

ABSTRACT

Public services are a need for the citizen in a city or district. To make all citizens reach facilities with good quality public services, communication and information technology (ICT) are needed to support it, especially if the city or district has a high population and a large area. One kind of those services is licensing.

The government service for the license is called Investment and One Stop Service or Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (PMPTSP). In this government service, citizens could apply for a license, for example, a business license. To make it easier for the public, the government created an online system called Online Single Submission (OSS). The presence of OSS makes it easier for citizens because it can be accessed from home, besides that the second function is to decrease face-to-face. Decreasing face-to-face meetings with the State Civil Apparatus (ASN) could avoid bad things such as corruption, collusion, and nepotism (KKN).

At the PMPTSP Cilacap, OSS had been used since 2019. The study was made to evaluate the performance of DPMPTSP through variables availability efficiency, information security, information quality, service functionality, transparency and add 1 trust variable as an additional variable from the previous study. Quantitative data was collected by distributing questionnaires to citizens who had applied for license in January-May 2022 with 321 samples. The results are availability has a score of 86.47%, efficiency 86.06%, Information Security 82.73%, Information Quality 83.26%, Service Functionality 83.06%, Trust 81.84% which means all are excellent and Transparency is 77.35% which means good.

The results of this study are expected to become the government's evaluation based on citizens' perspectives as users of the OSS website. The suggestion from this study is expected to improve the transparency system because it has the lowest score compared to other variables. Citizens want a government that has openness, in financial transaction issues and other openness. In addition, this study added a trust variable which is significant for measuring the performance of e-government after being measured using Structural Equation Modeling (SEM) in LISREL 8.8 software.

Keywords: E-Government, Performance, Service, Online Single Submission (OSS).