



Business Licensing Services Through The Sicantik Cloud Application System in The Environment of The Department of Capital Investment and One-Door Integrated Services (DPMPTSP) Banda Aceh City
(Study of Policy Implementation of Minister of Home Affairs Regulation Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services)

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ABSTRACT

This paper is focused on Business licensing services through the cloud application system. The investment service and one-stop integrated service for the City of Banda Aceh, this research is on the implementation of electronically integrated business licensing services for accelerating business licensing in the City of Banda Aceh. This development is in accordance with the demands of the times as the SiCantik Cloud Online Licensing Application (Integrated Licensing Service Intelligent Application for the Public). The formulation of the problem 1) How to Implement Licensing and Non-licensing Services Through the Si Cantik Cloud Application System at the Investment and One-Stop Services Office (DPM-PTSP) of Banda Aceh City. 2) What are the Supporting and Obstacle Factors in the Implementation of Services in Licensing and Non-licensing through the Sicantik Cloud Application System at the Banda Aceh Investment and One-Stop Services Office (DPM-PTSP). Theoretical benefits, as a researcher's effort in translating the results of this research on the one hand to become a build design in the embodiment of the SiCantik Cloud DPM-PTSP application in Banda Aceh City. The practical use of this research is expected to be input and consideration in the Implementation of Non-Business Licensing Services through the SiCantik Cloud Application System at DPM-PTSP Banda Aceh City. As for this research approach, it was carried out by using a qualitative descriptive approach, through searching with the benefits of information using interview techniques, documentation, observations and conclusions were made to obtain business licensing services, the beautiful cloud investment service application and one- stop integrated services. The results of the study show that Non-Business Licensing Services are Through the SiCantik Cloud Application System at the Investment Service and One-Stop Services in Banda Aceh City, assuming the applicant's limited ability to fulfill business licensing and non-licensing documents.

Keywords: Business licensing service, Cloud Online Licensing, Regional Government agency.

1. INTRODUCTION

Administratively, business licensing services are a form of public service that must be provided by local governments to entrepreneurs. By emphasizing the importance of providing quality, transparent and accountable public services in order to meet the needs and expectations of the community. The implementation orientation of the Minister of Home Affairs Regulation Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services is the regional government's effort to improve public services by integrating and simplifying existing service procedures in various government agencies.

With the implementation of One Stop Regional Integrated Services, people can get services that are easier, faster and more effective. Here shows one of the regulatory targets implemented by the government regarding the SiCantik system, which is an abbreviation for Smart Application of Integrated Licensing Services for the Public in the form of a Cloud system for Business licensing services which can be used by government agencies for free. In this case, at the Ministry level it is Investment/BKPM (Investment Coordinating Board), but at the regional level it is held by the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) as the Regional Government agency in charge of implementing policy and service coordination in business licensing services sector.

In line with the development and progress of Information and Technology (IT) which is oriented towards digitalization, all government activities in the implementation of business permits, especially in industrial areas, are an obligation for every entrepreneur who has assets in these areas. Therefore, in responding to real existence, there needs to be continuous guidance so that technology can be mastered and assets can be maintained.

In this way an application will be created SiCantik Cloud, the focus of this research is on the implementation of electronically integrated business licensing services to accelerate business licensing in the City of Banda Aceh. This development is in line with the demands of the times as the SiCantik Cloud Online Licensing Application (Smart Application of Integrated Licensing Services for the Public)

Implementation of permits that are valid to date with various advantages including selecting the menu to register yourself via the Counter on the Front Office homepage of the SiCantik Cloud application as well as submitting company data by selecting the type of application (New, Extension and/or Changes). Based on the identification results obtained by researchers, Online Single Submission (OSS) is a government policy that utilizes internet technology in accordance with Business Licensing Services through the SiCantik Cloud Application System. Study of the Implementation of Minister of Home Affairs Regulation Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services in the Environment Department of Investment and One Stop Integrated Services (DPMPTSP) Banda Aceh City).

As for the understanding of service, as Sinambela (2010: 3) states that "Basically every human being needs service, in the extreme it can even be said that service cannot be separated from human life". Thus, it is clear that the implementation of business and/or non-individual licensing services in the hierarchy requires excellent service by fulfilling the requirements as in general, namely that you must first take care of the legality of the business entity through a notary and for individual businesses it is enough to use the Population Identification Number (NIK).

Implicitly, the concept of implementing business licensing services is carried out through the SiCantik Cloud application system at the Banda Aceh City DPM-PTSP and is stipulated in Banda Aceh City Qanun Number 11 of 2016 concerning the Establishment of the Regional Apparatus Structure of Banda Aceh City and is described operationally in Banda Aceh Mayor Regulation Number 56 of 2016 concerning the composition of positions, duties, functions, authority and work procedures of the Banda Aceh City Investment and One Stop Integrated Services Service.

In building a framework of reference for business licensing services through the SiCantik Cloud application system at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP), it became a pilot project for the city government in implementing the SiCantik Cloud Application as according to Moenir (2015: 26) stated as follows : Public service is an activity carried out by a person or group of people based on factors through certain systems, procedures and methods in the context of an effort to fulfill the interests of other people according to their rights; and the essence of public service is providing excellent service to the community which is a manifestation of the obligations of government officials as public servants.

The researchers' hopes for this research relate to Business Licensing Services Through the Si Cantik Cloud Application System, Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP) Study of Policy Implementation of Minister of Home Affairs Regulation Number 138 of 2017 concerning Implementation of One-Stop Integrated Services The area with a research focus is the implementation of business licensing services through the SiCantik Cloud Application system at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP).

The licensing service process becomes faster, more transparent, easier to understand and more effective, providing excellent service to the community which is a manifestation of the obligations of government officials as public servants. There is fulfillment of services by meeting certain quality standards and being able to provide good and effective services. The existence of Standard Operational Procedures as a guideline for carrying out work in accordance with the functions and tools for assessing the performance of government and non-government agencies, businesses and undertakings regarding the Implementation of Legal Licensing Services through the SiCantik Cloud Application System at the One Stop Investment and Integrated Services Service (DPM-PTSP) Banda Aceh City.

