


The Application of Information Technology in Licensing Services Through the Online Single Submission Application at the One Door Integrated Investment and Licensing Office

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ABSTRACT

The development of information technology has forced government organisations to undergo a major transformation in order to continue providing the best possible services to the public. The Investment and Integrated Services Agency (DPMPSTP) has launched applications to provide licensing services for business operators in the form of the OSS-RBA application (nationally by the central government) and SIPPADU to provide non-business licensing services. The application has been integrated with the SIAK application at the Population and Civil Registration Office, so that business actors do not need to bother filling out data forms because the relevant personal data has been integrated. The research method used qualitative research with data collection techniques in the form of in-depth interviews, observation, and documentation to analyse the role of information technology in improving OSS-RBA licensing services. In addition, the data analysis used is an interactive data analysis model, where after the data is collected, condensed, and then presented, conclusions are drawn regarding the application of information technology in improving OSS-RBA licensing services. The results of the study indicate that the role of OSS-RBA Information Technology in improving licensing services at the Investment Service Office and One-Stop Integrated Service Office increases effectiveness and efficiency as a stabiliser. The existing OSS-RBA application in providing public services to licensing users is considered more effective and efficient than manual licensing services.

Keywords: Applications, Licensing; Service, Technology

INTRODUCTION

Information technology (IT) is one of the industrial fields that has grown rapidly in recent years, and will continue to do so for years to come (Azmi & Ginting, 2021) This development in the field of information technology requires a better and more precise formalisation of work, professions related to expertise in the field of information technology (Oztemel & Gursev, 2020). The development of information technology in Indonesia must be balanced with the preparation of reliable human resources to anticipate the global competition that is getting closer, as well as to improve the level and quality of the Indonesian nation. Information technology, more directed to the management of data and information in an enterprise (company or other work organisation), with the use of computer technology and data communication more emphasis on the technique of utilising existing devices (Rüßmann et al., 2015). Likewise, in the environment of government institutions, technology is used for daily

needs, ranging from office administration to government public servants to the community. The use of information technology in a government institution can vary depending on the capabilities and fields in the institution itself. It could be that a government institution consisting of departments, sections only uses information technology products without the need to develop them (Baller et al., 2016)

Globalisation and the technological revolution have changed the face of the world and caused the need for thinking in various paradigms in the political, economic, social, legal and administrative fields (Imamov & Semenikhina, 2021). Globalisation creates many opportunities. Capital is easy to move, technology is easy to obtain because the market is wide open, because it is no longer limited to administrative and political areas. For those who are good at taking advantage of opportunities, globalisation opens up broad horizons for improving welfare. Many countries that do not have any natural resources are able to grow fast because they take advantage of the opportunities of globalisation. Firstly, being able to read opportunities. Second, being able to compete to take advantage of opportunities (Harahap et al., 2023). According to the Institute of Management Development, a country's competitiveness is determined by four factors:

1. Economic performance: domestic economic conditions, international trade, investment, labour policy and price stability (Inflation rate).
2. Government efficiency: public finance, fiscal policy, institutional framework, economic and educational regulations.
3. Business efficiency: productivity, labour market, and management practices.

4. Infrastructure: basic infrastructure (roads, electricity, clean water), technological infrastructure, science and research infrastructure, health and environment, and socio-cultural infrastructure/value system (Rondinelli, 2017). The State has a heavy task in building competitiveness in order to attract investment and facilitate trade relations and encourage businesses to be competitive, in international and domestic markets. In the face of globalisation, the State is obliged to maintain fairness in competition, create and maintain social safety nets for communities or regions that have not been able to be independent in competition, including in overcoming poverty (Kaldor, 2013) The vision of a country's government, in addition to having an internal dimension, cannot be separated from the external aspects, especially those related to trends in relations between countries and between members of their society. The insistence of major countries that in order to get along well in the global era, they must pay attention to matters such as democratisation, human rights, the rule of law, and the prevention of corruption, has indirectly changed the demands of society on their governments (Peters, 2018).

