

Policy Analysis of a One-Stop Shop in Gunungkidul Regency

ISKANDAR

[Abstract]

Investment is one of the important factors of economic growth. Therefore, the Indonesian government endeavored to boost it and applied one-stop shops in the licensing process to decrease the costs and time during the business registration. Every district in Indonesia has implemented a one-stop shop. The decentralized system gives more authority to the local government to manage, and it makes different performances in each district. The local government of Gunungkidul applied a one-stop shop since 2007, but the performance is not quite well compared to other regions. By conducting a comparative study of a one-stop shop in Gunungkidul regency and Yogyakarta city, the researcher found that the implementation of the one-stop shop in Gunungkidul is inefficient and ineffective. The long bureaucratic process of the business registration makes it difficult for government officials and citizens to supervise and control. It also takes much time and costs.

Furthermore, the result of the policy analysis, the local government of Gunungkidul should simplify the licensing process by giving the one-stop shop responsibilities to manage the business registration from the beginning to the end. Learning from the best practices in Yogyakarta city, the local government of Gunungkidul should restructure the one-stop shop. The local government should change several standard operating procedures even local regulations, and transfer a small number of government officials in the specialized agencies who are in charge of the licensing process to the one-stop shop, which is an Agency of Investment and Integrated services. Applying information and communication