There are components Service standards at the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Service include fulfilling service standards in service requirements by looking at what needs are needed to complete the service process. To make this preparation process easier, existing service standards can be used as a reference. The existence of mechanisms and procedures, requirements, costs and time for providing services at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP), can be done by studying, observing, examining the condition of the requirements procedures, costs and service times that have been implemented at the time. This.

The researcher's initial observations show that in fact it is an effort to implement business licensing services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service with the following dimensions: Limited capacity of apparatus resources in implementing services Business Licensing through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP), so that the framework of reference that has been built has not been implemented in a responsive, targeted and timely manner according to Standard Operational Procedures (SOP); Weak Supporting and Inhibiting Factors in the Implementation of Business Licensing Services Through the SiCantik Cloud Application System at the Banda Aceh City Investment and One Stop Integrated Services (DPM-PTSP) Service. In this way, optimizing the potential of local governments, especially the Banda Aceh City Government, can be used as a starting point for progress in the use of technology in licensing in the era of digitalization with the hope that the Business Licensing Service will run effectively through the SiCantik Cloud Application System (Study of Implementation of Implementation of Minister of Home Affairs Regulation Number 137 of 2017 concerning the Implementation of Licensing and Non-Licensing within the Department of Investment and One Stop Integrated Services (DPMPTSP) of Banda Aceh City).

2. LITERATURE REVIEW

2.1. Public Policy Implementation Theory

Public Policy Implementation Theory as an understanding of implementation that can be synchronized from the research concept of a policy and/or statutory regulation which is the main focus regarding Business Licensing Services Through the SiCantik Cloud Application System Implementation Study of Minister of Home Affairs Regulation Number 138 of 2017 concerning Implementation of Licensing and Non-Licensing within the Department of Investment and One Stop Integrated Services (DPMPTSP) of Banda Aceh City). This condition shows that distribution in the management of policy implementation is in the public interest so that everyone understands and understands the policy correctly. Thus, according to the views of Shafritz and Russel in Santosa (2012: 42) states the following:

Implementation is the process of putting a government program into effects, it is the total process of translating a legal mandate, whether an executive order or an enacted statute into appropriate program directives and structures that provide services or creative goods. (Implementation is the process of putting a government program into effect; it is the total process of translating legal mandates, whether executive orders or laws passed into appropriate program directives and structures that provide creative services or goods).

2.2. Public Service Theory

Theoretically, public services show that the government as a provider of public services needed by the community must be responsible and continue to strive to provide the best service to improve public services. Basically, every problem must have a supporting or connecting theoretical basis to strengthen the problem. Due to Sampara, Lukman, quoted by Sinambela (2014: 5), states as follows: Service is an activity or sequence of activities that occurs in direct interaction between a person and another person or physical machine, and provides customer satisfaction. Meanwhile, in the Big Indonesian Dictionary, service is described as the thing, method or result of serving work.

In the theory of public service or public service as the provision of services by the government, private sector and/or third parties to the community without payment to fulfill their daily needs, in line with the development of services, for clarity, Wasistiono in Hardiyansyah (2011: 11) states that "Public service as an action which is carried out in providing services either by the government, private parties on behalf of the government or private parties to the

community without payment in order to meet the needs and interests of the community."

2.3. Organization Theory

Organizational theory embodies organizations as part of administrative science because organizations are an element of administration, so that discussion of organizations will have the impact of organizational science as a branch of administrative science. In line with the development of organizational science, as Hasibuan (2013: 24) states, "Organization is a system of formal, structured and coordinated associations of groups of people who work together to achieve certain goals." Etymologically, organization as seen by Elu and Purwanto (2013: 1.8-9) states that "The word organization comes from the Greek word "Organon" which means tool or instrument, which at first the organization was only seen as a tool or mechanical device used to help achieve goals. ”.

2.4. Human Resources (HR) Theory

Human Resources (HR) theory is actually a vehicle for empowering humans as resources for activities to achieve planned goals. This is the understanding of human resources as according to Bangun (2013: 4) states that "HR is an asset that must be managed in accordance with the needs of the organization to create competitiveness. Organizational managers must have the ability to combine the various knowledge and skills possessed by their members with other organizational resources." Human resources are an effort made to develop existing apparatus resources professionally in supporting future national-regional programs by looking for ideal methods in facing global challenges full of competition, challenges from all market niches (market opportunities) in investing assets from application systems SiCantik Cloud in accelerating licensing services in Banda Aceh City. Human Resources (HR) are basically the organization's main resource in organizing as Sedarmayanti (2014: 13) states that "Human resources are the policies and practices of determining the "human" aspect or human resources in management positions, including recruiting, screening, training, rewarding and assessing”.

3. RESEARCH METHODS

3.1. Research Approach

A qualitative research approach is used in this research, because there are social phenomena that appear on the surface so they need to be explained through research so as to obtain a real picture and obtain an answer in accordance with the opinion of Moleong (2014: 96) which states the following: The qualitative research approach is used because in general The problem is not clear, holistic, dynamic and full of meaning so it is impossible to obtain data on social situations using quantitative research methods with instruments such as tests, questionnaires, interview guides. Apart from that, researchers aim to understand social situations in depth, find patterns and theories.

3.2. Research Focus

Focusstudy, it can change by itself later and can develop by adapting to real conditions after being in the field which is done through identifying and formulating problems according to dimensions and field research indicators to make it easier for researchers to select and sort ideal data according to problem needs as follows :

- 1) Implementation of Business Licensing Services through the SiCantik Cloud Application System within the Banda Aceh City Investment and One-Stop Integrated Service (DPM-PTSP) Environment;

Table 1. Business Licensing Services

No.	Dimensions	Indicator
1.	Service	a. Service standard; b. Standard Operating Procedures;
2.	Service Components	a. Condition b. Mechanism

Source: article 12 and article 13 of Minister of Home Affairs Regulation Number 138 of 2017

- 2) Supporting and Inhibiting Factors in the implementation of Business Licensing Services through the SiCantik Cloud Application System within the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Environment.