It is at this time that technology created to facilitate and improve the quality of human life shows its role. Since the majority of government services to the public are related to the collection, processing, and provision of various data, information, knowledge and its dissemination to all members of society in need, it is clear that the most suitable technology is information technology. In developed countries, the result of digital utilization has given birth to a new form of government bureaucracy mechanism, known as Electronic Government (e-Government). The various definitions of e-Government show the same desire, which is to transform the forms of interaction between the government and its people that are too bureaucratic, into a much friendlier interaction mechanism (Lattanzio et al., 2014).

The World Bank said E-Government directs the use of Internet Technology by all government agencies (such as WAN, internet, mobile computing) which has the ability to change relationships with the public, businesses, and parties related to government. Meanwhile, Yong said e-Government is an effort to use technology in changing public organizations to rearrange and improve structures, administrative processes and networks and the reach of public services. The use of technology is currently something that cannot be avoided, because the need for very fast and precise information is a major requirement in all aspects. One of the most developed technologies is web-based technology which is often referred to as the internet (Adeyemo, 2011).

Numerous sectors of industry, government, healthcare, education, and other disciplines have made use of this technology. Today's embedded internet technology needs to be used to its fullest potential. Technology is also considered to be the solution to balancing service speed, a development that will accelerate if the government starts integrating it into the core infrastructure of public services. Low service quality can be found in practically every area of public services, including administrative, products, and service elements. One approach taken to address these issues and keep up with information technology advancements is the use of electronic networks. The government's e-Government network is built on internet technologies. This is also based on the fact that people are increasingly accustomed to these networks. (Kumar et al., 2018).

Goetsch and Davis (2002) define service quality as a dynamic condition related to products, services, people, processes and environments that meet or exceed expectations. Service quality is also defined as something related to the fulfillment of customer expectations, where service is said to be of quality if it can provide products and services in accordance with customer needs and expectations (Mahsyar & Surapati, 2020). Service quality can be seen from various angles. When viewed from the consumer's point of view, service quality is always associated with something good or excellent. If service quality is viewed from a "product based" angle, then service quality

can be defined as a specific function, with different measurement variables in providing quality assessments according to the characteristics of the product concerned. Service quality when viewed from a "user based" angle, then service quality is something that customers want or the level of conformity to customer desires. Meanwhile, when viewed from a "value-based" perspective, service quality is the relationship between utility or satisfaction and price (Basu, 2004).

The super power of online systems today shows that the era of digital innovation has entered a new phase. The transition of public service systems from conventional to online systems is an integral part of the current industrial era 4.0. Starting from the industrial revolution (called the first generation) which was characterized by the use of steam engines to replace human and animal power, then followed by the second generation industrial revolution with the application of the concept of mass production with the use of electricity, then followed by the third generation industrial revolution which was characterized by the use of automation technology in industrial processes (Ellitan, 2020). And the most recent is the fourth generation industrial revolution, better known as the industrial era 4.0, which is characterized by the use of super sophisticated information and communication technology. In this era, information and communication are fully utilized in the production process, giving birth to a new digital-based business model to obtain high efficiency but with much better production quality (Morrar et al., 2017).

Given the foregoing facts, it goes without saying that a paradigm shift in services is required, particularly in the area of investment licencing services, in order to develop investment licencing processes that fall into the categories of being affordable, quick, and transparent while adhering to set public service standards (Ellitan, 2020). To put it another way, in order to establish the same perception in providing services both on the legal basis for licencing, particularly investment licencing services in the areas, they must adhere to the procedures, terms, and conditions held for them. providing services, types, requirements, costs to be incurred and the length of services provided. With the standardization of public services in the provision of investment licencing services, of course, a standardized and certain service system will be obtained so that both foreign and domestic investors can measure the level of service accessibility provided by investment providers (Koh et al., 2019). This is where the role and function of the licencing service institution is needed, especially the commitment of investment organizers in the regions in this case to regulate and determine a standardization of investment licencing services, in order to obtain legal certainty in providing investment services in the regions, so that investors both foreign and domestic can apply their capital smoothly and measurably (Devi et al., 2020). Without the standardization of investment licencing services held in a general guideline for standard investment service procedures, it will certainly have implications for investment applications that are generally complained about by investors with the creation of a high cost economy (Gunal, 2019).

