

Implementation of Good Governance Public Service Law Investment and One-Stop Service in Issuing Business Identification Numbers in Kendari City

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ABSTRACT : Purpose study For analyze implementation law service public good governance Service Investment And One Stop Service in emit number parent doing business in Kendari City. Study This use study law normative normative legal research, namely research conducted _ with method study regulation applicable laws _ to something problem law particular , especially those related with Implementation Law Service Public Good Governance Service Investment And One Stop Service In Emit Number Parent Doing Business in Kendari City. Research results showing that 1). Implementation Law Service Public Good Governance Service Investment And One Stop Service In Emit Number Parent Trying in Kendari City, not yet maximum carried out by the Department Investment And One Stop Service Because Still found a number of perpetrator still business _ violate Regional Regulation Number 1 of 2012 Concerning Kendari City Regional Spatial Plan 2010-2030 , Regional Regulation Number 1 of 2011 Concerning Buildings , Regional Regulation Number 15 of 2008 Concerning Line Boundary , as well lack of coordination with Organization Device area . On the other hand in implementation gift service public in good governance has done with Good in publishing Number Parent Try in accordance with Standard operational Procedure .

KEYWORDS: *One Door , Licensing , Trying*

I. INTRODUCTION

Trading activities and places of business it is very necessary to have adequate land availability in an area or region. This is something that must be provided by both the Regional Government and the business actor himself considering that the land or area where the business is located is part of the basic capital which will greatly determine the operation of the business itself. Therefore, a strategic area for business actors is very important for the smooth running of their business activities. Such as selecting areas or areas that intersect with the community, especially land on the roadside, crowded centers or adjacent to public spaces or land close to residential areas. The area was chosen because the consumers to be visited are the general public who live around the place of business. This phenomenon shows that the existence of Kendari City is currently experiencing very rapid and advanced city development. Because there was a positive growth in the economy of Southeast Sulawesi in general, it also had an influence on the Government of Kendari City as a result of an increase in investment performance in line with investment realization in the nickel, food and beverage, asphalt and sugar processing industries as well as increased household consumption. According to Kendari Mayor H. Sulkarnain Kadir, Kendari's economic growth is currently at 3.7 percent. In fact, based on Bank Indonesia's predictions, Kendari City's economic growth will increase to 5 percent by the end of December 2021 . (Antara reporter), *Mayor Call Kendari's Economy Grows 3.7 Percent* , <https://sultra.antaranews.com/berita/402345/wali-kota-sebut-economy-kendari-tumbuh-37-persen>]

According to Regulation Government No 24 of 2018, commitment is statement perpetrator business For fulfil condition permission effort . Requirements that must be met perpetrator business is related permits _ with activity his business , that is Permission Location , Permissions Environment , Permits founded Building (IMB) and Certificate Worth it Functions (SLF) and recommendations other permissions are appropriate with activity registered busin. (Rahayu, Paselle, and Khaerani 2021)

Thus, in almost every corner of Kendari City there are people who open and own businesses. No special skills are needed to open this business. Every place of business, both large and small, the most important thing is to have a number mother tryor re-registration that is no longer valid (extension). By completing the documents to get a number mother trymake a person feel comfortable and calm in doing business and business

actors do not feel worried from any disturbances. To anticipate all problems regarding disruption due to business or trading activities, the Regional Governments in each region have established legal regulations governing permits for activities that have the potential to cause disturbance.

The negative phenomenon occurred in the owner of the Kampung Mangrove restaurant who was reprimanded by the Kendari City Government because it was considered that ownership of their Business Identification Number (NIB) had committed a violation of spatial planning in the urban forest area and green open space in Kendari Bay which originated from a complaint from the government city of Kendari with complaint report number: LP/01/II/2021/PUPR-PR dated 26 February 2021. The Kendari City Government made a complaint report regarding alleged spatial planning violations represented by the Public Works and Housing Service (PUPR), especially Previously the government of Kendari City sent the 1st written warning, the 2nd written warning to the 3rd written warning. Until the 3rd written warning, the Kampung Mangrove Restaurant had not carried out the warning from the PUPR Service, so the restaurant building was then sealed by the Public Works and Housing Office of Kendari City until the restaurant owner carried out the provisions of the written warning.