Table 2. Supporting and Inhibiting Factors

No.	Dimensions	Indicator
1.	Supporting factors	a. Businessmen; b. Legality provided;
2.	Obstacle factor	a. Rejecting a Permit Application; b. Cancellation of Permit Documents

Source: Article 16 of Minister of Home Affairs Regulation Number 138 of 2017

3.3. Data analysis technique

Activities in data analysis are carried out using interactive methods which are grouped into 3 (three) analysis components, namely data reduction, data display, and conclusion drawing/verification. According to Sugiyono (2016: 246), data analysis techniques are activities in qualitative data analysis that are carried out interactively and continue continuously until completion, so that the data is saturated. Activities in data analysis are: Data Editorial, Data Display and Conclusion Drawing/Verification.

4. DISCUSSION

4.1. Implementation of Business Licensing Services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One Stop Integrated Services (DPM-PTSP) Service

4.1.1. Service

Licensing and non-licensing services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) is a system used to facilitate the business licensing process efficiently and effectively. Licensing is a form of implementing regulatory and controlling functions that the government has over activities carried out by the community. Licensing can take the form of registration, recommendations, certification, determining quotas and permission to carry out a business which usually must be owned by a person or person before the person concerned can carry out an activity or action.

Provisions regarding licensing have the function of regulating and ordering. As a regulatory function, it is intended that permits or permits for business premises, buildings and other forms of community activity do not conflict with each other, so as to create order in terms of social life.

Licensing as a regulatory function as understood by Sutedi (2010: 193) explains as follows: "As a regulatory function, it is intended that existing permits can be implemented in accordance with their intended purpose, so that there is no misuse of the permits that have been granted, in other words this regulatory function can be called also as a function owned by the government".

Licensing Services: Through the SiCantik Cloud application system, in Business Licensing Services Through the Si Cantik Cloud Application System at the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Service providing licensing services which include various types of permits, such as business permits, permits building construction, advertising permits, and so on. Applicants can apply for permits online, upload required documents, and track the status of their application through the system. Business Licensing Service Officers through the Si Cantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) use this system to process applications, provide approval and issue the necessary permits.

Historically SiCantik Cloud has also supported the use of digital signatures to speed up and simplify licensing approval. Apart from that, creating integrated executive reports can also be accommodated by SiCantik Cloud.

Currently SiCantik Cloud has been used in 100 regions and more than 30,000 permits have been issued through this application. In 2020, SiCantik Cloud is targeted to be used in 34 provinces and 514 districts/cities.

Efficiency and Speed: By using the SiCantik Cloud application system, the licensing service process strives to be more efficient and faster. Applicants do not need to come to a physical office and fill out manual forms, because everything is done online. Applications can be processed more quickly, because this system allows automatic verification, data validation, and real-time application status notifications.

In a business context, risk management is an effort to avoid risks by monitoring risk sources, tracking them, and carrying out a series of efforts so that the impact of risks can be minimized. If you are an entrepreneur, understanding the risk management process is one of the essential skills for you to have.

The development of this licensing cycle in various regions, especially in the agencies concerned that manage licensing, has given rise to multiple interpretations of understanding both the licensing itself and the tariffs charged and/or the systematic implementation, as licensing is the main door to corruption in the regions, so that there are many corrupt practices that ensnare regional officials. so it must be processed legally at the KPK.

The use of applications can prevent face-to-face meetings between entrepreneurs and investors with officers involved in the licensing process and/or creating gratuities. According to Mary Parker Follet (1997) in Tisnawati (2010: 5) states that Management is the art of getting things done through people, management is the art of getting things done through other people.

Likewise, according to Solihin (2009: 4) states that "Management is a process of planning, organizing, leading and controlling various organizational resources to achieve goals effectively and efficiently". Likewise, according to Siswanto (2007: 2) states that "Management is the art and science of planning, organizing, directing, motivating and controlling people and work mechanisms to achieve goals".

Overall, Licensing and Non-licensing Services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) provide an efficient and effective solution in managing the licensing and non-licensing processes. This system increases efficiency, transparency, and accessibility, while also ensuring accountability and better service to applicants and the general public.

Based on the discussion of Business Licensing Services via the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service, findings 1 (one) and 2 (two) are formulated as follows:

Finding 1: Not enough efficiency and openness, use of SiCantik Cloud in the business licensing process. Many people do not understand how to access and submit applications online and have to come to the physical DPM-PTSP office, which can waste time and money. Apart from that, this system does not create a better level of openness because data and information related to licensing can be easily accessed by the public.

Finding 2: Even though this system has brought many benefits, there are still several challenges that need to be overcome, such as increasing digital awareness and literacy for the public and system users. System development and maintenance must also be improved continuously so that it can continue to provide optimal service.

Based on findings 1 (one) and 2 (two) regarding Licensing and Non-licensing Services via the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service, proposition 1 (one) is formulated as follows:

Proposition 1: Overall, Business Licensing Services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Service (DPM-PTSP) Service have brought significant positive changes in supporting economic development and serving the community better. By continuing to evaluate and improve, this system can become a model for other regions in improving the efficiency and transparency of public services.

4.1.2. Service Components

The One Stop Integrated Service and Investment Service (DMPTSP) is one of the government agencies that implements the one door service system. DPMPTSP is tasked with providing licensing services that are directly related to the community, and this is one of the government's efforts to provide quality public services to the community.

In its implementation, the DPMPTSP of Banda Aceh city uses the SiCantik Application which is a Smart Application for Integrated Licensing Services for the Public based on a Cloud system that can be used by government agencies for free which is used by the DPMPTSP of Banda Aceh city in carrying out its duties. SiCantik itself is a web-based application that is integrated with Online Single Submission (OSS) for business licensing and other services carried out at DPMPTSP.

