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1 Collaborative Governance in the Permitted Literacy Village Program, Jabon District, Sidoarjo Regency

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4 Abstract

Online Single Submission (OSS) enables business stakeholders to develop a simpler and more efficient licensing mechanism. Online Single Submission is applicable in all Indonesian areas. Through Single Submission (OSS), the Business Identification Number (NIB) will be obtained, identifying the perpetrator business while conducting business. At the start of the COVID-19 pandemic, the population of the Jabon Subdistrict was unaware of the significance of obtaining business licenses for economic actors. The study aimed to identify the characteristics which enable the collaborative governance implementation in the permit literacy village program in the Jabon subdistrict of the Sidoarjo district. There was relatively little information on business licenses, benefits, procedures, tariff charges, and how to supply business licensing services in the community. The research approach was qualitative and descriptive. The researcher obtains their data from both primary and secondary sources. Data-gathering techniques get accurate field data through observations, interviews, and documentation. The conclusion was that the Permitted Literacy Village Program Collaborative Governance Process in Jabon District, Sidoarjo Regency

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Keywords: Online Single Submission; Collaborative Governance; Administration; Policy

1. Introduction

Public service is a task that should be prioritized by the government apparatus or state bureaucracy, which is committed to providing high-quality services to the community to encourage the community's wellbeing and quality of life (Suleman & Abd Fatah, 2021). Due to the assessment of government quality based on community-comfort-enhancing services, the quality of the government will also be inferred indirectly from the level of community-comfort-enhancing services provided (Suhartoyo, 2019). One-Stop Integrated Service (PTSP) is an agency that manages licensing from the beginning of the procedure until the completion of the document in a single location (Saputra et al., 2021).

Currently, Online Single Submission (OSS) is emerging; the OSS can facilitate the creation of a faster and simpler licensing system by business actors. Online Single Submission is applicable throughout Indonesia in all regions. The OSS system makes it easier for the community to obtain a company license; through the OSS system, the district receives a licensing process that is more energy and time-efficient (Sari, 2018). The Business Identification Number (NIB) will be received by economic actors that register using Single Submission (OSS). Then, the NIB obtained by the community identifies the business actor when conducting business (Ayunda et al., 2021).

Collaborative governance is the administration of public institutions that collaborate with external stakeholders, including the community, to formulate, approve, and implement policies (Talias, 2021). To solve general challenges, collaborative governance is a process of joint actions involving regulating a policy choice by several public institutions and other relevant parties (Lima, 2021; Nur Imanah & Sukmawati, 2021). In resolving existing problems, public institutions can also collaborate with other parties to complete the policy-making process to formulate policies or facilitate their implementation (Lima, 2021; Sukmawati, 2019). Indonesia will achieve sustainable development through collaborative governance, which strengthens the involvement of the public sector with the business sector and the community, increased international cooperation, advanced economic growth, and effective-efficient governance (Lahat et al., 2021).

The bureaucratic apparatus should function as a professional, courteous, and compassionate public service, possess high levels of integrity and be capable of serving as a pillar of national unity. From this viewpoint, it is clear that the government has a significant obligation to provide excellent public services to the community. MSMEs play a vital role in the resolution of regional or regional issues. While the economic climate is poor due to Covid-19, business actors must comprehend this when making decisions (Dewi, 2017).

Sidoarjo Regency, specifically in the Jabon Subdistrict, established the "Permission Literacy Village" program in one of the villages. This program facilitates the issuance of business licenses for economic actors in the Jabon Subdistrict. In collaboration with academics from the Muhammadiyah University of Sidoarjo, the "Permitted Literacy Village" initiative would be successful, convenient, and provide full service.



