

# IMPLEMENTATION OF THE JOSS (EAST JAVA ONLINE SINGLE SUBMISSION) APPLICATION TO IMPROVE OPERATIONAL SERVICE EFFICIENCY AT THE EAST JAVA PROVINCIAL INVESTMENT AND INTEGRATED ONE-STOP SERVICE OFFICE

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## Abstract

The implementation of information technology in public services is essential to improve the efficiency and quality of government services. The East Java Provincial Investment and Integrated Services Agency (DPMPTSP) has implemented the JOSS (Jatim Online Single Submission) application as a digital system to support the operational processes of licensing and non-licensing services. The purpose of this article is to describe the implementation of the JOSS application and its role in improving the efficiency of operational services within the DPMPTSP of East Java Province. The writing method used is a qualitative descriptive approach with data collection techniques through observation, documentation, and interviews. The results of the analysis show that the implementation of the JOSS application is able to accelerate the service process, improve the accuracy of data management, and facilitate coordination between fields in carrying out operational tasks. In addition, the use of this application also contributes to increasing the transparency and accountability of services to the community. Thus, the implementation of the JOSS (Jatim Online Single Submission) application can be one of the strategic efforts in supporting digital transformation and improving public service performance at the DPMPTSP of East Java Province.

**Keywords:** JOSS application, operational service efficiency, digital transformation.

## A. INTRODUCTION

The development of information and communication technology has brought about significant changes in governance, particularly in the delivery of public services (Supriyanto, 2016). The use of digital systems has become an integral requirement in efforts to improve the efficiency, effectiveness, and quality of public services. The digitalization of public services also aligns with the demands of bureaucratic reform, which prioritizes transparency, accountability, and easy access to information for the public and businesses (Lumbanraja et al., 2025).

The East Java Provincial Investment and One-Stop Integrated Services Agency (DPMPTSP) is a regional agency with a strategic role in providing licensing and non-licensing services (Nur et al., 2024). The high volume of services and the diverse types of permits that must be managed require a structured and integrated work system (Kaimudin, 2023). In practice, service processes that still rely on conventional mechanisms can result in delays, lack of efficiency, and difficulties in data management and coordination between sectors (Wardani et al., 2024).

As a form of service innovation and adaptation to technological developments, the East Java Province Department of Public Works and Public Housing (DPMPTSP) implemented

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the JOSS (Jatim Online Single Submission) application as an operational service support system (Irfani et al., 2021). The JOSS application is designed to assist service administration processes, from data management and workflow monitoring to decision-making support. This application is expected to accelerate service processes, minimize administrative errors, and improve work integration between units within the DPMPTSP (Saputra, 2024).

The implementation of the JOSS application focuses not only on the use of technology but also on changes in work procedures and service patterns for civil servants. Civil servants are required to adapt to digital systems to maximize the use of the application to support their duties (Badi & Nurdin, 2025). Therefore, evaluating the implementation of the JOSS application is crucial to determine the extent to which this system can improve operational service efficiency and support improved public service performance (Julianti, 2024).

Based on the available information, this article aims to describe the implementation of the JOSS (Jatim Online Single Submission) application and its role in improving operational service efficiency at the East Java Province DPMPTSP. The discussion in this article is expected to provide a concrete picture of the use of information technology in public services and serve as a reference for other government agencies in developing digital-based service innovations.

## **B. LITERATURE REVIEW**

### **Policy Implementation**

George C. Edward III's policy implementation theory is a classic model in public administration that explains successful implementation through four main variables: communication, resources, implementer disposition, and bureaucratic structure (Putri & Utomo, 2022). This model was developed to answer two fundamental questions: what factors support and hinder successful policy implementation, and how the interaction between these variables influences the final outcome (Samsu, 2025).

### **Communication**

Communication is defined as the process of conveying policy standards and objectives clearly, consistently, and accurately from policymakers to implementers, including the transmission of information without distortion and accurate reception by recipients. This variable emphasizes uniformity of messages and clarity of instructions to avoid misunderstandings during implementation.

### **Resources**

Resources refer to the availability of competent personnel, sufficient budget, physical facilities, and the equipment and technology necessary to support effective policy implementation. A deficiency in any one of these elements can be a major obstacle even if other variables are functioning well.

### **Implementation Disposition**

Implementation disposition refers to the attitude, commitment, awareness, and response of an individual or group of implementers to a policy, encompassing the level of acceptance, rejection, or neutrality, as well as the intensity of support influenced by personal motivation and leadership direction. This variable measures the implementer's willingness to implement the policy in the field.

### **Bureaucratic Structure**

Bureaucratic structure encompasses the formal organization, standard operating procedures (SOPs), the degree of fragmentation between units, and coordination mechanisms that can facilitate or hinder policy implementation. Rigid or poorly synchronized structures often present obstacles, even when resources are available.