One-stop integrated services are licensing and non-licensing activities based on delegation or delegation of authority from institutions or agencies that have licensing and non-licensing authority whose management process starts from the application stage to the document issuance stage which is carried out in one place. (Regiyati and Rusli 2021)Objective study For Analyzing the implementation of public service law for good governance of the Investment Service and One Stop Service in issuing Business Identification Numbers in Kendari City

II. HEADING S

Good Governance Public Service Law Investment Service and One-Stop Service in Issuing Business Identification Numbers in Kendari City

1. One Stop Investment and Services Office

The One-Stop Investment and Integrated Services Service (DPM-PTSP) has the task of assisting the Regent/Mayor to carry out regional government affairs in the field of investment and one-stop integrated services, administering administrative services in the field of licensing , as well as being a regional apparatus that has an element of executing affairs. government that is under and responsible to the regent/mayor through the regional secretary. DPM-PTSP is a government institution that holds strategic roles and functions, especially in the field of implementing Kendari City integrated licensing services, which was formed based on Kendari City Regional Regulation Number 08 of 2016 concerning the Formation and Composition of Kendari City Regional Devices.

Mangrove Restaurant was HYPERLINK "<https://www.suara.com/tag/mangrove>" finally named a suspect, the PUPR Service together with the ministries, BPN, PPNS first conducted guidance by sending warning letters to installing signposts. Due to activities that violate regional regulations and spatial planning laws. The owner of the Mangrove Restaurant was not cooperative and even the warning sign was removed. So that the Public Works and Housing Office made a complaint report on alleged violations of spatial planning by Civil Servant Investigators (PPNS) of the Ministry of Agrarian Affairs and Spatial Planning (ATR). (<https://sulsel.voice.com/read/2022/01/06/164632/pemilik-rumah-makan-kampung-mangrove-kota-kendari-jadi-terangka>)

Acts of the Public Works and Housing Service has been in line with the mandate of Kendari City Regional Regulation No. 1 of 2012 concerning Kendari City Regional Spatial Plans for 2010-2030 in Article 91 paragraph (1) for spatial use that is not in accordance with the Kendari City spatial pattern and spatial structure plan and violations of zoning regulations may be subject to administrative sanctions in the form of **written warnings** , temporary suspension of activities, temporary suspension of public services, location closures, revocation of permits, cancellation of permits, demolition of buildings, restoration of spatial functions and administrative fines. According to Sri Yusnita, the Head of the Investment Service , one PintuKendari City), that each permit already has its own public service standards, for example the service standard for a Business Place Permit (SITU) has 14 components. This component provides clarity and convenience to people who wish to apply for permits, including a community satisfaction index. (<https://ombudsman.go.id/perjuangan/news/r/pwk--ptsp-kendari-ready-divalue-kepatuhan-dari-ori>).

Investment Service and Integrated Licensing Services Kendari City Government is a Service Technical Personnel Institution in the area which was formed after the enactment of Government Regulation Number 18 of 2016 concerning Regional Apparatuses and also refers to Minister of Home Affairs Regulation Number 100 of 2016 concerning Guidelines for the Nomenclature of Investment and Service Services Integrated One Door Province and City District. One stop integrated service is the activity of administering a permit and non-licensing that receives delegation or delegation of authority from an institution or agency that has licensing authority whose management process starts from the application stage

to the document issuance stage which is carried out in one place. One door service is a pattern of services held in one place which includes various types of services that have process linkages and are served through one door.

