



Factors Affecting The Supervision System Business Licensing Policy in Gorontalo Province

Adrianto Lakoro¹, Arifin Tahir², Rustam Tohopi³, Sukarman Kamuli⁴, Yacob Noho Nani⁵

^{1,2,3,4,5}Univerisitas Negeri Gorontalo

ABSTRACT: This study aims to analyze the factors that influence the business licensing policy supervision system in Gorontalo Province, especially after the implementation of the Online Single Submission (OSS) system. A qualitative approach is used through interviews, observations, and documentation studies. The findings show that although OSS improves the ease of doing business, there are weaknesses in supervision, such as fictitious businesses, ignoring technical requirements, and lack of commitment from business actors to the environment. Intervention of power and weak coordination between agencies also hinder the effectiveness of supervision. This study emphasizes the need for comprehensive, transparent, accountable supervision, and is supported by strong regulations and commitment from all stakeholders. Recommendations include strengthening standards, increasing human resource capacity, utilizing technology, and strict law enforcement to achieve sustainable and equitable economic development. This study contributes to the development of a more adaptive and responsive theory of public policy supervision.

KEYWORDS: Commitment, Ease of Doing Business, Fictitious Business, Regulatory Capacity

INTRODUCTION

In an increasingly complex era of globalization, the main challenge faced by countries around the world is to create sustainable economic growth while addressing the widening economic gap. Increasing investment is one of the key strategies in efforts to achieve the objectives of implementing business licensing policies (Arifin et al., 2016; Erni & Jaya, 2022; Sabrina & Manik, 2023). In this context, the business licensing policy implemented by the government is expected to encourage business actors to participate more actively in economic activities (Frawansa & Anggraini, 2023) because through the implementation of online licensing services (OSS) it can increase the ease of doing business (Nurlaila et al., 2024; Silvia Lestari, 2024).

The implementation of business licensing can basically have an impact on increasing the number of business actors and economic investment nationally (Christiawan et al., 2021; Sinaga, 2017). One important aspect that needs to be considered, although this policy aims to create a conducive business climate, its implementation often has negative impacts that are detrimental, especially to environmental sustainability (Widgo et al., 2021). Exploitation of natural resources without considering the principle of sustainability can result in various problems, such as environmental pollution, ecosystem damage, environmental degradation and flood hazards (Yuniardi et al., 2018).

In connection with the description of risk-based business licensing, it is applied to pay attention to environmental management and environmental document management obligations that can be carried out by authorized technical institutions (Nurdianti et al., 2019). As part of the supervision process that can determine the level of risk from the business activities carried out. So the supervision norms related to environmental permits are carried out to prevent environmental pollution and damage from the exploitation of its sources (Listiyani et al., 2018)

On the other hand, the development of studies on control is part of an effective management system, especially in measuring the success of the organization. Supervision theory has developed in various dimensions of improving organizational performance. However, related to the focus of research on aspects of business licensing supervision, it is still very limited. The supervision system is implemented based on several regulations, including Law Number 5 of 2021 concerning Work Citation and Regulation of the Investment Coordinating Board Number 5 of 2021 Guidelines and Procedures for Risk-Based Business Licensing Supervision (Al'afghani & Bisariyadi, 2021).

Several studies that have been conducted related to the licensing supervision system in Indonesia provide several recommendations, especially regarding the convenience that can be obtained from the implementation of One Single Submission or OSS which has provided various conveniences for business actors (Erni & Jaya, 2022), but in the supervision aspect, there are often



various challenges, for example, the lack of government assertiveness in applying sanctions to business actors who ignore their obligations and responsibilities in carrying out the technical requirements of the applicable provisions (Farida & Radian, 2024). Other studies also mention that the implementation of regulations related to business licensing and its supervision dimensions also have various regulations that often overlap, due to the lack of clarity of tasks between autonomous tasks and decentralized tasks (Jumadil et al., 2023).

On the other hand, in practice, the implementation of supervision of business licensing is still often carried out with a measurement approach that is oriented solely to measuring organizational performance. So that all supervisory resources are directed to show and encourage government performance, even though this does not meet public expectations.

This empirical fact shows a conceptual gap with the empirical facts carried out. Currently, supervision theories have also experienced a shift in values from the traditional paradigm to the contemporary paradigm, where the measurement of the success of public organizations is not only the achievement of organizational performance alone or on the loyalty of the bureaucracy and superiors but must be more oriented towards the standards of success of a public policy. The application of policy standards that only focus on organizational performance alone is no longer adequate in transforming the value system from the demands of public policy performance that requires the specification of policy objectives, especially in improving services and fulfilling public interests.