Theoretically, public services show that the government as a provider of public services needed by the community must be responsible and continue to strive to provide the best service to improve public services. Basically, every problem must have a supporting or connecting theoretical basis to strengthen the problem.

In the theory of public service or public service as the provision of services by the government, private sector and/or third parties to the community without payment to fulfill their daily needs, in line with the development of services, for clarity, Wasistiono in Hardiyansyah (2011: 11) states that "Public service as an action which is carried out in providing services either by the government, private parties on behalf of the government or private parties to the community without payment in order to meet the needs and interests of the community."

After the application is submitted, this component is responsible for verifying and evaluating the application. The team at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service will check the completeness of the documents and information submitted. If necessary, the team can also carry out field verification to ensure the correctness of the information provided. This process aims to ensure that the application meets the specified requirements before being processed further.

Basically, public service has 3 (three) meanings, namely the matter or method of serving, the effort to serve the needs of other people by obtaining monetary rewards and the convenience provided in connection with buying and selling goods or services. This assumption is in the view of Donald in Hardiyansyah (2011: 10) which states that "Services are basically activities and/or benefits offered by one party to another party and are essentially intangible and do not result in ownership of something, the production process may also not be associated with a physical production".

In the subsequent development of public services, etymologically, service comes from the word "serve" which means helping to prepare or take care of what someone needs, so as Poerwadarminta's opinion in Hardiansyah (2011: 10) states as follows:

Public service can be interpreted as a "matter" or "way of serving", service or service to achieve the fulfillment of desires, in connection with buying and selling transactions of goods or services. In this context, service is defined as activities provided in an effort to help, prepare and manage goods and/or services from one party to another party.

In the framework of public policy analysis, public services are part of the science of state administration but are heavily influenced by other sciences because they are multidisciplinary by borrowing theories from other social sciences (political science, economics and psychology), therefore the understanding of these services as part of policy is as follows: Laswell in Soebarno (2013: 1) states that "The concept of public policy includes various elements where something is not done by the government in addition to what is done by the government, for example the government provides individual services to public requests for free permits within a certain period of time and/or corporate tax relief who are delayed in paying.

If the application has been declared complete and appropriate, the user will be given details of the payment that must be made. This component allows users to make payments via available methods, such as bank transfer or electronic payment. After successful payment, the next steps can be continued.

In another sense, there are many expert opinions, as according to Moenir (2015: 27) who states that "In fact,

service is essentially a series of activities from a process, so that as a process, service can take place routinely or continuously, covering all organizations in community life." The word public has actually been accepted into Standard Indonesian Language (BIB) to become Public which means general, many people and crowded.

Based on the explanation stated above, the public can be defined as the wider community or the general public, so that for a more detailed understanding of the service, as Ivancevich in Winarsih (2013: 2) states, "A service as a product is produced by utilizing resources and funds that are invisible (cannot be touched) by involving human efforts and using the necessary equipment.

Public services are provided without regard to individuals, but are able to provide for the needs of the community which generally include the provision of transportation facilities and infrastructure, provision of permit service centers, construction of educational institutions, maintenance of security, and so on.

This component includes the process of processing applications and issuing permits. The Business Licensing Services Team via the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) will check the verification and evaluation results, process the data, and produce a valid permit. This permit can be in the form of a business permit, building construction permit (IMB), or other permits according to the type of service requested. Permits can be issued in digital form that can be downloaded by users.

Furthermore, the definition of service as stated by Gronroos in Ratminto and Winarsih (2013: 2) states that "Service is an activity and/or a series of activities that are invisible (cannot be touched) so that they occur as a result of interactions between those providing the service (the government.) and who receive services (community) and/or other things provided by the service provider in question to solve problems."

Public service according to Sinambela (2013: 5) states that "As an activity carried out by the government for a number of people who have every profitable activity in a group or unit, and offer satisfaction even though the results are not tied to a physical product".

In public service theory, as Ratminto and Winarsih (2013: 5) state as follows:

Public services or public servants are all services provided in the form of goods or public services which in principle are the responsibility and implemented by government agencies at the center, in the regions and within the State-Owned Enterprises (BUMN) or Regional-Owned Enterprises (BUMD) , in an effort to fulfill community needs and in the context of implementing statutory provisions.

Public policy is very broad as a theory, so that the theory is a series of parts or variables, definitions and propositions that are interconnected and present a systematic view of phenomena by determining the relationship between variables with the aim of explaining natural phenomena, but the Big Indonesian Dictionary (KBBI) in Setiawan (2012: 1.4) states that "Theory is an opinion based on research and discoveries, supported by data and arguments or opinions, ways and rules for doing something".

In much of the literature theory comes from the word "Thea" which means always using thought structures that are structured systematically, logically (rationally), empirically (reality), and also symbolically in explaining a phenomenon. According to Munir (2015: 26) states that "public service is an activity carried out by a person or group of people based on factors through certain systems, procedures and methods in the context of an effort to fulfill the interests of other people according to their rights".

In essence, public service is the provision of excellent service to the community which is a manifestation of the obligations of government officials as servants of the community. In another view, theory as a human thought certainly does not just come by itself, but begins with the discovery of a theory which is based on the results of research which is based on repeated field data so that it produces a result and ends up becoming a theory.

Once permissions are issued, this component allows users to download the published permissions. Users can also track permit delivery status if physical delivery is required. This component provides access and ease for users to obtain the permissions they need quickly and efficiently.

Feedback and Evaluation: This component provides users with the opportunity to provide feedback about the

service process they receive. Users can provide ratings or comments regarding their satisfaction with the services provided. This feedback will help the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) in evaluating and improving existing systems and procedures.