Transparency is principle Where there is openness so that possible current free information for citizen. There is transparency become room for public For criticize policy or regulations made by the government . Transparency provided by the District DPMPTSP Stem Already very open in give information and convenience access information for society. (Mufidah 2022)The main task carried out by the DPM-PTSP is to carry out government affairs in the investment sector and the one-stop integrated service sector. It is also contained in the Kendari City Regional Regulation Number 5 of 2016 Concerning the Formation and Composition of the Kendari City Regional Apparatus in Article 2 that this Regional Regulation establishes a Regional Apparatus with the composition contained in letter d concerning the composition of the Kendari City Service Office in Number 19 it states that the Investment Service and Type A One-Stop Integrated Services carry out government affairs in the field of investment and one-stop integrated licensing services.DPM-PTSP has the task of formulating and implementing policies in the investment sector as well as providing integrated investment, licensing and non-licensing administration services with the principles of coordination, integration, synchronization, simplification, security, certainty and transparency. It is hoped that the Kendari City One-Stop Investment and Integrated Services Service (DPM-PTSP) can simplify and speed up the processing of business permits, as well as fulfill the mandate of Law Number 25 of 2009 concerning Public Services and Minister of Home Affairs Regulation Number 24 of 2006 concerning Guidelines for the Implementation of One Stop Integrated Services, which want the realization of public services that are fast, cheap, easy, *transparent* , certain and affordable. (Setianingrum, Sumaryadi, and ... 2020) The design of a strategy for improving the quality of public services through one-stop integrated services has the task of carrying out coordination of implementation and administrative services in the field of licensing with the principles of coordination, *integration* , *synchronization* , *simplification* and security to improve the business climate and encourage *investment* by facilitating licensing matters. (Setianingrum, Sumaryadi, and ... 2020)

The establishment of the Kendari City One-Stop Investment and Integrated Services Service (DPM-PTSP) which is a reflection of the creation of uniform patterns and steps for the implementation and service by government officials to the community so that there is integration and efforts to improve the quality of service to the community related to granting business licenses, so that people can receive services that are simpler, clearer, sure, safe, transparent, efficient, economically just, equitable and timely and coordinated in one door. The Kendari City government's policy in the field of licensing is motivated by the aim of attracting *investment* and encouraging economic activity and encouraging community initiatives to actively participate in development activities (Nurlaila Alnur, Justawan, and Taufik, 2020). Improving services to the community in accordance with the purpose of establishing PTSP, namely to provide licensing services that are fast, easy, practical and efficient, so on October 17, 2016 the Kendari City Licensing Service Organizing Agency was upgraded to become the Kendari City One-Stop Investment and Service Agency based on Regulations Region Number 5 of 2016 concerning the Organizational Formation and Composition of Kendari City Regional Apparatuses.

2. Implementation Authority Service Investment And One Stop Service In Principle *Good governance* Related Awarding of NIB As Service Public

one _ form service existing and implemented in Indonesia is _ service in field permissions . Waiter public in field various licenses _ field arranged neat and systematic . Procedure management various licensing This different after enactment Constitution autonomy area . This is because each region has its own authority in regulating it. However in a manner line large , requirements administrative management licensing This almost The same For every area . Waiter public in field Licensing in Indonesia is one of them carried out by DPM-PTSP which is element implementation affairs government running area _ task in field investment and services integrated One door form awarding the running NIB service public in field licensing This that is Regional Government of Kendari City, Southeast Sulawesi Province .

NIB or Number Parent Trying , is A issued letter _ for business entities , companies , individuals who open place effort . this NIB issued by the legal entity in which it is located nearby with place business or company the . this letter made For state that business entity , company or place business the operate existing business _ in accordance with spatial provisions of the surrounding area location effort . Besides that's a letter permission this too can used For on- site investment business or company the , as well No will caught problem later _ day Because Already There is letter the governing law . this NIB can taken care of moment will establish place business or company . have letter permission This is something obligatory obligations _ done by the owner effort . this _ because letter This in accordance with regulation government .

If something place business or company No have NIB, then place business or company the can subject to sanctions. (<https://gobiz.co.id/pusat-knowledge/surat-izin-place-usaha-situ>)

NIB or Number Parent Trying , is type must letter _ owned by all place business nor company . NIB contains licenses to carry out business activities related to trade. The NIB is issued by the Government through the City or Regional Industry and Trade Office in accordance with the place where the business or company is located. NIB is also a letter that must be made when setting up a place of business or company. without an NIB at a place of business or company will subject the place of business or company to sanctions. In the worst case, even the operational activities of the company or place of business will be terminated and will not be allowed to continue operational activities related to the business.