At the beginning of the Covid-19 pandemic, residents experienced a decline in applying for licenses. Sometimes, they were still hesitant to do so, and many villagers did not know the use of related business licenses for many benefits. Therefore, the reason for ignorance about the importance of making business license information for economic actors in Jabon District, which coincides with the Covid-19 pandemic, makes the lack of dissemination of information about what a business license is, what the benefits of a business license are, how the procedure for making a business license, the cost of tariffs regarding making a business license or how to provide services related to making a business license in Jabon District, Sidoarjo Regency.

The purpose of this application is to form a business that has been run more effectively and efficiently. The conditions around economic actors who are opening small businesses need to be considered as well in order to provide information to business actors who have obstacles in their environment, and the obstacles can be in the form of long road access, the lack of information received related to the PTSP program and public ignorance of internet access.

2. Method

The researcher employed a qualitative technique with a descriptive methodology (Sugiyono, 2015). The study aims to describe the issues with Collaborative Governance in the permit literacy village program and identify the elements that assist its implementation in the Jabon subdistrict, Sidoarjo district. The researcher obtains their data from both primary and secondary sources. Observations, interviews, and documentation are used to acquire accurate data in the field through primary and secondary data collection procedures.

This research uses interactive analysis techniques proposed by (Miles, Mathew B. Huberman, 1992), including: 1. data collection, 2. data reduction, 3. data presentation, 4. conclusion drawing and verification.

3. Results And Discussion

1 Researchers have conducted observation activities and also interviews. Researchers will explain the success of Collaborative Governance in the Village Literacy Program in Jabon District, Sidoarjo Regency, as measured by the collaborative governance theory (Ansell, C. & Gash, 2007) as follows:

1. Collaboration process

a. Face to Face dialogue

According to (Ansell, C., & Gash, 2007), the process is collaborative governance, which begins with a face-to-face dialogue process between stakeholders. This process aims to reach a consensus or mutual agreement. All collaborative Governance is built on the face-to-face dialogue between stakeholders.

By helping MSMEs actors make business licenses and providing information about the functions and benefits of having a business license, cooperation is needed through several stakeholders, including the Jabon District Government, Umsida Academics and the Jabon sub-district MSMEs Community. For this reason, the actors need patience and mutual understanding to carry out the permit literacy village program. The Permit Literacy Village Program begins with face-to-face activities gathering umsida academics, the community of MSMEs actors in the jabon sub-district, and the jabon sub-district government in a forum that discusses what each actor will do. So that the actors, both the Jabon sub-district government and Umsida academics, can understand their duties when the program runs. This is important in order to be able to exchange thoughts and later be able to achieve success in the permit literacy village program.

b. Building Trust

Building trust in the permit literate village program is through a series of activities beforehand, so the jabon sub-district government, the MSMEs Performer Community and the muhammadiyah university sidoarjo create trust in providing their participation to the jabon sub-district government. The existence of a communication relationship before this program certainly increases intense communication. Of course, the tasks of the stakeholders are different, but to achieve success, it is necessary to be based on the spirit of building trust in this program.

c. Commitment Process

(Ansell, C., & Gash, 2007) revealed that members' commitment to collaborative governance is an important factor in facilitating collaboration.

In commitment to the process in this permit literacy village program by involving Umsida academics and the MSME community in Jabon sub-district in its implementation. However, the involvement has not been maximized. This is evidenced by the fact that information on making business licenses has not been disseminated in all villages in the Jabon sub-district, causing ignorance about the information on making licenses. In this case, the commitment of all stakeholders, both from the Jabon sub-district government, Umsida Academics and also the Jabon MSME community, is needed to achieve the success of a program and provide information delivery is not late to residents, especially SMEs, so that the information provided can be conveyed evenly.

d. Share Understanding

The purpose of a shared understanding is for the smooth running of the collaboration process, which can later find out the common goals and missions. This is expressed by (Ansell, C., & Gash, 2007), Shared understanding is about several

things that all stakeholders should understand in the collaborative process related to the common vision, shared mission, clear goals and strategic direction of the program.