Through the SiCantik Cloud application system at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP), it is easier for the public and business actors to access and obtain business licensing services. With these components, it is hoped that the application, verification, payment and permit issuance processes can run more efficiently and transparently, increase ease of doing business and support economic growth in the City of Banda Aceh.

Based on the discussion of the Service Components of the Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP), findings 3 (three) and 4 (four) are formulated as follows:

Finding 3: The slow process can also cause dissatisfaction from the public and business actors. Ambiguity and Non-transparency: The licensing and non-permitting processes in the Banda Aceh City DPMPTSP may face problems of ambiguity and non-transparency. Applicants often do not understand the entire process, and required information may be difficult to access or not provided clearly. This can cause uncertainty and lack of trust from the public and business actors in the services provided.

Finding 4: Lack of Coordination Between Agencies, lack of coordination between relevant agencies in licensing and non-licensing services can result in overlap and confusion in the application process. Inaccuracy in coordination can also cause the service process to become more complicated and take longer. Poor service quality can reflect the attitudes and behavior of officers at DPMPTSP Banda Aceh City. Unfriendly attitudes, unresponsiveness to applicant questions, and lack of adequate service can make the public and business actors feel unappreciated.

Based on findings 3 (three) and 4 (four) regarding the Service Components of the Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP), proposition 2 (two) is formulated as follows:

Proposition 2: DPMPTSP Banda Aceh City needs to overcome various problems and challenges in its service components to achieve better and more responsive services to the needs of the community and business actors. Improvement and reform efforts are needed to improve the quality and efficiency of public services to support economic growth and overall regional progress.

4.2. Supporting and Inhibiting Factors in the Implementation of Business Licensing Services Through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service

4.2.1. Supporting factors

In implementing business licensing services through the SiCantik Cloud application system at the Banda Aceh City Investment and One-Stop Integrated Service (DPM-PTSP) Service, there are several inhibiting factors that can influence the success of implementing the system. Technical incompetence: One of the main inhibiting factors is the lack of understanding and technical skills of Banda Aceh City Investment and One Stop Integrated Services (DPM-PTSP) officers or applicants in using the SiCantik Cloud application system. If they do not have an adequate understanding of the technology or are not trained in using the system, errors in entering data, errors in operating the system, or delays in responding to requests may occur.

Public Policy Implementation Theory as an understanding of implementation that can be synchronized from the research concept of a policy and/or statutory regulation which is the main focus regarding Business Licensing Services Through the Si Cantik Cloud Application System Implementation Study of Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 138 2017 concerning the Implementation of Regional One-Stop Integrated Services within the Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP).

This condition shows that distribution in the management of policy implementation is in the public interest so that everyone understands and understands the policy correctly. Thus, according to the views of Shafritz and Russel in

Santosa (2012: 42) states the following:

Implementation is the process of putting a government program into effects, it is the total process of translating a legal mandate, whether an executive order or an enacted statute into appropriate program directives and structures that provide services or creative goods. (Implementation is the process of putting a government program into effect; it is the total process of translating legal mandates, whether executive orders or laws passed into appropriate program directives and structures that provide creative services or goods).

In implementing public policies made by the government which are built as a vehicle for transparency in the work of state civil servants so that they have the ability to determine steps to prevent the implementation of risk-based business licensing so that there is no involvement in Corruption, Collusion and Nepotism (KKN), but carry out service activities according to policy which is determined and is not discriminatory, but remains as is.

The emphasis on licensing services is carried out integrated electronically, so that it can actually be implemented in accordance with the implementation carried out operationally, so that understanding of the implementation of public policy as seen by Meter and Horn in Winarno (2013: 102) is as follows:

Implementation of public policies as actions carried out by public organizations directed at achieving the goals set in previous decisions. Thus, this action includes efforts to change decisions into operational actions within a certain period of time as well as in order to continue efforts to achieve large and small changes determined by existing policy decisions.

Resistance to change: The introduction of a new application system such as SiCantik Cloud may encounter resistance from the parties involved. Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) officers or applicants may feel uncomfortable with the changes in work methods and processes caused by this system. Lack of understanding of the benefits of the system, habits that are difficult to change, or lack of adequate socialization can lead to resistance or non-compliance in using the system.

Security and privacy: Data security and privacy are important factors in using application systems such as SiCantik Cloud at the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Service. If applicants or related parties feel unsure about the security of their data, they may be reluctant to use this system. Distrust of strong data protection, vulnerability to cyberattacks, or unclear privacy policies can be inhibiting factors in system acceptance and use.

In further developments regarding service implementation, the meaning of policy implementation can be seen as stated in the opinion of Mulyadi (2015: 12) as follows:

Implementation refers to actions to achieve the goals set out in a decision. This action seeks to change these decisions into operational patterns and tries to achieve large or small changes as previously decided. Implementation is essentially an effort to understand what should happen after the program is implemented.

In a public policy, the government carries out its activities as a ruler by implementing various types of decisions that are binding as a whole, both policy makers and policy recipients/implementers, but still have nuance and maintain the harmony of the state and regions as an inseparable part of the Unitary State. Republic of Indonesia, meaning that overall policies must be followed by all cultural communities and policy makers themselves by not committing racial, religious and ethnic discrimination in Indonesia.

Resource limitations: Resource limitations, including budget, personnel and technology infrastructure, can be an obstacle in implementing the SiCantik Cloud system. If the Banda Aceh City Investment and One-Stop Integrated Service (DPM-PTSP) Department does not have sufficient budget to develop, maintain, or update this system, or if the personnel involved are too few to handle the high volume of applications, the implementation of licensing services can hampered.

Implicitly, the state in implementing policies is carried out slowly, sometimes providing opportunities for up to 2 (two) years, this is as stated by Riant Nugroho (2011: 17-18) as follows:

In implementing policy, it must recognize the existence of the State as a formal political identity which has the respective strengths of at least four main components. First, the components of state institutions, namely government

institutions (executive), statutory institutions (legislative), and judicial institutions (judicative). Second, the component of the people as citizens (citizens). Third, areas whose sovereignty is recognized. Fourth, the public policy component.