In the context of this research, understanding the importance of Information Technology in improving licencing services can be seen from several perspectives, namely theoretical and empirical perspectives. In a theoretical or conceptual perspective, the use of Information Technology is Information Technology (IT) or Information technology is a general term for anything that helps humans create, store, communicate and/or disseminate information (Fahrianta et al., 2018). The definition of information technology is a study of the design, implementation, development, support or management of computer-based information systems on hardware or hardware and software applications. Another definition of information technology, namely, information technology is a facility consisting of hardware (hardware) and software (software) in supporting and improving the quality of information for every level of society in a fast and quality manner (Kembro et al., 2014).

RESEARCH METHOD

This research uses qualitative research methods. According to Creswell qualitative research is a method for exploring and understanding the meaning that addresses social or humanitarian problems from a number of individuals or groups of people (Ishtiaq, 2019). Furthermore, Sugiyono (2021), outlined how the researcher is the primary instrument in qualitative research, which is a method based on the postpositivist philosophy and used to study natural object conditions. Data collection techniques are triangulated, or combined, and data analysis is either qualitative or inductive, with the emphasis on meaning being placed above generalisation in the findings of qualitative research. (Sugiyono & Lestari, 2021). Creswell in his book entitled "Qualitative Inquiry And Research Design" reveals five traditions of qualitative research, namely: biography, phenomenology, grounded theory, case studies and ethnography (Creswell & Poth, 2016). Qualitative research in this research is used to be able to understand in depth the focus of research in the form of the Application of Information Technology in Improving Licencing services at the Sidoarjo Regency Investment Office and One-St.

The researcher analysed the research data using an interactive model from Miles and Huberman (2014) in line with the above-mentioned research kind. In order to ensure that the data is saturated, interactive, ongoing activities are

performed throughout the analysis process. The following is an explanation of the interactive model data analysis's components: 1. Data Collection Data collection is data collected in the form of words not a series of words. The data collection process is carried out through observation, interviews and collection of documentation on related parties. 2. Data Condensation In data reduction according to (Huberman, 2014) is the process of selecting, focusing, simplifying, abstracting, and transforming field notes, interview transcripts, documents and other empirical findings. 3. Presentation of data (Data Display) Data presentation can be done in the form of brief descriptions, charts, relationships between categories, flowcharts and the like. Related to this, Miles and Huberman stated that the most commonly used to present data in qualitative research is narrative text. 4. Conclusion, Drawing or Verification. The final step in the interactive model of qualitative data analysis is drawing conclusions from verification. Researchers draw inferences from the reduced and presented data that are backed up by substantial evidence from the data gathering phase. The articulation of issues and queries that the researcher has raised from the outset are addressed in the conclusion. Integrated integrated services (Huberman, 2014).

