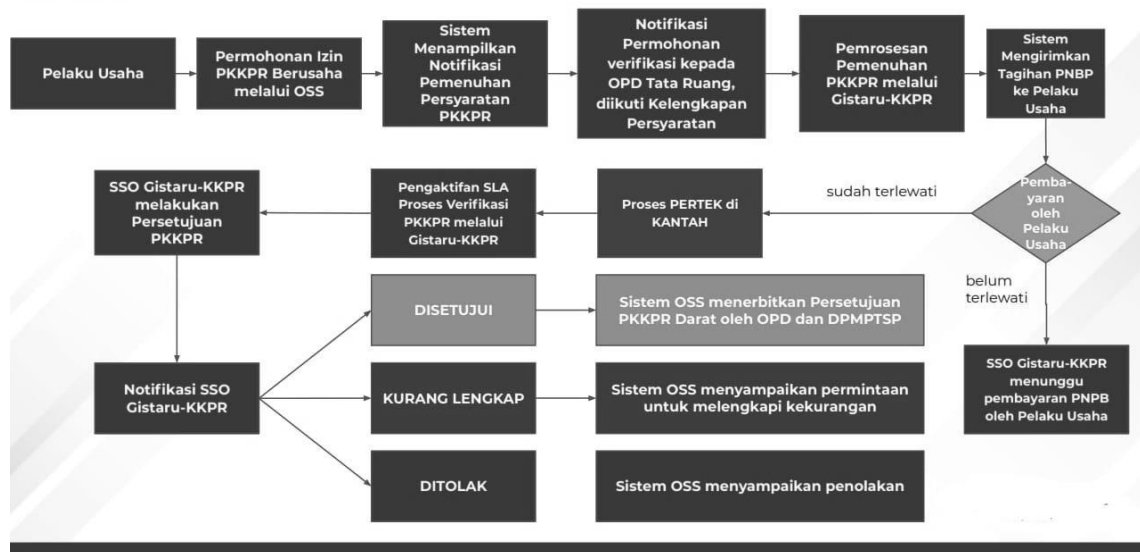
Article 8, Paragraph (1) of Government Regulation No. 21 of 2021 on Spatial Planning Implementation states that Spatial Plans (RTR) serve as a reference for:

- The issuance of Compatibility of Space Utilization Activities (KKPR);
- Spatial utilization for all sectoral development activities and the development of regions and areas requiring space; and

- The issuance of business licenses related to marine utilization, as well as the granting of land rights and management rights

BAGAN 1

Alur Penerbitan Pemrosesan PKKPR Darat pada OSS dan Gistaru



Source: Socialization Material from the Ministry of Investment or BKPM, 2021

Article 98, Paragraph 1, in conjunction with Article 100 of Government Regulation No. 21 of 2021 on the Implementation of Spatial Planning, states that obtaining a business license must comply with the spatial plan, referred to as the Compatibility of Space Utilization Activities (KKPR). The implementation of KKPR consists of:

- KKPR for business activities obtained through the OSS system;
- KKPR for non-business activities obtained through the Ministry of ATR/BPN system; and
- KKPR for activities classified as National Strategic Activities obtained through the Ministry of ATR/BPN.

KKPR is implemented through the OSS system by registering, filling in identity data, legal data, inputting KBLI (Standard Classification of Business Fields) according to the business activities listed in the Company's Deed of Establishment, Business Scale, Location Coordinates, Land Area Requirements, and Land Ownership Information.

Article 101, Paragraph (1) of Government Regulation No. 21 of 2021 on Spatial Utilization states that KKPR for business activities through the OSS system includes:

- a. Business activities for non-MSMEs; and
- b. Business activities for MSMEs.

The business activities conducted by PT PMA fall under the category of non-MSME business activities, considering the initial paid-up capital of IDR 10,000,000,000 (ten billion).