Furthermore, according to Lister in Taufik and Isril (2013: 136) states that "As a result, implementation concerns the extent to which the direction that has been programmed is truly satisfactory". In this way, the satisfaction in question can be implemented in non-business services and can be followed by entrepreneurs as processing non-business permits through the Sicantik Cloud application system and/or Online Single Submission, hereinafter abbreviated as OSS.

The desired explanation for the implementation of policies that have been made is explained so that the public knows, follows and implements them according to personal and community needs, so that as Edwar III in Santosa (2012: 41) states that "Policy implementation is the stage of policy making between the establishment of a policy" (the stage of policy making between policy formation)".

Here it is clear that every government policy, whether related to understanding ideology, politics, economics, social, culture and so on in state and social life, requires implementation so that many people can understand what the government has done, either through socialization, exposure and general delivery. in the media.

According to Bridgman and Davis in Edi Suharto (2007: 3) states that "Public policy generally contains the meaning of 'whatever the government chooses to do or not to do'. This means that public policy is 'whatever the government chooses to do or not done'".

Policies implemented by the Indonesian government and/or Regional Government as an extension of the central government in the regions by implementing Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services. Therefore, implementation as a policy can conceptually be said to be a process collection of resources (natural, human and costs).

Understanding these inhibiting factors is important for the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP) to identify challenges that may be faced in implementing licensing and non-licensing services through the SiCantik Cloud application system at the Investment and Integrated Services Service One Door (DPM-PTSP) Banda Aceh City. By overcoming these factors through appropriate efforts, such as adequate training, effective outreach, development of clear policies and procedures, and adequate resource allocation, system implementation can run more smoothly and support the creation of more efficient and effective services.

Based on the discussion of supporting factors for the implementation of licensing and non-licensing services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service, findings 5 (five) and 6 (six) are formulated as follows:

Finding 5: Accessibility and Ease of Use: SiCantik Cloud can increase the accessibility of services for the community. With the web-based application, applicants can submit applications online without having to come to the DPM-PTSP physical office. This reduces geographic barriers and allows applicants from various locations to access services easily. The intuitive and user-friendly user interface also makes it easier for applicants to interact with the system.

Finding 6: Improving Service Quality: With the presence of SiCantik Cloud, DPM-PTSP Banda Aceh City can improve the quality of services provided. This system allows for more effective and organized management of business licensing applications. Applicants can monitor the status of their application, receive notifications, and quickly obtain the information they need. This increases applicant satisfaction and a positive image associated with public services.

Based on findings 5 (five) and 6 (six) regarding Supporting Factors for the Implementation of Business Licensing Services Through the SiCantik Cloud Application System at the Banda Aceh City Investment and One Stop Integrated Services (DPM-PTSP) Service, proposition 4 (four) is formulated as following:

Proposition 3: Overall, the implementation of the SiCantik Cloud Application System at DPM-PTSP Banda Aceh City shows that these supporting factors play an important role in increasing the efficiency and effectiveness of business licensing services. By continuing to pay attention to and strengthening these

factors, it is hoped that the Banda Aceh City DPM-PTSP can continue to provide quality services and have a positive impact on the community and investment development in the City.

4.2.2. Obstacle factor

In implementing business licensing services through the SiCantik Cloud application system at the Banda Aceh City Investment and One-Stop Integrated Service (DPM-PTSP) Service, there are several inhibiting factors that can influence the success of implementing the system.

Technical incompetence: One of the main inhibiting factors is the technical inability of business licensing service officers using the SiCantik Cloud application system at the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Service or applicants in using the SiCantik Cloud application system. If they do not have an adequate understanding of the use of technology, incorrect data entry, errors in operating the system, or delays in responding to requests may occur.

The implementation stage is a crucial stage, because it determines the success of a policy. Public policy failures are caused by several errors in formulating public problems into policy problems. Likewise, according to the opinion of Anderson and Henry in Subarsono (2012: 88) that "Implementation involves the efforts of policy makers to influence", this implementation is also explained as Lapsky in Subarno (2013: 88) states that "Street level bureaucrats" provide service or regulate the behavior of the target group (target group)".

If you look at the implementation reasoning, there are many understandings that have been expressed by experts about public policy, however, many scientists also find it difficult to get a truly satisfactory understanding of the implementation of public policy, in fact this cannot be separated from the nature of a public policy itself. which is too broad and not specific and operational.

If we look at the view of public policy which will be widely implemented in social life, Anderson in Soebarno (2013: 2) states that "Public policy is a policy determined by government agencies and officials". However, Easton's view in Soebarno (2013: 2) states that "Public policy is an action that when the government makes public policies, at that time the government allocates values to society, because every policy contains a set of values in it".

Resistance to change: Changes in work methods and processes resulting from the implementation of the SiCantik Cloud system may face resistance from the parties involved, both from licensing and non-licensing service officers through the SiCantik Cloud application system at the One Stop Integrated Services and Investment Service (DPM-PTSP) Banda Aceh City and the applicant. Discomfort or fear of change, habits that are difficult to change, or lack of adequate socialization and understanding of the benefits of this system can lead to resistance or non-compliance in using the system.

With this SiCantik Cloud Application licensing policy, business and non-business licensing can be implemented concretely according to field needs while encouraging licensing and non-licensing activities that are persuasive to carry out SiCantik Cloud Application licensing transactions as a natural process for business needs, so that they are able to complete administration of the activities carried out so that in future examinations they can show evidence appropriately and fulfill the standard operational procedures required for this purpose.

Understanding these inhibiting factors is important for business licensing services through the SiCantik Cloud application system at the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Service to identify challenges that may be faced in implementing business licensing services through the SiCantik Cloud application system at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP). By overcoming these factors through appropriate strategies, such as adequate training, effective outreach, and adequate resource allocation, system implementation can run more smoothly and support the creation of more efficient and effective services.

