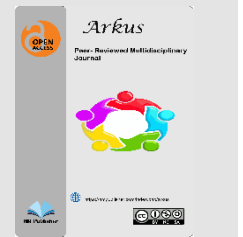




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Administrative Burden in the Semarang City One-Stop Integrated Service Unit

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ABSTRACT

This research aims to analyze the administrative burden faced by the Integrated Investment and One-Stop Service Agency in Semarang City in handling the investment process. Through a qualitative approach, data were collected through interviews with staff, document analysis, and direct observation of the administrative processes. The results indicate that UPTSP in Semarang City faces various challenges in managing the administration of investment. The administrative burden involves aspects such as the completeness of application documents, coordination with relevant agencies, project feasibility analysis, and decision-making. Although UPTSP has implemented the One-Stop Service system to enhance efficiency, there are still obstacles related to data integration between agencies and the expansion of integrated services. This research provides an in-depth understanding of the administrative burden faced by UPTSP in Semarang City, providing a foundation for the development of more effective strategies to improve performance and services for business actors. The implications of these findings can serve as a reference for stakeholders, the city government, and UPTSP itself in designing policies that support increased efficiency and effectiveness in managing investments in Semarang City.

1. Introduction

The One-Stop Integrated Services and Investment Service (DPMPTSP) is an administrative service institution that plays a role in licensing the community and supports regional heads in carrying out government duties related to investment and one-stop integrated services. Based on Minister of Home Affairs Regulation Number 25 of 2021, DPMPTSP has the authority to formulate and formulate policies related to investment and one-stop integrated services.^{1,2} DPMPTSP is also responsible for implementing policies in the investment sector and one-stop integrated services, as well as conducting evaluations and reporting related to these fields.

Semarang City, as the center of government and economic activities in Central Java, has its own

challenges in managing public administration by focusing on administrative, legal, compliance, and psychological aspects. This research aims to provide a holistic view of the administrative problems that may be faced by applicants at the Semarang City PTSP Unit. By detailing the administrative burden from a legal perspective, this research seeks to identify potential process improvements to comply with applicable regulations. Understanding compliance and psychological aspects, on the other hand, is expected to provide greater insight into the applicant experience and help design more humane and effective solutions. Therefore, this research has a strategic objective to provide recommendations that can increase efficiency, fairness, and applicant satisfaction in obtaining administrative services at UPTSP Semarang City.

2. Methods

This research is a descriptive observational study. The research location is UPTSP Semarang City. This research focuses on a normative-empirical legal approach, which includes exploration of implementation or implementation based on positive or written legal regulations, which in this case are concrete laws and written documents in real situations, especially related to certain legal events in society.^{3,4} Analysis of related sources was carried out using the literature study method.

3. Results and Discussion

Administrative process at UPTSP

The Semarang City One-Stop Integrated Service Unit (UPTSP) administration process involves a series of steps designed to facilitate and speed up the capital investment process and related services. The administration process at UPTSP consists of registration, document verification, payment of administration fees, administration process, document issuance, document retrieval, customer feedback, monitoring, and evaluation. This process is designed to minimize bureaucracy, increase efficiency, and encourage investment in the Semarang City area. With a one-stop integrated service approach, UPTSP seeks to create a conducive environment for investment and business development in the province. Based on the discussion regarding the administration process of the Semarang City One-Stop Integrated Service Unit, it can be concluded that this process has a significant impact on the investment climate in Semarang City. Effective and efficient administrative processes at UPTSP play a crucial role in supporting investment and regional economic development.² Continuous efforts to improve efficiency, transparency, and fairness in administrative processes will be the key to success in making Semarang City a superior and sustainable investment destination.

Load of Semarang City One-Stop Integrated Service Unit

In the context of the administrative burden of the Semarang City One-Stop Integrated Service Unit, related to Indonesian state administrative law, strategic steps need to be implemented to ensure compliance and process efficiency.⁴⁻⁶ Aspects of legality, proportionality, and legal certainty need to be the focus in every administrative step taken by UPTSP. The alignment of regulations with the principles of state administrative law will minimize uncertainty and support a conducive investment climate in Semarang City.

Meanwhile, understanding the dimensions of cost, ownership, and psychological aspects in the context of state administrative law is important. Implementing the principles of cost efficiency and transparency and providing responsive services will have a positive impact on the perception and trust of business actors. Through this sustainable approach, UPTSP can build a solid administrative foundation in accordance with state administrative law norms, which in turn will support the growth and sustainability of investment in Semarang City.

The administrative burden on the Semarang City One-Stop Integrated Service Unit (UPTSP) can be seen from several perspectives, including administrative law, compliance, and psychology. An explanation of administrative burden based on each perspective is as follows;

Administrative Law

Administrative law consists of 1) Legality of the process: Administrative costs must be based on applicable legal regulations. The administrative process at UPTSP must comply with regulations and laws governing public services and government administration. 2) Legal protection for applicants: Applicants have certain rights, such as the right to information, the right to privacy, and the right to provide input or complaints. Administrative burdens must not violate these rights. 3). Transparency and accountability: Administrative processes must be

transparent, and every decision or action must be accountable. This involves good documentation and applicant involvement at certain stages.³

Compliance

Compliance consists of 1) Compliance with procedures: The administrative burden must be to ensure compliance with established procedures. This compliance includes the collection of required documents, payment of fees, and fulfillment of other requirements. 2) Compliance with time: UPTSP must ensure that the administrative process is carried out within reasonable time limits. Unreasonable delays or speed may influence applicant compliance and may be considered an unnecessary administrative burden.⁴ 3) Compliance with service ethics: Administrative expenses must be carried out with high service ethics. The UPTSP team must provide services to the applicant in a friendly, professional, and respectful manner.

Psychological

Psychological consists of 1) Applicant understanding: UPTSP needs to understand the applicant's needs and stress level in dealing with administrative burdens. Effective and clear communication can help reduce stress levels. 2) Providing clear information: Providing clear information about procedures, time required, and requirements can help reduce applicant uncertainty and anxiety. 3) Conflict management: Administrative burdens can create conflict. UPTSP needs to have an effective conflict management mechanism to handle complaints or problems that arise.

In achieving the right balance between these dimensions. Through continuous evaluation and collaboration with business actors, government, and related parties, UPTSP can identify necessary improvements and implement strategies that support reducing administrative burdens. In this way, it can create a friendlier investment environment and increase its attractiveness for business people.⁵⁻⁸ This multidimensional approach allows us to understand

the administrative burden of Semarang City's UPTSP comprehensively, considering legal, compliance, and psychological aspects.^{9,10} By evaluating each of these dimensions, we can identify potential improvements and more effective policy implementation to minimize administrative burden and increase the sustainability of the investment environment in Semarang City.

4. Conclusion

From an administrative law perspective, research highlights the importance of maintaining the legality of the process, protecting applicant rights, as well as transparency and accountability in carrying out administrative processes. Fulfillment of these aspects is necessary to ensure that every action or decision taken by UPTSP is in accordance with the applicable legal framework. This research provides comprehensive insights to increase efficiency and satisfaction in the Semarang City UPTSP administration process.

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