Article 5, Paragraph (1) of ATR/BPN Regulation No. 13 of 2021 on the Compatibility of Space Utilization Activities and the Synchronization of Spatial Utilization Processes mandates that the implementation of KKPR for business activities be conducted through Confirmation of Compatibility of Space Utilization Activities (KKKPR) and Approval of Compatibility of Space Utilization Activities (PKKPR).

Business Licensing Through the OSS-RBA System in Central Lombok Regency

For the community, having a business license is crucial as a means of legal protection and to enhance business credibility. However, obtaining business licenses is often associated with complicated, lengthy, and time-consuming procedures.

The interest of entrepreneurs in opening and developing businesses in Central Lombok Regency, especially foreign investors, has grown significantly, requiring them to establish companies known as PT PMA. However, many entrepreneurs are reluctant to handle licensing independently due to time constraints and a lack of understanding of Indonesia's national regulations. As a result, many delegate the process to third parties or specific licensing consultants.

By entrusting and authorizing licensing consultants to represent entrepreneurs in managing licensing legality through the OSS-RBA system, entrepreneurs can focus on developing their businesses.

Armed with experience and expertise in navigating licensing bureaucracy and managing investment legality, as well as a thorough understanding of both theoretical and practical regulations, consultants provide administrative services and offer accurate legal advice or guidance throughout the investment licensing process in Indonesia.

Cinema Law Consultant

Cinema Law Consultant (CV Cinema Law Consultant) was established in June 2019 and is located on Jalan Raya Kuta, Central Lombok Regency. Over time, the company has built strong relationships with entrepreneurs, earning

their trust and proving capable of assisting clients in establishing their own companies. This has resulted in growing client trust and has enabled Cinema Law Consultant to provide excellent services and collaborate with many investors. The company benefits from a skilled staff of experts in their respective fields.

The business landscape in Central Lombok is largely dominated by foreign nationals (WNA) who establish PT PMAs (foreign investment companies), particularly in the property and real estate sector, and these businesses are still relatively new. Many of these entrepreneurs, especially directors, may not be fluent in Indonesian or lack a thorough understanding of the procedures for establishing a company in Indonesia. This often makes them more comfortable relying on professional consultants.

Cinema Law Consultant provides a variety of services, including business licensing and legal assistance. These services cover the establishment of companies such as PT PMA, PT PMDN, CV, and immigration services, including visas and KITAS (temporary stay permits) while staying in Indonesia. The company has partnered with many entrepreneurs, expanding its network across Central Lombok Regency.

When prospective business owners seek Cinema Law Consultant's assistance to establish a PT PMA, the first step is to identify the type of investment or business activity they plan to run. The consultant provides a checklist of necessary documents and ensures that all required documents are prepared according to the standards set by the relevant authorities. The first stage begins with the establishment of the PT PMA by drafting the company's Deed of Establishment. This document is a legal instrument declaring the creation of a limited liability company and must be carefully prepared to meet all applicable legal requirements. An experienced notary is essential for this process.

Since the introduction of the OSS system in 2018, and its refinement with the OSS-RBA, Cinema Law Consultant has been enthusiastic and greatly aided by the system in processing licenses, especially for establishing PT PMAs. The online system eliminates the need for manual applications submitted at counters, as was previously the case.

However, Cinema Law Consultant faces challenges due to limited socialization or training regarding the operation of the OSS-RBA system by the local government, particularly the DPMPTSP (Investment and One-Stop Integrated Services Office) of Central Lombok Regency. Since the company's inception, they have not received invitations to attend OSS-RBA training.

During the licensing process, particularly with PT PMA, Cinema Law Consultant has encountered issues during the submission of the Compatibility of Space Utilization Activities (KKPR) as a replacement for location permits. For KKPR, uploading the coordinates or a polygon map of the company's office and

business activity locations is required. In practice, the uploaded coordinates often cause problems or do not match the data from the land certificate already entered into the system.

To resolve these issues, Cinema Law Consultant contacts the BKPM (Investment Coordinating Board) in Jakarta, who sometimes must visit the field to verify and resolve the problem. This can delay the issuance of licenses by up to two months for verification, and in some cases, requests may be rejected.