Based on the discussion of factors inhibiting the implementation of licensing and non-licensing services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service, findings 7 (seven) and 8 (eight) are formulated as follows:

Finding 7: Administrative and Bureaucratic Obstacles: Complicated and convoluted administrative and bureaucratic processes can slow down business licensing services. If the SiCantik Cloud application does not effectively reduce this obstacle, the service process could be hampered.

Finding 8: Limited Technical Skills: Using the SiCantik Cloud application may require certain technical skills. If DPM-PTSP staff do not have sufficient skills or adequate training in using the application, it can cause delays in services and the licensing process. Application Capacity and Efficiency: If the SiCantik Cloud application is not designed to handle a high volume of licensing requests or if it is not optimized properly, then the application's performance can be hampered. This can cause delays in the service process.

Based on findings 7 (seven) and 8 (eight) regarding the Inhibiting Factors in the implementation of Business Licensing Services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service, proposition 4 (four) is formulated as follows :

Proposition 4: In an effort to improve services, it is important for DPM-PTSP to identify these inhibiting factors and take appropriate corrective steps, such as improving technological infrastructure, providing training to staff, and updating the SiCantik Cloud application to suit user needs.

Based on propositions 1 (one) to 4 (four) as mentioned above, the major proposition is formulated as follows:

Major Propositions: Business Licensing Services Through the SiCantik Cloud Application System Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP) Policy Implementation Study Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services.

5. CONCLUSIONS AND SUGGESTIONS

5.1. Conclusion

Based on research results and discussion regarding Business Licensing Services through the SiCantik Cloud Application System within the Banda Aceh City Investment and One-Stop Integrated Service (DPMPTSP) Environment (Study of Implementation of Minister of Home Affairs Regulation Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services), it can be concluded as follows:

1) Implementation of Business Licensing Services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One-Stop Integrated Services (DPM-PTSP) Service.

The efficiency and speed of the SiCantik Cloud system has succeeded in increasing efficiency and speed in the business licensing service process. Use of this system allows applicants to submit applications online, reducing the need to visit physical offices and fill out forms manually. This saves time and effort for both applicants and Banda Aceh City DPM-PTSP officers.

Better accessibility with the SiCantik Cloud application system, accessibility to licensing services is trying to become easier and more affordable. People can access this system anytime and anywhere using devices connected to the internet. This reduces geographical and time barriers that often become obstacles in the licensing process.

Transparency and accountability in implementing the SiCantik Cloud system brings higher transparency and accountability in the licensing service process. Information regarding application status can be accessed by applicants in real-time, so they can monitor and monitor the progress of their application. Apart from that, this system also allows the Banda Aceh City DPM-PTSP to monitor officer performance and improve processes if obstacles or delays are found.

Reducing human error in the SiCantik Cloud application system, data entry is done digitally and automatically. This reduces the risk of human error which often occurs in manual form filling. Apart from that, this system is also equipped with data validation and business rules that help avoid errors in the application submission process.

Ease of monitoring and evaluation Banda Aceh City DPM-PTSP can easily monitor and evaluate the performance of licensing services through the SiCantik Cloud system. Data and statistics regarding the number of applications, response times and applicant satisfaction can be accessed directly through the system. This allows for

continuous updates and improvements to improve service quality.

Overall, the implementation of business licensing services through the SiCantik Cloud application system at DPM-PTSP Banda Aceh City provides significant benefits for the community and related agencies. Efficiency, speed, accessibility, transparency, accountability, reduction of human error, and ease of monitoring and evaluation are the main advantages of this system. By continuing to improve and develop this system, it is hoped that licensing and non-licensing services in Banda Aceh City can continue to improve and support economic growth and investment in the area.

2) Supporting and Inhibiting Factors in the Implementation of Licensing and Non-Licensing Services Through the SiCantik Cloud Application System at the Banda Aceh City Investment and One Stop Integrated Services (DPM-PTSP) Service.

In implementing licensing and non-licensing services through the Si Cantik Cloud application system at the Banda Aceh City Investment and One-Stop Integrated Services Service (DPM-PTSP), there are supporting and inhibiting factors that can influence the success of implementing the system. The following are the conclusions regarding these factors: Supporting Factors, adequate technology. The existence of adequate technology is the main supporting factor in implementing licensing and non-licensing services through the SiCantik Cloud application system. Good technological infrastructure, including stable internet connectivity and adequate hardware, supports the smooth use of this system by applicants and Banda Aceh City DPM-PTSP officers.

Management awareness and support, Awareness and support from the Banda Aceh City DPM-PTSP management is very important for the successful implementation of the SiCantik Cloud system. When management understands the value and benefits of this system, they will fully support it and allocate the necessary resources, including workforce training and development, as well as sufficient budget for system maintenance and development.

Education and training, Adequate education and training for Banda Aceh City DPM-PTSP officers and applicants is an important supporting factor. By understanding and mastering the use of the Si Cantik Cloud system, officers can provide efficient and effective services, while applicants can make maximum use of this system to submit applications.

Collaboration with related parties, Good cooperation and collaboration between DPM-PTSP Banda Aceh City and related parties, such as related agencies and business owners, can be a supporting factor in implementing the SiCantik Cloud system. This collaboration allows for smoother exchange of information, accurate data updates, and reduction of administrative barriers that often occur in the licensing process.

Inhibiting factors, technical incompetence, If the Banda Aceh City DPM-PTSP officer or applicant does not have an adequate understanding of the use of technology, the implementation of the SiCantik Cloud system may face obstacles. Lack of knowledge or skills in using this system can cause errors or delays in the licensing process.

Resistance to change: Changes in work methods and processes resulting from the implementation of the SiCantik Cloud system may face resistance from the parties involved. Discomfort or fear of change, as well as habits that are difficult to change, can be barriers to adopting a new system.