This study was conducted with the main focus of analyzing a number of factors related to the implementation of supervision by implementing the supervision theory according to (Robbins & Coulter, 2012) to assess the success of an organization can be done through a supervision system with the following steps: 1) determining the desired result standards; 2) determining and implementing measurements of activity implementation; 3) comparing implementation with standards and analyzing deviations; 4) taking corrective action if necessary. In its implementation, this theory has been widely developed, one of which is by Handoko (2003) as quoted by (Hadinata, 2016) mentioning several dimensions of supervision, namely; 1) determination of supervision standards (planning); 2) Determination of measurement of activity implementation; 3) measurement of actual activity implementation; 4) comparison of activity implementation with standards and analysis of deviations; 5) taking corrective action if necessary.

In the context of implementing business licensing policies, public involvement (business actors) is an important aspect because the purpose of the policy itself is to increase the participation of business actors in improving the economic performance of a country and even increasing investment which is expected to have an impact on realizing economic stability, especially in the current increasingly tight global competition situation.

In accordance with the observations made, one of the main causes is the lack of commitment from business actors in fulfilling their obligations and social responsibilities as well as the lack of commitment from the government in implementing a supervisory system for the implementation of business licensing policies firmly. Therefore, this study aims to analyze the factors that influence the business licensing policy supervision system, focusing on collecting relevant qualitative and quantitative data through surveys and in-depth interviews.

The purpose of this study is to develop a theory of the supervision system by identifying a number of factors that can influence the implementation of supervision in the context of the success of risk-based business licensing policies. The research method used is a qualitative method with an exploratory approach to empirical phenomena and confirmed with the main theory of the supervision system. The research findings are expected to contribute both practically in increasing the success of the policy and to the development of theories related to the supervision system.

RESEARCH METHODS

This study uses a qualitative approach to understand the factors that influence the business licensing policy supervision system in Gorontalo Province. The research design is clearly designed, including the objectives and questions to be answered. According to Sugiyono (2011), the first step is to determine the research problem, where the main focus is issues related to the effectiveness of supervision, such as environmental pollution and business actor compliance with regulations. Furthermore, data collection is carried out based on interview guidelines compiled based on the focus and sub-focus of the research.

The data collected is analyzed using an in-depth analysis of a number of factors that can hinder the success of business licensing policies with measurement parameters using the theory (Robbins & Coulter, 2012) regarding a number of factors in the



implementation of supervision, namely the implementation of standards, implementation of measurements, implementation of comparisons and taking corrective actions against deviations. The research analysis is used empirically with a qualitative-exploratory approach using the miles hubermen method for analysis tools.

Therefore, the data collection process is carried out from various sources carried out through field observations, interviews and documentation studies related to the phenomena being studied. Interviews were conducted on key information, namely a number of officials who are authorized to implement supervisory policies at the Gorontalo Province level, namely the head of the DPM-PTSP service, the secretary of the service, the head of the supervision division and a number of staff who handle the OSS system at the provincial level. Furthermore, the data collected was analyzed to find the implementation of the supervision system and the regulatory system related to the implementation of supervision of business licensing.

Other informants who were also interviewed were a number of officers who operate the OSS system in each Regency / City, totaling 10 people, namely from Gorontalo Regency, Pohuwato, Boalemo, North Gorontalo, one Bolango and Gorontalo City. To obtain an analysis of validity and a triangulation process, interviews were also conducted with a number of business actors to find out how the process and mechanism are in fulfilling their obligations and responsibilities related to the implementation of business activities. The triangulation process was also carried out through documentation data collected directly in the field. The interview results were then tabulated to produce reduced data that could be further analyzed to find important themes or phenomena related to factors that could influence the success of supervision of business licensing.

The research data is presented based on themes or phenomena based on the data reduction process through a tabulation system. The use of this presentation is to facilitate the implementation of qualitative data analysis (Haradhan, 2018). The next step is to interpret the data based on themes or sub-focuses of the study to identify a number of factors to develop a number of important findings related to the success of the business licensing policy supervision system in Gorontalo Province.

An in-depth analysis was carried out by comparing a number of phenomena with parameters based on theory to find other factors that might be the cause but have not been developed through the theory used. The findings were then confirmed with a number of findings from previous studies to obtain a comprehensive conclusion. The results of the study were then compiled as a report that was written systematically and followed the Creswell & Creswell (2018) guidelines which included the research context, findings, analysis, and recommendations, and provided a comprehensive understanding of the factors that influence the business licensing policy supervision system in Gorontalo Province. By following these stages, it is hoped that this study can provide a significant contribution to improving the existing supervision system.

DATA COLLECTION

In this study, we adopted a qualitative approach to understand the factors that influence the business licensing policy supervision system through the Online Single Submission (OSS) system at the DPMPPTS of Gorontalo Province. The results of the study revealed several key findings that were relevant to the focus of the study related to the application of the dimensions of supervision of the implementation of business licensing policies through the online system. The measurement dimension of Robbins & Coulter's (2012) theory is directed at testing the process of implementing supervision standards, implementing performance measurements of the implementation of the OSS system, analyzing deviations and taking corrective actions against deviations in the implementation of the OSS system.