RESULTS AND DISCUSSION

Use of Information and Communication Technology in Licensing Services

Related to internet usage (ICT Usage) for economic actors is at the level of 1.71 and the community index level measured by the level of internet usage (ICT Usage) at the level of 2.66. The index level shows that according to economic actors, namely entrepreneurs and people directly involved in the production process to marketing, they have ICT connectivity, but the influence on economic activities is still low. ICT connectivity is adequate but its influence on economic activities is still low. The user community, 42% of students and 18% of entrepreneurs, can feel the increase in information technology that facilitates communication, but is mostly used for public purposes, not activities that support economic activities. The use of the internet has not been a means of marketing their products, the use of ICT is still limited to telephone communication. The government, in this case represented by officials in the Office of Communication and Information, the Office of Industry, stated that the existence of the internet not only has a positive influence on regional economic development, but is able to change the situation and conditions of the region in a more advanced direction. In the economic cycle, the internet has not been used as the main support, every stage until trade communication is still carried out conventionally, where 42% are students, who utilize the internet to support global communication and science. The current Information and Communication Technology (ICT) towards improving the economy in general has adequate ICT connectivity but the impact of the existence of the internet on economic activities is still low. Adequate infrastructure is available, but it has not yet had an effect on increasing economic activity because utilization has not been maximized to increase economic activity. In practice, the pattern of permit settlement under the auspices of this UPT still involves the parent agency, where the permit originated, so it is still felt to be too long, even though the quality of licensing services is one of the demands that must immediately become the main concern of the government towards a more efficient and effective bureaucracy that meets the principles of simple, clear and certain, safe, open, efficient and economical, fair, and timely services. These principles are expected to encourage the creation of a conducive atmosphere among the community, so as to foster sympathy and attention for the community to play an active role in organizing regional development.

Online Single Submission Risk Based Approach (OSS-RBA) application service

The government has a business licensing system that is categorized based on risk. This license is OSS RBA or Online Single Submission Risk Based Approach. Based on Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing. This risk-based OSS is a license granted by the government to business actors, based on the risk of business activities. The aim is to make it easier for business actors or institutions to register licenses. because, business actors only need to register licenses as needed. Based on the Job Creation Law Number 11 of 2020, this risk-based OSS must be used by several actors or institutions. Namely: 1. Business actors; 2. Ministries or Institutions; 3. Regional Governments; 4. Special Economic Zone (SEZ) Administrators; 5. Free Trade Area Free Port (KPBP) Concessionaires. OSS RBA provides licensing services for the category of business actors. The following are the details of business actors: 1) MSEs (Micro and Small Enterprises), 2) Individual Person, 3) Business Entity, 4) Association or Partnership, 5) Foundation, 6) Limited Liability Company, 7) Commander Partnership, 8) Other Legal Entity, 9) Firm Partnership, 10) Civil Partnership, 11) Cooperative, 12) Public Company (Perum), 13) Non MSE, 14) Individual Person, 15) Business Entity, 16) Representative Office, 17) Representative Office of Foreign Companies (KPPA), 18) Foreign Electricity Support Services, 19) Representative Office of Foreign Trading Companies (KP3A), 20) Representative Office of Foreign Trading Companies - Trading Through Electronic Systems (KP3APMSE), 21) Foreign Construction Services Business Entity (BUJKA), 22) Foreign Business Entity, 23) Franchisor, 24) Futures Trading, 25) Foreign PSE (Electronic System Operator), 26) Permanent Establishment, 27) For more details, the following is an explanation of each business actor.

A. Micro and Small Enterprises (MSEs)

MSEs are businesses owned by Indonesian citizens in the form of individuals or business entities, with a maximum capital of IDR5 billion. The details are, Micro Enterprises have a maximum capital of IDR 1 billion. While small businesses between Rp 1 -5 billion.

a. Non MSEs

b. Medium-sized Enterprises Medium-sized enterprises are businesses owned by Indonesian citizens, with capital between IDR 5-10 billion, excluding land and buildings.

B. Large Enterprises

A large business is a Foreign Investment (PMA), or it can also be a Domestic Investment (PMDN). Capital spent is more than IDR 10 billion, not including land and buildings.

C. Representative Office

Representative Office is an Indonesian or even foreign citizen, it can also be a business entity, a business actor from outside who establishes an office in the territory of Indonesia.

D. Foreign Business Entity

Foreign Business Entity (BULN) is a business entity established outside Indonesia, to conduct certain business.