Based on Kendari Mayor Regulation Number 57 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the Investment Service and One-Stop Integrated Services of Kendari City. CHAPTER III Position and Organizational Structure Part One Organizational Position in Article 5 paragraph (1) Investment Services and One-Stop Integrated Services are implementing elements of government affairs which become regional authorities in the field of Investment and One-Stop Integrated Services. Paragraph (2) Investment Service and One Stop Integrated Services are led by the Head of Service who is under and responsible to the Mayor through the Regional Secretary. Article 6 The Investment and One-Stop Integrated Services Service has the task of assisting the Mayor in carrying out government affairs which are the authority of the region and co-administration duties in the field of Investment and One-Stop Integrated Services. Article 7 In carrying out the tasks referred to in Article 6 the Kendari City Investment and One-Stop Integrated Service Service carries out the function of carrying out the functions: (Ishak 2021) 1) Provision of administrative services, staffing, administration, management, housekeeping, general and equipment, planning, financial evaluation and reporting; 2) Formulation of policies in the field of regional investment. 3) Assessment, formulation and preparation of guidelines for procedures and implementation of investment activities; 4) Setting work mechanisms and procedures in order to expedite the completion of permits in a timely manner; 5) Issuance of approvals, recommendations, facilitation, licensing and non-licensing services, in the field of investment according to authority; 6) Management of fees for permits and sources of local revenue (PAD) associated with licensing services; 7) Provision of information, explanations and solutions to public complaints related to services;

Based on this description, it shows that DPM-PTSP Kendari City is a reflection of the uniformity of patterns and steps for the implementation and service by government officials to the community and so that there is coordinated integration in the process of granting licensing and non-licensing so that the public can receive services that are simpler, clearer, certain, safe, transparent, efficient, economical, fair, equitable, and timely (Kep. MenPAN No. 81 of 1993) and coordinated in one door, especially those related to the provision of NIB. Kendari Mayor Regulation Number 12 Concerning Amendment to Mayor Regulation Number 1 of 2016 Concerning Delegation of Authority and Signing of Licensing and Non-Licensing to the Investment Service and One Stop Integrated Services, through this Perwali the head of the DPM-PTSP has been delegated an authority from the Mayor to be able to give signatures a licensing and non-licensing as contained in Article 9 paragraph (1) Mayor of Kendari Regulation Number 12 Concerning Delegation of Authority and Signing of Licensing and Non-Licensing to the Investment Service and One-Stop Integrated Services which states that "The Mayor grants delegation of authority and signing of permits and non-licensing to DPM-PTSP institutions on behalf of the Mayor, as well as contained in the attachment list of delegation of authority and signing of licensing and non-licensing, especially related to the granting of NIB.

According to Maman Firmansyah (Head of DPM-PTSP Kendari City) said: (<https://tenggaranews.com/2022/06/28/dinas-penanaman-modal-dan-ptsp-kota-kendari-ingurkan-company-create-report-activities-penanaman-modal-berkala-berkala/>, June 28, 2022, referred to December 5, 2022.) In carrying out their duties, DPM-PTSP Kendari City carries out scheduled and planned supervision, including periodic reports, field inspections. Forms of field inspections, in the form of assistance and counseling which include facilitating activities to resolve problems faced by business actors, providing explanations or consultations. Then administrative and physical checks, such as checking business location, realization of investment value, manpower, machinery or equipment, buildings. Furthermore, it was said that when going down to carry out field inspections, it still adheres to the provisions of the Standard Operating Procedure (SOP) that must be carried out. For example submitting officially by letter, no later than 3 days before visiting the office. In addition, the inspection team is also accompanied by a letter of assignment and a valid identity. Regarding the procedures for carrying out field inspections, the supervisory coordinator makes a schedule for routine field inspections in the *Online Single Submission* (OSS) system based on suggestions from ministries/agencies. The assignment letter is inputted by the field inspection executor into the OSS system no later than 4 working days prior to the field inspection. The results of field inspections will show the value of technical compliance and the value of administrative compliance.