Empirical facts show that the determination of measurement standards has not been carried out in accordance with the applicable provisions and regulations (Regulation of the Investment Coordinating Board Number 5 of 2021 Guidelines and Procedures for Risk-Based Business Licensing Supervision). This indicates that there are many deviations from the implementation of business licensing through the online system. The research findings identified several of these violations, including: these deviations include: 1) the existence of fictitious companies registered by business actors which occurred because no field verification was carried out; 2) lack of commitment of business actors in fulfilling their obligations and responsibilities in accordance with technical and administrative requirements when applying for business permits; 3) an increase in business activities in the forestry and mining processing industry that pays less attention to environmental aspects and social interests in a sustainable manner

This condition not only shows a weak supervision system but also shows the ineffectiveness of implementing business licensing policies. Although on the other hand, the implementation of an online licensing system can simplify the bureaucratic



process in managing business permits (Gunawan et al., 2023). However, the negative impacts that arise can be fatal if this condition continues (Angkareda, 2025; Sulung Nugroho & Lathif, 2024)

The implementation of supervision should be carried out to improve policy performance, especially in increasing investment by paying attention to environmental, economic and social environmental life threats, such as the impact of flooding, air pollution, water pollution and so on. However, empirical facts show different conditions so that an integrative and professional supervision system is needed to support the success of the policy (Agindawati, 2019)

Excessive exploitation of natural resources can have a wide impact if business actors do not pay attention to environmental sustainability (Arie Pramesta, 2015). Especially for mining and forest product processing industry business activities, it can cause flooding and environmental degradation which can occur continuously if not handled professionally. According to (Husain, 2019) environmental damage is caused by poor community behavior in meeting their needs.

The weak commitment of the government in implementing business licensing has the potential to cause intervention by the authorities. Individuals who have power can use their influence to hinder or manipulate the inspection, audit, or action process against violations committed by the business actor. When business actors have support from the authorities, the supervision process becomes vulnerable to intervention. This condition is as stated by that one of the sectors that is vulnerable from the aspect of supervision and tends to be controlled by various interest groups that hold economic-political power, which are able to control various state instruments. Despite many efforts for change, these interest groups are trying to keep the mining industry management system hostage but are on the side of commitment from the side of power. (Umam et al., 2020: 11).

To improve the supervision system in the aspect of granting business permits for resource management through industrial activities, a strong commitment is needed, both from the government and from business actors in fulfilling social obligations and responsibilities. This can be implemented by implementing regulations and policies firmly and professionally. And requires support from the aspect of capacity and clarity of laws and regulations and adequate bureaucratic and policy structures.

The lack of firmness in the application of supervision standards as well as the implementation of measurements and the application of sanctions against violations is difficult when business actors feel backed up by the authorities who can structurally affect the effectiveness of the supervision system.

In the context of implementing business licensing, this phenomenon is often found in the implementation of supervision by the DPMPTS of Gorontalo Province. Empirical facts show that structural intervention often occurs in a system where business actors always get back up from entrepreneurs, especially from parties who have greater power than the parties who exercise supervisory authority, especially at the regional government level, both in the Province and Regency / City.

Officials in the regions with various authorities, especially in implementing the supervision system for policies trying to implement the authority system based on aspects of deconcentration and decentralization, often experience structural bureaucratic obstacles. The difficulty in supervising business actors who feel backed up by high-ranking officials who have higher structural positions than the regional government leaves a separate phenomenon in the implementation of supervision of business licensing in Gorontalo Province.

This causes a lack of firmness in the implementation of the supervision system. For example, the consideration of business activities from the impacts caused by the management of industrial waste (B3), environmental permits and obligations in preserving forests and the environment which are the obligations of business actors, as regulated in Law Number 32 of 2009 concerning Environmental Protection and Management (Nirboyo, 2021).

Almost all informants stated that mining and forest product processing activities have caused environmental damage so that flooding often occurs due to forest logging activities that are not accompanied by rejuvenation. Almost all informants stated that this challenge is often faced in supervising large companies, especially those that have businesses in the mining sector, and forest product management in Gorontalo Province.

Another impact that can be caused by this condition is that it can cause an increase in capitalism that continues to increase along with increased investment in business. Collaboration between power and capitalism is not impossible to be increasingly fertile and cause supervision to become very pragmatic and far from professionalism as desired by (Robbins & Coulter, 2012) who mention several stages in implementing supervision, namely setting standards, implementing supervision measurements, measuring deviations and providing corrections to deviations or abuses.