Security and privacy, Data security and privacy are the main concerns when using application systems such as SiCantik Cloud. If applicants or related parties feel unsure about the security of their data, this may hinder acceptance of the system. Therefore, strong data protection and clear privacy policies must be implemented to ensure user trust.

Limited resources: Limited resources, including budget and personnel, can be an obstacle in implementing the SiCantik Cloud system. If the Banda Aceh City DPM-PTSP does not have sufficient budget to develop and maintain this system, or if too few personnel are involved to handle the high volume of applications, the implementation of licensing services may be hampered. By paying attention to these supporting and inhibiting factors, the Banda Aceh City DPM-PTSP can take appropriate action to increase the success of implementing licensing and non-licensing services through the SiCantik Cloud application system.

Theoretical implications, Public Administration theory, implementation of the SiCantik Cloud application system reflects the principles of public administration, such as efficiency, transparency, accountability and public participation. Public administration theory can provide a theoretical basis that guides the implementation of effective and responsive business licensing services. Technological Innovation Theory, the implementation of the SiCantik Cloud application system in licensing and non-licensing services can be analyzed from the perspective of technological innovation theory. Aspects such as technology adoption, diffusion of innovation, factors influencing user acceptance, and changes in behavior in using technology can be relevant theoretical implications.

5.2 Suggestions

Based on the discussion above, the following suggestions can be concluded:

1) Implementation of Business Licensing Services through the SiCantik Cloud Application System at the Banda Aceh City Investment and One Stop Integrated Services (DPM-PTSP) Service.

Increasing Awareness and Education, DPM-PTSP Banda Aceh City needs to carry out campaigns and outreach to increase public and applicant awareness regarding the benefits and how to use the SiCantik Cloud system. Effective education will help reduce resistance to change and ensure a good understanding of the benefits gained from using these systems.

Improving Training and Workforce Development: It is important for DPM-PTSP Banda Aceh City to provide adequate training to relevant officers in using the SiCantik Cloud system. This training should cover technical understanding, data management, document validation, and efficient application handling. Continuous workforce development also needs to be carried out to keep up with technological developments and improve officer skills.

Improvement of Technological Infrastructure, DPM-PTSP Banda Aceh City must ensure the availability of adequate technological infrastructure, such as a stable internet connection and sufficient hardware to run the SiCantik Cloud system. Improved technological infrastructure will ensure smooth use of the system by officers and applicants, as well as minimize disruption in the licensing process.

Increased Data Security and Privacy, Data security and privacy are crucial factors in the SiCantik Cloud application system. DPM-PTSP Banda Aceh City needs to adopt policies and best practices in protecting applicant data. Handling of sensitive data must be done carefully, including the use of encryption, protection against unauthorized access, and implementation of a clear privacy policy.

Developing Collaboration with Related Parties, DPM-PTSP Banda Aceh City must continue to strengthen collaboration with related parties, such as related agencies and business owners. This will help improve information flow, data updates, and coordination between related parties. Good collaboration will reduce administrative obstacles and speed up the licensing process.

Continuous Monitoring and Evaluation: It is important to carry out regular monitoring and evaluation of the implementation of the SiCantik Cloud system. DPM-PTSP Banda Aceh City needs to collect feedback from applicants and officers regarding their experiences using this system. Data about system performance, number of applications, and applicant satisfaction must be used as a basis for continuing to improve and develop the system.

Building Responsive Customer Service, DPM-PTSP Banda Aceh City must provide responsive customer service to applicants. In case of questions, problems, or complaints, the Banda Aceh City DPM-PTSP must provide prompt support and ensure effective communication with the applicant. This will increase applicant satisfaction and confidence in the services provided.

By implementing the suggestions above, DPM-PTSP Banda Aceh City can improve efficiency, accessibility and transparency in licensing and non-licensing services through the SiCantik Cloud application system. Good implementation will provide significant benefits for applicants and encourage economic growth and investment in the area.

2) Supporting and Inhibiting Factors in the Implementation of Licensing and Non-Licensing Services Through the SiCantik Cloud Application System within the Banda Aceh City Investment and One Stop Integrated Service (DPM-PTSP) Environment.

Supporting factors, increasing awareness and education, DPM-PTSP Banda Aceh City must carry out awareness and outreach campaigns to introduce the SiCantik Cloud system to the public and applicants. This will help reduce resistance to change and increase understanding of the benefits and how to use the system.

Improving Technological Infrastructure, DPM-PTSP Banda Aceh City needs to ensure the availability of adequate technological infrastructure, such as stable internet connectivity and sufficient hardware. If there are infrastructure problems, investment needs to be made to repair them so that the system can run smoothly.

Training and Workforce Development, Banda Aceh City DPM-PTSP officers must be given adequate training in using the SiCantik Cloud system. This training includes technical understanding, data management, and communication skills. Continuous workforce development is also important to maintain relevant skills and knowledge.

Increasing Data Security, Banda Aceh City DPM-PTSP must prioritize applicant data security by implementing adequate protective measures, such as using data encryption, strict access management, and using the latest security protocols. Handling of sensitive data must be done carefully to maintain the trust of the applicant.

Inhibiting Factors, Overcoming Technical Incompetence, DPM-PTSP Banda Aceh City must provide adequate training and technical support for officers and applicants who have technical limitations. This may include system usage guides, video tutorials, or direct assistance from the technical support team.

Managing Resistance to Change, DPM-PTSP Banda Aceh City must carry out effective communication and explain the benefits of the SiCantik Cloud system to stakeholders. It is important to involve them in the planning process and consider their input to reduce resistance to change.

Responding to Limited Resources, DPM-PTSP Banda Aceh City needs to identify limited existing resources and look for alternative solutions. This may involve allocating a larger budget for system development, additional personnel, or collaboration with external parties for support.

Increasing Awareness of Data Security, DPM-PTSP Banda Aceh City must proactively communicate with applicants regarding the steps taken to maintain the security of their data. Information regarding security protocols, privacy policies, and security audits conducted can increase the applicant's confidence in the system.

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