To build a common understanding in the permit literacy village program, 'of course through socialization and training in Jabon sub-district before the program's implementation begins, this program runs with an understanding between the jabon sub-district MSME community, the jabon sub-district government and umsida academics.

e. Intermediate outcome

Suppose it is connected to the success indicators, including 1. Having data and information about the names of MSME business actors, 2. There is a place for MSME actors who want to make a business license. 3. There is a guarantee of involvement in the program implementation process. 4. Facilities to assist the MSME business legality licensing process. 5. There is a form of responsibility from the community as MSME actors. The results obtained can be a success for the permit literate village program, in addition to the success of the permit literate village program in Jabon sub-district. However, the goal is also to make a motivation for other sub-districts, both in Sidoarjo district and other districts, as a motivation in helping its citizens, especially MSME actors to obtain business legality.

the researcher has conducted observations and also interviews. The researcher will explain the factors that support the implementation of Collaborative Governance in the Permitted Literacy Village Program in Jabon District, Sidoarjo Regency. Participation, service facilities, socialization, and human resources are the supporting elements.

Participation could be understood from the perspective of the Jabon subdistrict administration. In this study, the researcher found that the government of the Jabon subdistrict was literate and receptive to the problems in the Jabon subdistrict's villages. Because many people in the Jabon District do not understand information about business licenses, mainly for economic actors in the Jabon District area, the Jabon District government wants to provide information and direct implementation in the hopes that business actors in the Jabon District have a business license. The engagement of the government of Jabon allowed for collaboration with academics from the Muhammadiyah University of Sidoarjo in implementing the policy. Academics at the Muhammadiyah University of Sidoarjo enthusiastically accepted the offer. The involvement provides academics at the Muhammadiyah University of Sidoarjo with an opportunity to use the information they have acquired at the university. And the researchers also observed the participation of residents of the Jabon sub-district, particularly business actors. The residents appeared enthusiastic about this policy. In addition, many residents who acted as business actors went to the Jabon sub-district office to receive information on business permits and apply for business licenses.

Participation is also one of the variables contributing to the program's success (Nur Imanah & Sukmawati, 2021; Santoso, 2020). Citizens' initiative and creativity are anticipated to increase due to their participation, particularly in the development and government programs, if they are to contribute to creating a prosperous society. Participation entails active involvement in a variety of direction judgments. Participation is one of the objectives of social development and an intrinsic part of the process. Community participation is essential for a whole human existence, and demands for community participation are rising in tandem with people's awareness of their rights and responsibilities (Gemnafle & Batlolona, 2021).

Community engagement is the process of identifying issues and potentials in the community, selecting and deciding on different options to deal with problems, implementing efforts to overcome difficulties, and assessing the changes. In the sense of managing village development, community empowerment activities must be constructed with a focus on visual potential, community participation, and initiatives that lead to local community independence (Kurniadi, Y U., 2020). Involvement of the community in the implementation of active development, both in the drafting of implementation plans and in development assessments, is crucial as a measure of the community's initiative and enjoyment of the development consequences. To increase and encourage a participation mindset, community developers must comprehend the ethical requirements felt by individuals and society (Deans et al., n.d.; Mirna Noventri et al., 2022; Syarief, 2021).

In service facilities, researchers look at service quality; service user satisfaction can be seen from the quality of the services provided. So that if service users can take advantage of or use the facilities offered by the government, both facilities, the government has succeeded in providing services that follow what the community wants. Service quality is the government's effort to create satisfaction for service users (Suleman & Abd Fatah, 2021). In implementing the Permit Literacy Village program, researchers saw that the facilities providing information and performance in making business licenses were excellent. Jabon within ten days. It shows that facilities are also crucial in supporting or supporting a program that runs well.