On the other hand, taking corrective action also experiences significant obstacles because the factor of power intervention cannot be avoided and can occur structurally. This has the potential to cause ineffective implementation of supervision, especially in providing sanctions or corrections to deviations or violations committed by business actors. (Kusumaningrat & Parsa, 2015).

It is difficult to avoid because it is possible because the supervisory regulation system is inadequate to deal with this phenomenon effectively. Hierarchically, the supervisory regulation system is inadequate to deal with the structural intervention that occurs where the supervisory organizer is in the position of an agent and as if the intervention to the supervisory system comes from the power or central government acting as the principal in the existing policy system.

The dependence of supervision on the will of the principals (central government power) causes a weak point in the implementation of supervision. As a result, supervision by the lower apparatus becomes ineffective and unprofessional. Therefore, corrective actions and sanctions for violations by business actors are often carried out selectively even though the impacts caused by business activities by certain business actors can have a negative impact on environmental damage and can cause flooding that can be felt by some people. This condition is like what happened in Puhuwato Regency where people often experience flooding due to the activities of forest product management and mining that are rampant in this area. Likewise, in Bone Boalngo Regency, it is often an area that can send floods to residents in the Gorontalo city area due to environmental damage due to mining activities and business activities carried out by business actors.

Although it is very possible to impose sanctions in the form of revocation of business permits, in fact the application of this sanction is not possible to be implemented for pragmatic reasons to maintain investment as well as to open up employment opportunities for local communities. This condition shows a deep dilemma in the implementation of an effective and professional supervision system.

To increase the effectiveness and professionalism of supervision, commitment is needed from all parties and all stakeholders involved in the implementation of business licensing policies. All stakeholders with a joint commitment must prioritize social responsibility. Social responsibility is not only demanded from business actors but also policy makers who have structural power that can influence the process and bureaucratic mechanisms in the implementation of supervision of business licensing.

Efforts to carry out effective supervision also require adequate regulatory capacity where a higher regulatory basis is needed so that it can be carried out to accommodate the implementation of joint commitments adequately. According to (Ummah, 2019), to increase the effectiveness of supervision, continuous efforts are needed to improve the regulatory system and the capacity of the supervisory apparatus in increasing the success of business licensing policies.

Although the implementation of the OSS online system can provide convenience in the business licensing process, it must also be balanced with an adequate supervision process. Because the implementation of the system is very dependent on the commitment to implementing the supervision standards that have been determined by the applicable regulatory framework. In the context of implementing supervision of the implementation of business licensing policies. The implementation of supervisory standards that are only based on the Investment Coordinating Board Regulation Number 5 of 2021 Guidelines and Procedures for Risk-Based Business Licensing Supervision, is factually inadequate and less effective in overcoming the intervention of higher powers against the potential for collaboration between power and for business actors in fulfilling obligations and responsibilities as required by applicable laws and regulations (Sisilia et al., 2024).

The implementation of adequate regulations can also guarantee the implementation of supervision of business policies in an accountable and transparent manner. According to (Nirboyo, 2021) that the implementation of regulations As implementing regulations of Law Number 11 of 2020, the implementation of Government Regulation Number 5 of 2021 can increase the success of policy implementation that can potentially cause potential deviations in the implementation of business licensing.

From the results of this study, a significant contribution is seen in providing insight for the authorities to identify weaknesses in the supervision system for the implementation of online business licensing (OSS). This insight is important for designing more effective policies in improving business compliance, protecting the environment, and encouraging social responsibility (Siahaan, 2022).

This study shows that a more effective and professional supervision model can only be implemented with adequate regulatory support and a strong shared commitment in implementing a more professional supervision system towards preventing deviations and improving effective policy performance (Sari, 2024; Tahir, 2011).



This study can provide a clear picture of the challenges and factors that can affect the business licensing supervision system, including those arising from business actors, power holders, supervisory bureaucracy and an adequate regulatory system in ensuring that supervision can run effectively and professionally. This finding is very important because it can provide developments in the theory of supervision which is limited to the aspect of measuring organizational performance, while the results of this study require novelty in measuring the success of policy implementation.

DISCSTTION

The era of globalization and increasingly tight economic competition requires Indonesia to continue to improve itself in creating a conducive investment climate. One of the strategic steps taken is through reform of business licensing regulations, which is manifested in the Job Creation Law and the implementation of the Online Single Submission (OSS) system. The OSS system is expected to reduce bureaucracy, accelerate the licensing process, and attract greater investment to Indonesia. However, the convenience offered by OSS also raises new challenges, especially related to the supervision and compliance of business actors.

In carrying out the function of supervising business licensing, the Gorontalo Province PTSP refers to the Investment Coordinating Board Regulation Number 5 of 2021 Guidelines and Procedures for Risk-Based Business Licensing Supervision. In this study, researchers identified a number of important findings related to the implementation of business licensing supervision. One of the main findings of this study is the high number of business actors who are registered as having a Business Identification Number (NIB), but have fictitious businesses. The issuance of NIB for them is often misused to fulfill the need to obtain business credit or for other economic interests for business actors.