While the OSS system greatly helps with online license applications, Cinema Law Consultant encounters difficulties with the system and struggles to find clear guidance. Staff at the DPMPTSP of Central Lombok Regency often cannot provide solutions, advising the consultants to consult with the DPMPTSP of NTB Province or to wait for verification approval from the BKPM. Not all DPMPTSP staff are fully familiar with the technical issues in the verification process, leading to delays in issuing KKPR approvals and inadequate communication and information sharing regarding KKPR verifications.

Cinema Law Consultant hopes that BKPM or its representatives can place one or two staff members in each Regency or City, especially in Central Lombok, to provide direct consultation and solve on-site issues without the need to report to the BKPM in Jakarta.

Cinema Law Consultant currently assists several PT PMAs in Central Lombok, including PT Saba Lombok Indonesia, PT Kirana Kite Lombok, PT Silver Heights Development, and PT Kalani Casa Lombok. Many of these foreign investors are new to investing in Indonesia and have limited knowledge about company establishment and licensing regulations. Challenges in the licensing process include delays in PKKPR (Approval of Compatibility of Space Utilization Activities) verification, often due to mismatched coordinates entered into the OSS-RBA system.

For example, the licensing process for PT Saba Lombok Indonesia took almost two months to complete PKKPR approval due to a three-week verification period. Eventually, the issue was resolved after contacting the BKPM call center and conducting a site survey to verify the location coordinates.

As the Director of PT Saba Lombok Indonesia, I see promising business opportunities in Lombok, especially in the tourism sector, which has gained international recognition. Every year, the number of foreign tourists visiting Kuta, Central Lombok, continues to grow, making it an attractive area for business development. We plan to build villas in Selong Belanak, Central Lombok, which will be rented out and sold. Personally, I feel more confident with the guidance of a licensing consultant, as it helps ensure that the process is well-directed and allows for clear discussions on the required documents and steps. I only need to focus on preparing my office's documents.

PT Saba Lombok Indonesia was established in 2024 with Deed of Establishment Number: 10, dated January 27, 2022, created before Notary Sayidatussholihah, S.H., M.Kn. The business activities of the company are in line with the KBLI (Indonesian Standard Classification of Business Fields) for Villas (55193) and Restaurants (56101).

CONCLUSION

The implementation of business licensing applications through the Online Single Submission (OSS) System for Foreign Investment Limited Liability Companies (PT PMA) in Central Lombok Regency is still not optimal. This is due to the lack of information available to business actors regarding OSS, as well as the limited understanding from the relevant authorities, particularly the Investment and One-Stop Integrated Services (DPMPTSP), about OSS procedures. As a result, business owners face difficulties in accessing the services and information they need, creating a gap in the implementation of policies that are supposed to simplify business licensing.

Some of the challenges faced during the OSS application process include the misalignment of coordinates on the Spatial Utilization Activity Compliance (KKPR) with the land certificate data in the system, which causes delays in issuing business licenses. The KKPR verification process can take up to two months, and in some cases, the application is rejected, forcing business owners to reapply from the beginning. Furthermore, the information provided by DPMPTSP regarding KKPR verification issues is still suboptimal, and the staff at the department often cannot provide adequate solutions.

To address these issues, solutions that can be pursued by business owners include contacting the Investment Coordinating Board (BKPM) and requesting that BKPM staff visit the field directly to conduct checks and resolve technical problems faced by business owners. Although this process may take longer, it can help ensure that KKPR and other permits are issued. Additionally, using legal consultants is another effective alternative. Legal consultants can provide guidance on OSS and assist with the OSS application process, especially for foreign investors in Central Lombok Regency who are usually new to starting businesses and have limited knowledge of licensing procedures and the Indonesian language. With the help of legal consultants, business owners can better understand and resolve licensing issues and operate their businesses smoothly.

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