Law Number 25 of 2009 concerning Public Services, as well as Government Regulation Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009, which mandates that every community be involved in the administration of public services. The form of community involvement can be in the form of cooperation, fulfillment of rights and obligations, or an active role in policy formulation. Whereas in the regions, especially the Kendari City government made Kendari Mayor Regulation Number 18 of 2019 concerning Amendments to Kendari Mayor Regulation Number 15 of 2018 concerning Establishment of Public Service Standards at the Investment Service and One-Stop Integrated Licensing Services for Kendari City.

The Kendari City Government's policy in the field of licensing aims to attract investment and encourage economic activity and encourage community initiatives to actively participate in various development activities. Therefore, the Kendari City Government wants to start a new chapter in providing licensing services to the people who are served one door by the Kendari City Investment and One-Stop Services Office. With this model, individuals or communities who will take care of all types of permits only need to come to a place called DPM-PTSP (Investment Service and One-Stop Services) Kendari City in accordance with Kendari City Regional Regulation Number 5 of 2016 concerning the Formation of Kendari City Regional Apparatuses. .

The Kendari City Investment and PTSP Service is a regional apparatus organization that carries out regional affairs in the field of investment and PTSP. The Head of the Kendari City Investment and PTSP Office has the authority to sign 22 types of permits which include: (1). investment registration; (2). business place permit; (3). business license; (4). Certificate of Company Registration; (5). warehouse registration mark; (6). pharmacy license; (7). clinic license; (8). laboratory license; (9). health center permit; (10) hospital license; (11). optical clearance; (12). medical device store license; (13). construction service business license; (14). drug trade license; (15) industrial registration certificate; (16). business license for selling alcoholic beverages; (17). tourism business registration certificate; (18). TDUP transportation services; (19). TDUP tourism area; (20). entertainment business TDUP; (21). licensing and other non-licensing which are the authority of the government; and (22). heregistration. (T, Bake, and Nature 2018)

Law Number 23 of 2014 concerning Regional Government gives authority to the regions to carry out development and equal distribution of community income, employment opportunities, business fields, increasing access and quality of public services and regional competitiveness. The granting of authority is intended so that the regions can improve services and social welfare supported by the implementation of good *governance* . Efforts to improve service and community welfare are meant to be implemented through the principles of transparency. Thus, the achievement of regional development goals supports the achievement of national development goals. So, the regulation regarding PTSP is clear with the promulgation of Presidential Regulation Number 97 of 2014 which places PTSP as a very important and strategic component of public service delivery in the field of licensing and non-licensing. The existence of PTSP, both at the center, namely the National PTSP placed at BKPM to the regions, is now an institution that determines success, especially accelerating and increasing *investment* and at the same time realizing *investment* in real terms. (T, Bake, and Nature 2018)

3. Legal Implementation of the Investment Service and One Stop Service for NIB Violations

The existence of a rule in a democratic rule of law system is urgently needed, because in addition to the purpose of the rule being to regulate and provide clear direction, the existence of a rule is also inseparable from the description of the condition and level of awareness of the local community. For this reason, with the framework of a democratic rule of law, society and government are required to be active in development in all fields for the sake of mutual progress. The formation of a law or a rule of law is part of the activity in regulating society which consists of a combination of human individuals with all its dimensions, so designing and forming one that is acceptable to the wider community is a difficult job. (T, Bake, and Nature 2018)

In other words, the law is placed as a rule of the game in the administration of the state and government to organize a peaceful, just and meaningful society. Therefore, every state or government activity must be seen as a form of public service *that* emanates from their rights that must be served and protected. Providing services to the community is the main obligation for the government. The role of the government in the process of providing services, is to act as *a catalyst* that accelerates the process according to what it should be. Public services arise from obligations as a process of implementing government activities both individually and in control, as well as the availability of a monitoring system for the implementation of procedures. (T, Bake, and Alam 2018) This has been contained in Article 3 of Law Number 25 of 2009 concerning Public Services, in line with the spirit of democracy and socio-economic growth in the country, public service providers must meet certainty criteria law against users of public services. So that the realization is an intensity of awareness of rights, obligations, responsibilities and authorities in the context of public service delivery.