To overcome the potential for misuse and ensure business sustainability, comprehensive supervision is key. Duri et al (2024) emphasized that effective supervision must include technical and administrative aspects, and involve various related parties. Supervision that only focuses on administrative aspects tends to ignore potential environmental and social risks.

Research facts show that although the implementation of the OSS system can provide ease of doing business for business actors, on the other hand it can also give rise to business actors who have NIB as formal legality but with fictitious businesses. This condition is in accordance with a study conducted by Nurhayati et al. (2022) found that the implementation of OSS does increase the efficiency of licensing services. However, this convenience also opens up opportunities for potential misuse. Gayatri et al. (2023) highlighted the importance of periodic evaluation of the OSS system to ensure that the system is effective in verifying the validity of registered businesses.

On the other hand, supervision is carried out by involving all parties, not only PTSP in the provincial environment but also at the Regency / City level and related technical institutions in the Gorontalo province. This is in accordance with the statement of Abdoellah & Rusliana (2016), public policy supervision requires the involvement of various parties to ensure effective and appropriate implementation.

One of the weaknesses in the implementation of the OSS system is that the granting of business permits is often not accompanied by field verification actions before the business licensing process. Meanwhile, Hadinata (2016) emphasized that in the implementation of supervision, it is important to carry out field verification in supervision. On the other hand, although the implementation of business licensing (OSS) can provide convenience and increase investment, on the other hand, business actors often ignore the fulfillment of technical requirements, especially for business actors with types of activities that have medium and high business risk levels. The results of the same study were also conducted by Rahmadani et al., (2024b) who found that the implementation of business licensing through the risk-based OSS system often ignores the technical requirements that should be met.

This fact shows that the implementation of the OSS system has the potential to create an increase in the number of NIBs but with fictitious businesses. Meanwhile, for large companies, the implementation of the OSS system tends not to be able to protect early on various types of deviations or violations, especially in terms of environmental pollution and large-scale business activities.

This condition is caused because the licensing process focuses more on fulfilling administrative requirements than technical requirements that are important for business sustainability and environmental protection. This can result in uncontrolled environmental and social risks, as well as harming the community. One of the causes of the valley of the supervision system is the lack of commitment not only from business actors but also from the government, which is always an actor in implementing supervision. As a study conducted by Abdoellah & Rusliana, (2016) also emphasized the importance of the involvement of various



stakeholders in the supervision of public policy. Supervision is not only the responsibility of the government, but also involves the community, civil society organizations. By involving various parties, supervision can be carried out more effectively and transparently.

Another cause of the weakness of the supervision system is also due to the weak coordination between the central, provincial and city and district governments. On the other hand, there is also weak coordination between technical institutions that can strengthen the fulfillment of technical requirements for business actors. Fitriani, (2022) studied that the success of the implementation of the supervision policy is highly dependent on the commitment and coordination between the central and regional governments. Differences in interests and lack of synchronization between central and regional policies can hinder the effectiveness of supervision.

As stated in Government Regulation Number 5 of 2021 concerning Supervision of Business Licensing, it is not only aimed at ensuring compliance with regulations, but also to encourage social and environmental responsibility. Nurlaila et al., (2024) emphasized that supervision must ensure that business actors fulfill social and environmental obligations as part of business sustainability. Supervision that only focuses on economic aspects can ignore negative impacts on the environment and society. Therefore, the government needs to expand the application of supervisory standards that cover all aspects comprehensively, namely not only economic aspects but also social and environmental aspects.

There is a phenomenon that shows that the ease of providing technical requirements in the form of environmental permits, recommendations and principle permits in business management basically has the potential to open up relationships between all parties involved in the business licensing bureaucracy.

One of the biggest challenges in supervising business licensing is the potential for intervention from interested parties. Puspitasari, (2024) found that transparency and accountability in the licensing process can reduce the potential for intervention and corrupt practices. A licensing process that is open and accessible to the public can increase public trust and reduce the opportunity for abuse of authority. The government needs to increase transparency in the licensing process, for example by publishing information on the requirements, procedures, and status of permit applications. In addition, there needs to be a clear accountability mechanism to ensure that officials involved in the licensing process are accountable for the decisions they make.

This unclear verification process has the potential to pose risks, as business actors can obtain permits without meeting the required quality and safety standards. As a result, this can have a negative impact on the long-term success of the policy and endanger public interests and environmental sustainability. Rahmadani et al. (2024) found that the analysis of the implementation of business licensing through the risk-based OSS system often ignores the technical requirements that should be met.