There are four levels of risk in business that have been established, as follows: 1. Low Risk (R) Businesses with low risk are required to apply for a Business Identification Number (NIB); 2. Medium Low Risk (MR) At this level, business actors are required to have an NIB and a standard certificate to conduct business. The standard certificate in question is a statement made on the OSS system. Then this is used as business legality. Well, business actors are required to meet the standards of business activities according to the statement. 3. Medium High Risk (MT) For this medium-high risk, business actors are required to make NIB and Standard Certificates. Almost the same, this standard certificate is a statement made by the business actor. However, there is a verification process carried out by the government. This verification is about the fulfillment of business activity implementation standards. The process is carried out by the Ministry / Agency / Regional Government. 4. High Risk (T) High risk requires NIB and permits in the form of business legality in accordance with government standards. One of them is Environmental Feasibility. The verification process is also carried out by the government, in collaboration with third parties. Thus the OSS RBA business license that must be known by business actors. Immediately complete this business license to make it easier to run a business.

This type of licensing in OSS has been regulated in Government Regulation No. 24/2018. Among them are in the fields of health, forestry, environment, agriculture, electricity, tourism, and many more. The presence of the OSS licensing system at DPMPPTSP facilitates licensing services which is one of the factors in attracting local and foreign investors who want to invest in the regions and many investors invest, so regional income and economic growth increase. Before the OSS service at DPMPPTSP, business licensing services were still manual, namely a service system that was less efficient and effective, where the data needed was sometimes incomplete, even though it existed, finding the data that would be needed took a long time because the data search was still manual, namely searching for data in the archive warehouse using the Business Identification Number (NIB) by searching for existing documents one by one, besides that the latest information is difficult to date because it is hampered by the minimal availability of public dialogue applications between the government and the community. Muafa, R.G, Fanida, H.E (2021).

The business licensing system becomes Online Single Submission Risk Based Approach (OSS-RBA), which is regulated in the Letter of the Minister of Investment / Head of BKPM Number 1342 / A.1 / 2021 business licenses granted to business actors. The development of the OSS Application (Online Single Submission) includes the OSS version 1.0 system launched on June 21, 2018 by the government by issuing Government Regulation Number 24 of 2018 concerning electronically integrated business licensing services, since then the concept of applying for licenses has undergone significant changes where the application process can be carried out online through the Online Single Submission System, the stages in one cycle are combined with the licensing stages in OSS 1.0 consisting of 5 (five) stages: Deed, Data Completeness, Business License and Business License Commitment, Commercial License Commitment. OSS version 1.1 is an application that emerged after the development of OSS version 1.0 where OSS version 1.1 is designed to make it easier for businesses to use Online Single Submission to take care of business licensing needs, such as NIB. In addition to being more informative and easy to use, OSS 1.1 is also equipped with new features, but OSS version 1.1 has a web interface for registration such as: fewer data elements, some validation is done by the system, the next process of registration has not changed. OSS version 1.1 is underpinned by Government Regulation Number 5 of 2021 concerning the implementation of business licensing, then in early 2021 the OSS RBA (Risk Based Approach) version emerged in accordance with the Letter of the Minister of Investment of the Head of BKPM number 1342 / A.1. /2021, Online Single Submission (OSS-RBA) is a business license granted to business actors to go through and carry out their business activities which are assessed based on the level of risk of business activities, parties that can apply for business licenses in OSS-RBA, namely individual business actors, business entity business actors, representative office business actors, foreign business entities (Herlina et al., 2021).

The OSS-RBA system is an integrated system of business licensing services which is the authority of the minister / head of institution, governor, and regent / mayor which can be accessed online to start using OSS can be accessed via the website: <https://oss.go.id> or through the OSS Indonesia application which can be downloaded via appstore /ios. The basic principles of implementing the OSS system are: 1). Standardized The OSS system standardizes the licensing systems that are spread across K/L. This standardization includes standardization of business processes and existing permit formats. 2). Integrated The system is integrated with the online AHU system, DUKCAPIL system, online DGT system, SPIPISE system and local government licensing application system. 3). Ease of access OSS system is an internet/web-based online licensing service system through : <http://oss.go.id>, if through the application can be accessed by downloading OSS Indonesia. 4). Self Assessment The OSS system provides trust to business actors by issuing business and commercial/operational licenses that are not yet effective. The process of completing the license commitment is carried out by business actors outside the OSS system. As for how to access OSS-RBA, the following is the registration flow that can be carried out by Micro and Small businesses (MSEs): 1. Visit <https://oss.go.id/> 2. Registration 3. Select MSE business scale 4. Select the type of MSE business actor 5. Complete the scale of the MSE business (as an individual) 6. Complete the scale of MSE business (as a business entity) 6. 7. Data verification (via Whatsapp) 8. Data verification (via email) 9. Successful registration 10. Your access rights are ready to be used to enter the OSS system.