Furthermore, it is also emphasized in Article 5 of Law Number 25 of 2009 concerning Public Services the scope of public services, namely: (1) . The scope of public services includes public goods services and public services as well as administrative services which are regulated in statutory regulations. (2) The scope as referred to in paragraph (1) includes education, teaching, work and business, housing, communication and information, environment, health, social security, energy, banking, transportation, natural resources, tourism and other strategic sectors. The One Stop Integrated Service (PTSP) is an integrated service in a process unit which initially starts from the application stage to the completion stage of the one stop integrated service product. According to Kendari City Regional Regulation Article 2 Number 10 of 2018, the implementation of integrated licensing is carried out based on the principles of public interest, legal certainty, equal rights, balance of rights and obligations, professionalism, participatory, fair/non-discriminatory, transparency, responsibility, facilities and special treatment for vulnerable groups, timeliness, speed, convenience and affordability. Licensing service program is the main program in carrying out services. The dimension of program *accountability* involves considering certain aspects such as whether the stated goals have been achieved, whether the organization has prepared alternative programs that provide the best results at the lowest cost.

So, every businessman will definitely need a *legal* business license, moreover a business license can also increase [public trust, one of which is](#) the NIB. According to A. Yudi Setianto (et al. 2008) ,everyone who wants to set up a trading business or place of business always has a permit from the government. The permit is requested both by individuals and by legal entities. This is done as *the legitimacy* of the company that was founded. Applications for business establishment permits are not only for companies that carry out cross-border trade and large-scale businesses, but also for *regional* and small-scale companies. In large trading businesses that cross national boundaries and small trading businesses, this NIB must be taken care of before entrepreneurs carry out their activities. The purpose of having an NIB is for the trading business to be *legalized* by the government, so that there will not be many problems in the future. (Ariana 2016) Based on this view, the presence of NIB is a *legality* for the community to carry out all business activities in the goods and services trade sector requested by the central government and local governments. Kendari Mayor Regulation Number 18 of 2019 Concerning Amendments to Kendari Mayor Regulation Number 15 of 2018 Concerning Establishment of Public Service Standards at the Investment Service and Kendari City One-Stop Integrated Licensing Services contained in Appendix I section Sub C regarding Service Standards regarding types of services permits mentioned regarding the existence of licensing services regarding NIB.

Issuance of NIB is a requirement for Kendari City residents who will carry out various activities in the business and trade sector. The city of Kendari is currently experiencing rapid development progress, so that many residents and immigrants are starting to take advantage of the conditions of Kendari City to improve their economic life by opening stalls/restaurants and coffee shops. To support these activities, the availability of adequate land is required, this is something that is mandatory considering that the land or area where the business is located is part of the basic capital which will greatly determine the operation of the business, therefore for business actors a strategic area is very important for the smooth running of business activities. the. Talking about strategic areas for building a business, business actors prefer areas that are in contact with the community, for example land on the side of the road or land that is close to community residential areas. The area was chosen because the intended consumers are the general public who live around the place of business. Therefore, it is not surprising that in every corner of Kendari City we will find several stalls/restaurants and coffee shops lined up, including along the mangrove forest of Kendari Bay. This situation indicates that the economic turnover in Kendari City is very promising.

While the requirements for issuing NIB are:

- NIK. NIK is used For create a user ID **NIB** .
- NPWP Agency or individual . In addition to NIK, you are also required For attach NPWP (No tree Must tax).
- Deed Establishment
- Report Tax
- Permission location , IMB, and Amdal
- Document Supporters Others .

How to create an NIB is as follows.

MEMPEROLEH NOMOR INDUK BERUSAHA (NIB)

Nomor Induk Berusaha (NIB) adalah identitas Pelaku Usaha dalam rangka pelaksanaan kegiatan berusaha sesuai bidang usahanya. NIB wajib dimiliki pelaku usaha yang ingin mengurus perizinan berusaha melalui OSS.