The results of this study indicate weaknesses in the supervision system for business licensing policies in Gorontalo Province. This condition is indicated by several factors, namely: 1) lack of firmness in implementing standards; 2) lack of coordination between technical organizations in carrying out supervision; 3) lack of firmness in providing sanctions and 4) overlapping application of regulations related to the implementation of business licensing supervision.

On the other hand, a strong monitoring system is needed to improve the effectiveness of business licensing policies. A strong monitoring system is not only a monitoring system that is oriented towards measuring organizational performance alone but also requires a more specific theoretical concept that can describe performance measurement against public policy. Dědečková, (2020) stated that control and supervision in an organization are not only about comparing plans and reality, but also about implementing corrective actions.

To improve the performance of supervision as the task of the Regency / City and Provincial DPM-PTSP in assisting the Governor in implementing control and supervision of Business Licensing, the DPM-PTSP at the provincial level can pay attention to several findings from this study by optimizing several strategic steps such as: 1) implementation of supervision through routine field monitoring; 2) intensive coordination with the Regency / City DPM-PTSP and related agencies regarding the fulfillment of technical requirements for issuing NIK; 3) coordinating with the central government regarding the commitment of business actors to paying attention to environmental sustainability.

Strengthening the regulatory system is very urgent and necessary to overcome problems related to the potential for intervention in the implementation of supervision because by basing it on the laws and regulations implemented based on the Investment Coordinating Board Regulation Number 5 of 2021 Guidelines and Procedures for Risk-Based Business Licensing Supervision still have the potential to be structurally intervened which can interfere with the implementation of supervision.



The results of this study provide an important contribution related to the development of supervision theory. Where the implementation of supervision that is more oriented towards measuring organizational performance is no longer adequate for the implementation of an effective supervision system. There are weaknesses in the aspect of intervention in the implementation of supervision when the orientation of subordinates still has to meet the standards and interests of superiors who are often behind efforts to prioritize performance. Therefore, a more professional and accountable supervision system is needed by including the public dimension in the mechanism for implementing supervision both in determining the standards of the success of the policy system through professional and accountable supervision. Thus, the results of this study can open a step forward.

From the description above, it can be concluded that the results of this study can provide new insights, especially in the development of existing supervision theories. For example, the theory of Robbins & Coulter, (2012) about several dimensions of supervision that often focus on measuring organizational performance while more specific empirical findings and facts demand measurement of the success of policy implementation, especially in the context of business policies.

RESEARCH CONCLUSION

In this study, we have successfully identified several important findings that provide in-depth insights into business licensing policies and their impacts on the environment in Gorontalo Province. One of the most significant findings is the close relationship between increasing environmental pollution and forest destruction and the lack of commitment of business actors to maintain environmental sustainability.

A crucial aspect that needs to be underlined from this finding is the low responsibility and commitment of business actors in fulfilling obligations to a number of requirements, for example related to maintaining environmental sustainability, negative social impacts caused by business activities. Meanwhile, from the authorities, there was also a lack of strong commitment related to the application of sanctions to violators because business actors are sometimes backed up by those with higher authority than supervisory officers. Based on these findings, it is recommended to strengthen the capacity of adequate supervisory regulations to overcome all forms of intervention against the implementation of the effectiveness of business policy supervision.

REFERENCES

1. Arifin, Mustoca, A., Pramudiana, I. D. & Kamariyah, S. Implementasi OSS dalam Pelayanan Perizinan Berusaha Terintegrasi Elektronik di Dinas Penanaman Modal dan PTSP. 1–23 (2016).
2. Sabrina, O. & Manik, B. Kebijakan Perizinan Berusaha di Indonesia dan Kepastian Hukum bagi Investor Pasca Putusan Inkonstitusional Bersyarat UU Cipta Kerja. *UNES Law Rev.* 6, 1–16 (2023).
3. Erni, E. & Jaya, F. Efektifitas Perizinan Berusaha Berbasis Risiko dalam Rangka Kemudahan Berusaha. *Wajah Huk.* 6, 248 (2022).
4. Frawansa, S. M. & Anggraini, A. M. T. Kemudahan Perizinan Berusaha Pada Sektor Pertambangan Nikel Di Indonesia Pasca Berlakunya Undang-Undang Nomor 11 Tahun 2020 Tentang Cipta Kerja. *Unnes Law Rev.* 5, 2318–2332 (2023).
5. Nurlaila, N., Nurhasanah, N. & Zuriatin, Z. Optimalisasi Pelayanan Perizinan dengan Sistem Online Single Submission (OSS) dalam Mempercepat Pembangunan di Kota Bima. *Gemawisata J. Ilm. ...* 20, (2024).
6. Silvia Lestari, N. Implementasi Kebijakan Sistem Online Single Submission Pada Pelayanan Perizinan Di Dpmptsp Kabupaten Serang. *Jomantara Indones. J. Art Cult.* 15, 243–252 (2024).
7. Christiawan, R., Hukum, F. & Utara, J. PERizinan Berbasis Online Single Submission Untuk mewujudkan Kemudaha Berusaha. (2021).
8. Sinaga, E. J. Upaya Pemerintah Dalam Merealisasikan Kemudahan Berusaha Di Indonesia. *J. Rechts Vinding Media Pembim. Huk. Nas.* 6, 329 (2017).
9. Widgdo, P., Riwanto, A. & Subekti, R. Proses Administrasi Online yang Merupakan Perlindungan Lingkungan Hidup. *Pros. Weminar Nas. Dep. Huk. Adminsitrasi Negera 1*, (2021).
10. Yuniardi, R. R., Suharyanto, Y. & Satory, A. Dampak Penyerhanaan Perizinan Lingkungan Terhadap Lingkungan Hidup Masyarakat Serta Pelaku Usaha. *Widya Yuridika* 1, 129 (2018).
11. Nurdianti, S., Erawan, E. & Arifin, M. Z. Studi Tentang Pengawasan Penaatan Dinas Lingkungan Hidup Di Kota Samarinda. *eJournal Adm. Negara* 7, 9269–9283 (2019).