The existence of OSS-RBA is intended to realize the convenience and simplification of licensing services in Sidoarjo City online so that it can be accessed by the public anytime and anywhere. Therefore, the OSS-RBA display is made as simple as possible so that it is easily understood by the public. However, there are also people who go to the Public Service Mall, Sidoarjo, both because they can directly meet with officers. The BKPM Ministry made the OSS-RBA application online to facilitate licensing services so that people no longer need to come to the office because it can be accessed anywhere and anytime to upload the required files. Conventionally, they will obviously be complicated, usually there are also applicants who do not have scanners, then adequate internet, do not have printers either, therefore they come to the office, where self-service is provided. So the DPMPSTP has provided a special place for applicants if they want to do self-service, but there are also services that can also be used specifically for business actors who do experience difficulties when filling out the requirements. Business actors and business entities can activate the OSS-RBA account and get a Business Identification Number (NIB) 1. Business account of the registering entity using the Company's NIK accountability 2. Individual accounts register using the personal NIK 3. Complete the company data component in the OSS-RBA system 4. Complete information on previously held permits 5. OSS-RBA system issues 6. Business Identification Number (NIB)

The Role of Information Technology in Improving OSS-RBA Licensing Services

OSS-RBA is the third version of the application where the first OSS was launched in 2018, the first year the licensing system used OSS version 1.0, then the second year, to be precise in 2020, OSS version 1.1 appeared and now uses OSS version RBA (Risk Based Approach) or integrated online business licensing and which is regulated in the Minister of Investment / Head of BKPM Letter Number 1342/A.1/2021. Providing excellent public services is the goal of every local government. Local governments are currently competing to implement and utilize advances in information technology to help make this happen. The utilization of information technology includes interrelated activities, namely data processing, information management, and management systems. The development of information technology and the application of internet connectivity to government governance are expected to be able to overcome various problems through increased efficiency, innovation, productivity, expansion of reach and cost savings. Good public services aim to achieve good governance that is, accountability, openness, and good governance in governmental processes rather than merely following international trends. It is also anticipated that the community would be able to receive effective and efficient services from the application of information technology, of course this is a strategic step. However, in its application, it is certainly not as easy as turning a palm, it needs a continuous process, time, and stages. The application of information technology in improving public services also provides enormous opportunities for regional development. Where regions can use information technology to simplify the service process, introduce regional potential, and increase interaction with communities and businesses. One example of the application of information technology utilization in public services is by using the OSS-RBA Application in the licensing sector.

CONCLUSION

This OSS-RBA application transitions manual services to online which makes the community adaptive to the existence of OSS-RBA for that DPMPSTP provides self-service, priority assistance, then human resources where human resources at DPMPSTP still lack special training from the center (BKPM). Supporting factors for facilities and infrastructure, the community is very satisfied with the facilities and infrastructure available for licensing services, then two-way communication between employees and the community, the communication that has been established is very good because it is easy to understand and if the community has problems uploading the required files, service employees direct them very carefully, so that the community feels helped. Impact of OSS-RBA Information Technology in efforts to improve the Licensing sector. The efforts of the One-Stop Integrated Investment and Service Office in OSS-RBA licensing services, the socialization carried out by DPMPSTP is not only picking up the ball but by utilizing the social media they have such as Instagram, TikTok, which has recently been intensively carried out by DPMPSTP is a podcast conducted by the investment office to discuss current issues related to what investment is, the ease of investment, the benefits that can be obtained. This increases efficiency and improves services for the community.

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