- 1.** Login pada Sistem OSS menggunakan User-ID dan Password.
Mengisi data-data yang diperlukan, seperti : data perusahaan, pemegang saham, kepemilikan modal, nilai investasi, rencana penggunaan tenaga kerja, rencana permintaan fasilitas perpajakan dan kepabeanan.
- 2.** Pelaku usaha akan menerima notifikasi dari OSS untuk mengubah jenis bidang usahanya, jika bidang investasi yang diinput tidak memenuhi ketentuan Daftar Negatif Investasi (DNI).
- 3.** Sistem OSS menerbitkan Nomor Induk Berusaha (NIB) untuk pelaku usaha. Pelaku usaha dapat memperoleh dokumen pendaftaran lainnya bersamaan dengan penerbitan NIB. (jika diperlukan).

Catatan:
Khusus untuk BPJS Ketenagakerjaan dan BPJS Kesehatan, nomor kepesertaan yang diperoleh hanya akan diaktifkan menjadi Sertifikat Kepesertaan BPJS setelah dilakukan pembayaran premi bulan pertama berdasarkan pemberitahuan virtual account dari BPJS kepada pelaku usaha.

www.oss.go.id

1. Visit the OSS (Online Single Submission) site at the following link.
2. Click 'Register' to create a new account.
3. Fill in all the requested data.
4. Activate the account via the email you registered. Activation is done by clicking the 'Activate' button on the email sent.
5. Login to the OSS Site using your email and password.
6. On the dashboard menu select 'Micro Licensing' then click 'New Submission'.
7. Complete the requested data starting from Business Name, Business Sector, Business Field/Activity, Business Address, Facilities and Infrastructure, Status of Business Place, Number of Employees, Estimated Sales Results in One Year.
8. Make sure the data you fill in is correct and according to system requests, if you have clicked 'Save Data'.
9. Download the finished NIB by clicking 'Save and Continue'.
10. Next select 'Business Data' and click 'Process NIB'.
11. Follow the next steps until the NIB issuance process is complete.

Also, in the Decree of the Minister of Domestic Trade Number 09/M-DAG/PER/3/2006 concerning Provisions and Procedures for Granting Trade Business Permits (SIUP) it states that a trade permit (SIUP) is a permit to be able to carry out trading business activities. Furthermore, NIB is given by ministers or officials to entrepreneurs or the public to carry out business in the field of trade and services. A trading business license is issued to every company or individual that will carry out trading business activities and is required to obtain an NIB issued based on the domicile of the owner or person in charge of the company and based on a legal entity to conduct business in the trade and services sector. (Junaidi, 2020)

Penanaman Modal UU No. 25/2007 Pasal 25	Pelayanan Publik UU No. 25/2009 Pasal 9	Pemerintahan Daerah UU No. 23/2014 Pasal 350
<p>(4) Perusahaan penanaman modal yang akan melakukan kegiatan usaha wajib memperoleh izin sesuai dengan ketentuan peraturan perundang-undangan dari instansi yang memiliki kewenangan, kecuali ditentukan lain dalam undang-undang.</p> <p>(5) Izin sebagaimana dimaksud pada ayat (4) diperoleh melalui pelayanan terpadu satu pintu.</p>	<p>(2) Pengaturan mengenai sistem pelayanan terpadu sebagaimana dimaksud pada ayat (1) diatur lebih lanjut dalam PP</p> <p>PP No. 96/2012 Pasal 15 Ayat (2)</p> <p>(2) Penyelenggaraan sistem pelayanan terpadu satu pintu wajib dilaksanakan untuk jenis pelayanan perizinan & nonperizinan bidang penanaman modal</p>	<p>(1) Kepala daerah wajib memberikan pelayanan perizinan sesuai dengan ketentuan peraturan perundang-undangan.</p> <p>(2) Dalam memberikan pelayanan perizinan sebagaimana dimaksud pada ayat (1) Daerah membentuk unit pelayanan terpadu satu pintu.</p>