In service facilities, the researcher examines service quality, and the satisfaction of service users can be inferred from the quality of services offered. Therefore, if service users can take advantage of or use the government-provided facilities, both facilities, the government has supplied services in line with what the community desires. Service quality is the government's endeavor to ensure user pleasure (Suleman & Abd Fatah, 2021). During the implementation of the Permit Literacy Village program, the researcher observed that the facilities for giving

information and implementing the issuance of business licenses were of an exceptionally high standard. In addition, the results of interviews indicate that the Jabon District assisted with the distribution of around 400 business permits within ten days. It demonstrates that facilities are also crucial to the success of a particular program.

The importance of socialization in the implementation of collaborative governance can be realized. In the Application of Collaborative Governance in the Permitted Literacy Village Program in Jabon District, Sidoarjo Regency, before issuing business licenses, the researchers examined the Jabon District Government and Muhammadiyah University Sidoarjo's socialization activities. This outreach serves a vital purpose and draws community attention to the Permit Literacy Village program. So that earlier, there were still many individuals who did not comprehend the Permit Literacy Village program's purpose. There is now a greater awareness of the benefits and goals of executing this Permit Literacy Village program.

Regarding the Implementation of Collaborative Governance in the Permitted Literacy Village Program in the Jabon District of the Sidoarjo Province. The quality and quantity of human resources provided in this program are clear. In this case, illiteracy is a problem in the Jabon sub-district area, which compels the Jabon sub-district government officials to create programs and people resources. Numerous citizens or business actors in the Jabon subdistrict recognize the necessity of a business license and can give services in obtaining a business license quickly, attesting to the quality of service provided. The researcher did not escape the scrutiny of human resources in the residents of the Jabon sub-district. According to the researcher's findings, the residents of the Jabon sub-district, especially business actors, were open to new information and able to take advantage of Jabon sub-district programs for their interests and the interests of the Jabon sub-district.

Government leaders, university scholars, and even businesspeople provide adequate resources. Suppose these parties possess high-quality human resources. Then the specified program will be efficiently delivered and deployed.

4. Conclusion

Collaborative Governance in the Village Literacy Program of Jabon District, Sidoarjo Regency, has not been running optimally or successfully. This can be seen from :

1. The face-to-face dialogue forum is carried out in the forum, which discusses what each actor will do.
2. The form of efforts in building trust in the village literacy program is through a series of activities carried out beforehand.
3. There is no commitment to the duties of each actor.
4. Mutual understanding is created due to joint socialization and training.
5. The interim results obtained are information about MSME actors, a place for MSME actors to make business licenses, and facilities for making business licenses.

The supporting factors in the implementation of the village literacy program in the jabon sub-district of sidoarjo district include:

- a. The Jabon District government apparatus recognized the importance of a business license for its citizens, particularly for business actors in the Jabon sub-district area. The Muhammadiyah University of Sidoarjo collaborated with the Jabon sub-district government to implement the Permit Literacy Village program. Academics at universities are also aware of the significance of using the knowledge gained on campus and informing businesspeople who lack information about this permit as to the importance of this program. The fact that 400 business actors have obtained business licenses demonstrates the business community's enthusiasm for the program.
- b. In facilities, service facilities that have been provided have been extensively employed by the community of the Jabon subdistrict, particularly business actors. It is evidenced by a large number of enthusiastic community who come because the service provided is also excellent, allowing residents to feel at ease while completing the procedure for obtaining a business license.
- c. In socialization, socialization takes on a function that might make business people aware of the Permit Literacy Village program and the significance of a business license. It is evidenced by the number of businesspeople eager to attend the social events associated with the Permit Literacy Village program.
- d. In human resources, they include the main supporting factor in the success of village programs or top-level government programs. Three stakeholders comprising Jabon District government officials, Sidoarjo Muhammadiyah University academics, and Jabon District Business Actors, can be open to the importance of new information. Openness in thinking makes these three stakeholders create success in a program.

The Collaborative Governance process in the Permitted Literacy Village Program in Jabon District, Sidoarjo Regency, has created success. Later, if there are other programs, they must continue to be successful by paying attention to the quality of the services provided.

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