12. Listiyani, N., Hayat, M. A. & Mandala, S. Penormaan Pengawasan Izin Lingkungan dalam Pencegahan Pencemaran dan Kerusakan Lingkungan Hidup dalam Eksploitasi Sumber Daya Alam. *J. Media Huk.* 25, 217–227 (2018).
13. Al'afghani, M. M. & Bisariyadi, B. Konsep Regulasi Berbasis Risiko: Telaah Kritis dalam Penerapannya pada Undang-Undang Cipta Kerja. *J. Konstitusi* 18, 066–090 (2021).
14. Farida, I. & Radian, M. L. Penerapan Perizinan Berusaha Berbasis Risiko Bagi Pelaku UMKM di Desa Cibatu kecamatan Cikarang Selatan Kabupaten Bekasi. *UNES Law Rev.* 6, 11078–11092 (2024).
15. Jumadil, M. R. A., Setiawan, R., Maroa, M. D., Harianto, A. & Rays, M. I. Kewenangan Pemerintah Daerah Dalam Penyelenggaraan Perizinan Berusaha. *J. Yustisiabel* 7, 128 (2023).
16. Robbins, S. P. & Coulter, M. Management - A Classic Approach. *Journal of Advanced Management Science* vol. 53 (2012).
17. Hadinata, S. Y. Proses Pengawasan di Kantor Inspektorat Kabupaten Kubu Raya Provinsi Kalimantan Barat. *Publika J. Ilmu Adm. Negara* 5, 1–19 (2016).
18. Nurpratama, M. & Yudianto, A. Pengaruh Pengawasan Terhadap Kinerja Pegawai Pada Kantor Notaris/Ppat Maisarah Pane.,Sh, Kabupaten Indramayu. *J. Investasi* 7, 60–74 (2021).
19. Haradhan, Mo. Qualitative Research Methology in Social Sciences and Related Subjects. *Hexenglauben im modernen Afrika: Hexen, Hexenverfolgung und magische Vorstellungswelten (Witchcraft in Modern Africa: Witches, witch-hunts and magical imaginaries)* (Premier Univesity, Bangladesh, 2018). doi:10.1227/01.NEU.0000349921.14519.2A.
20. Creswell, J. W. & Creswell, J. D. *Researce Design_ Qualitative, Quantitavive And Mied Method Approaches.* Writing Center Talk over Time (2018). doi:10.4324/9780429469237-3.
21. Gunawan, C. Y. F., Purnamaningsih, P. E. & Winaya, I. K. Efektivitas Penerapan Pelayanan Program Perizinan Berusaha Berbasis Online Single Submission (OSS) di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPSTP). *Bus. Invest. Rev.* 1, 9–14 (2023).
22. Sulung Nugroho & Lathif, M. A. Resiko Kerusakan Lingkungan Dan Perubahan Iklim Akibat Perizinan Berusaha Online. *Judge J. Huk.* 5, 32–44 (2024).
23. Angkareda, M. Perizinan Usaha Berbasis Resiko dan Dampaknya bagi Masa Depan Investasi di Indonesia selanjutnya disingkat OSS adalah perizinan berusaha yang diterbitkan oleh Lembaga OSS. 2, (2025).
24. Agindawati, I. N. Implementasi Kebijakan Publik dari Perspektif Penyelenggaraan Pengawasan. *J. Inspirasi* 10, 98–105 (2019).
25. Arie Pramesta. *Manajemen Sumberdaya Alam Dan Lingkungan.* (ANDI Publisher, Yogyakarta, 2015).
26. Husain, A. *Ketahanan Dasar Lingkungan Hidup.* (CV. Sah Media, Makasar, 2019).
27. Umam, A. K. et al. Tantangan Integritas Bisnis Tambang di Indonesia. 1–237 (2020).
28. Nirboyo, A. J. Potensi Korupsi Dalam Perizinan Lingkungan Melalui Sistem Online Single Submission Pasca Peraturan Pemerintah Nomor 5 Tahun 2021 Tentang Penyelenggaraan Perizinan Berusaha Berbasis Risiko. *Jatiswara* 36, 219–228 (2021).
29. Kusumaningrat, I. & Parsa, I. W. Sanksi Terhadap Pelaku Usaha Terkait Dengan Pelanggaran Periklanan Sesuai Dengan Undang-Undang Perlindungan Konsumen. *Kertha Semaya* 1–6 (2015).
30. Ummah, M. S. Dinamika Pengawasan Administrasi Negara Dalam Sistem Hukum Di Indonesia. *Sustain.* 11, 1–14 (2019).
31. Sisilia, Legowo, R. A. & Syahadah, A. S. Eksistensi Pengawasan Terhadap Lembaga Pengawasan Sesuai Dengan Peraturan Perundang-Undangan. *Yustisi* 11, 98–111 (2024).
32. Siahaan, M. Dampak Pelaksanaan Tanggung Jawab Sosial terhadap Masyarakat, Lingkungan dan Pemerintah. *Stud. Akuntansi, Keuangan, dan Manaj.* 1, 113–125 (2022).
33. Sari, R. A. Pengaruh Kepemimpinan , Sistem Pengawasan , Dan Komitmen Karyawan Terhadap Kualitas Layanan Administrasi Perkantoran Di PDAM Kota Bekasi. (2024).
34. Tahir, A. Kebijakan Publik Dan Transparansi Penyelenggaraan Pemerintah Daerah. *Jurnal MoZaiK* (2011).
35. Duri, R., Hidayat, B. A. & Sinaga, R. D. Efekticitas Online Single Sumbmission Risk Based Aproach. 103–116 (2024).
36. Nurhayati, Maldun, S. & Nurkaidah. Implementasi Sistem Online Single Submission (OSS) dalam Pelayanan Perizinan Usaha pada Dinas Penanaman Modal dan Pelayana Terpadu Satu Pintu Kabupaten Enrekang. *J. Paradig. Adm. Negara* 4, 67–78 (2022).