Trading Identification Number (NIB) is not only needed by large-scale businesses, but also for medium and small businesses with the aim that the business being carried out gets legal recognition and approval from the government. This is done to avoid problems that could interfere with future business development. (Ali, Nasution, and Mardiana 2019) If the owner of the stall or eating place feels that the accusation is against the alleged violation of the RTRW rules because they do not have an IMB, according to the researcher, the owner of the stall or place to eat can show evidence that when the building in which it was built already had an IMB. If the business owner can show proof of the IMB, then the actions of the PU-PR Service can be considered as having committed an arbitrary act and the building owner can file an objection in court. However, if the business owner is unable to prove or show his IMB, then the business owner can also be legally held accountable. Due to the requirement to obtain approval for business premises in Kendari City in the form of an NIB, according to the researcher, they must first obtain an IMB if the business location is to be built permanently, to the PUPR Office to obtain recommendations and factual verification as well as administration in the field. it _ done is For avoid perpetrator the business you want get permission business in there is no NIB form in Kendari City violate a number of regulation applicable laws _ including regulation Kendari city area .

When owner place business No can prove da/ or show proof has have an IMB above building that has There is as well as those suspected by the PU-PR Service breaking , then owner place business the will imposed Regulation Kendari Mayor Number 55 of 2019 Concerning Imposition Procedures Penalty Administrative Violation Utilization Space in CHAPTER II regarding Procedures for Giving Penalty Administrative Part First General in the formulation : Article 2 paragraph (1) Every person or entity that commits violation to provision as meant in Article 90 Regional Regulation Number 1 of 2012 Concerning Kendari City Spatial Planning (RTRW) 2010-2030 , imposed Penalty against :

a. utilization space that is not in accordance with plan structure space and patterns space area of Kendari City; b. violation of Kendari City zoning regulations ; c. use of space without a permit for use of space issued based on the RTRW of Kendari City; d. spatial utilization is not in accordance with the spatial utilization permit issued based on the RTRW of Kendari City; e. violation of the provisions stipulated in the spatial utilization permit requirements issued under the RTRW of Kendari City; f. use of space that hinders access to areas declared by the Legislation as public property; and g. use of space with permits obtained through improper procedures. Furthermore, it is also regulated in the provisions of Kendari Mayor Regulation Number 55 of 2019 Concerning Procedures for Imposing Administrative Sanctions for Violation of Space Utilization in Article 9 paragraph (1) Any person or entity that does not comply as referred to in Article 3 paragraph (3) and/or Article 8 paragraph (1), as well as based on the results of a field technical review, may be subject to License Revocation; Then, Article 9 paragraph (2) On the basis of legal considerations and technical considerations as referred to in paragraph (1) from the agency in charge of and/or assigned the task of implementing spatial planning submits a recommendation letter to the agency in charge of and/or assigned the task of administering permits Integrated One Door to Revoke Permits; As well as Article 9 paragraph (5) Permits that have been revoked cannot be reissued, but with a new IMB processing process.

III. CONCLUSION

Implementation law service public good governance Service Investment And One Stop Service in emit number parent doing business in Kendari City done with in publishing NumberParentTry online however in implementation in the field Still happen problem To Number Parent Undertakings issued PTSP . Still found a number of perpetrator still business _violate Kendari City Regional Regulation Number 1 of 2012 Concerning Kendari City Regional Spatial Plan for 2010-2030 , Kendari City Regional Regulation Number 1 of 2011 concerning Buildings set about condition administration building building in Article 6, Article 10, Article 11 and Article 58, Kendari City Regional Regulation Number 15 of 2008 concerning Line Boundary , as well lack of coordination with organization device area related publishing something permission efforts requested by the community as requirements so no There is permission violating business _ regulation area . On the other hand in implementation gift service public in good governance has done with Good in publishing number parent try that is give convenience registration through facility online , deliver related information _ with services provided by the department related to Kendari City, as well as has own Standard operational Procedure (SOP) in give service administration relate with licensing effort and give reprimand for perpetrator violating business _ Good in a manner administration nor in a manner prosecution law in a manner civil and criminal

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