37. Gayatri, K. P., Wirantari, I. D. A. P. & Yasintha, P. N. Implementasi Program Perbantuan Lapangan Perizinan Berusaha Berbasis Online Single Submission Bagi Usaha Mikro, Kecil, Dan Menengah Di Kabupaten Tabanan. *Ethics Law J. Bus. Notary* 1, 1–12 (2023).
38. Abdoellah, A. Y. & Rusliana, Y. *Teori Dan Analisis Kebijakan Publik*. (Alfabeta, Bandung, 2016).
39. Rahmadani, A. E., Pangestu, Y. & Halizhah, N. Analisis Penerapan Perizinan Berusaha Melalui Sistem Online Single Submission (OSS) Berbasis Resiko atau biasa disebut dengan legalitas . Perizinan berusaha ini akan didapatkan ketika pelaku usaha telah mengandakan dan mengupayakan perbaikan perizinan . 2, 174–179 (2024).
40. Fitriani, A. H. Implementasi Sistem Online Single Submission dalam Pelayanan Perizinan Berusaha secara Elektronik di Dinas Penanaman Modal, Pelayanan Terpadu Satu Pintu Kabupaten Bangka. *J. Stud. Adm.* 4, 13–21 (2022).
41. Puspitasari, C. Implementasi Kebijakan Sistem Online Single Submission Pada Dinas Penanaman Modal dan pelayanan Terpadu Satu Pintu Kabupaten Sidoarjo. *Αγαη* 15, 37–48 (2024).
42. Rahmadani, A. E., Pangestu, Y. & Halizhah, N. Analisis Penerapan Perizinan Berusaha Melalui Sistem Online Single Submission (OSS) Berbasis Resiko. *Media Huk. Indones. Publ. by Yayasan Daarul Huda Krueng Mane* 2, 174–179 (2024).
43. Dědečková, N. Control, controlling and its objectives in the organization. *SHS Web Conf.* 83, 01009 (2020).

Cite this Article: Lakoro, A., Tahir, A., Tohopi, R., Kamuli, S., Nani, Y.N. (2025). Factors Affecting The Supervision System Business Licensing Policy in Gorontalo Province. International Journal of Current Science Research and Review, 8(5), pp. 2415-2424. DOI: <https://doi.org/10.47191/ijcsrr/V8-i5-52>