### C. RESEARCH METHODOLOGY

The method used in this article is a qualitative approach with a descriptive research form, which aims to gain an in-depth understanding of the implementation process of the JOSS (Jatim Online Single Submission) application in improving the efficiency of operational services at the Investment and One-Stop Integrated Service Office (DPMPTSP) of East Java Province (Pahleviannur et al., 2022). The qualitative approach was chosen because this study does not focus on measuring numbers or statistics, but rather on describing the processes, experiences, and real conditions that occur in the implementation of digital application-based operational services (Martha, 2025). Data collection techniques were carried out through interviews and observations. Interviews aimed to obtain information regarding the understanding of officials, the flow of use of the JOSS (Jatim Online Single Submission) application, perceived benefits, and obstacles encountered in its implementation (Febriani & Tauran, 2024). Observations were carried out by directly observing service activities and interactions of officials with the JOSS application system. Documentation was used as a data complement to strengthen the information obtained from interviews and observations, so that the data obtained was more accurate and comprehensive (Ichsan, 2024).

### D. RESULT AND DISCUSSION

The JOSS (Jatim Online Single Submission) application is an information technology-based application system used by the East Java Provincial Investment and One-Stop Integrated Services Agency (DPMPTSP) to support operational services. This application is designed to facilitate the administrative processes of licensing and non-licensing services, ensuring a more integrated, systematic, and efficient process. The JOSS application is part of the digitalization of public services, aimed at improving the quality of services to the public and businesses. Functionally, the JOSS application supports service data management, workflow monitoring, and inter-sectoral coordination within the DPMPTSP. Through this application, officials can centrally access and manage service information, facilitating recording, tracking, and monitoring service status. This system helps reduce reliance on manual processes that can potentially lead to delays and administrative errors.

The study results indicate that the implementation of the JOSS (Jatim Online Single Submission) application at the East Java Provincial Investment and One-Stop Integrated Services Agency (DPMPTSP) has been successful and is utilized as the primary support system for operational services. This application is used to assist the administrative processes of licensing and non-licensing services, particularly in managing application data, monitoring workflows, and coordinating between sectors involved in the service. The implementation of the JOSS application is part of the East Java Province DPMPTSP's efforts to support the digital transformation of public services to improve the effectiveness and efficiency of civil servants.

Based on direct observations during implementation and interviews with involved civil servants, the use of the JOSS (Jatim Online Single Submission) application is considered to facilitate the implementation of operational tasks. Work processes that were previously performed manually and separately can now be carried out in a more integrated manner through the application system, resulting in a clearer and more structured service flow. This has resulted in accelerated administrative processes, increased data management accuracy, and facilitated monitoring of service status and stages.

However, the implementation of the JOSS application is influenced by various factors that influence its implementation in the field. The level of application utilization, system effectiveness, and its impact on operational service efficiency are heavily influenced by

communication aspects, resource availability, implementer attitudes, and the prevailing bureaucratic structure within the organization. Therefore, to gain a comprehensive understanding of the implementation of the JOSS (Jatim Online Single Submission) application, the results of this study were analyzed using George C. Edward III's implementation theory as the primary analytical framework.

In the context of policy and information system implementation, the JOSS application is understood as a supporting instrument for operational services, the implementation of which is influenced by various organizational factors. Based on George C. Edward III's implementation theory, the successful implementation of the JOSS (Jatim Online Single Submission) application at the East Java Provincial Investment and One-Stop Integrated Service Office can be analyzed through four main variables: communication, resources, disposition, and bureaucratic structure (Endang, 2021).

### **Communication**

The JOSS application requires clear and consistent information to be conveyed to staff regarding its purpose, function, and usage procedures. Good internal communication helps staff understand the JOSS application's role as a support system in operational service processes. Socialization, work directions, and inter-sectoral coordination are essential tools to ensure JOSS application usage adheres to established procedures and service standards (Albasari, 2024).

Based on interviews and observations, the implementation of the JOSS application at the East Java Province DPMPTSP is supported by internal communication regarding the system's implementation. Information regarding the purpose, function, and mechanism of JOSS application usage is conveyed to staff through work directions and internal coordination. This communication plays a crucial role in helping staff understand the JOSS application's role as a support tool for operational services.

However, observations indicate that staff's understanding of JOSS application usage varies. This difference in understanding affects the consistency of application use in service processes. This suggests that ongoing and more structured communication is needed to ensure all staff have a shared understanding, enabling optimal implementation of the JOSS application in accordance with predetermined objectives.

### **Resource**

From a resource perspective, the implementation of the JOSS application is supported by skilled human resources and adequate technological facilities and infrastructure. Personnel involved in the operational service process have strong skills in operating the JOSS application and understand the system's workflow. These skills enable personnel to carry out their duties effectively and efficiently in accordance with existing regulations (Elindah, 2024).

Furthermore, the technological devices and networks available within the East Java Province DPMPTSP function well and support optimal use of the JOSS application. With adequate resource support, the JOSS application can be used consistently in daily service activities, thus directly contributing to increased operational service efficiency.

### **Implementation Disposition**

The disposition or attitude of implementers influences the level of acceptance and utilization of the JOSS application. A positive attitude of officials toward the implementation of digital systems encourages consistent and optimal use of the application. Officials committed to improving service quality tend to be more open to changes in application-based work patterns. Conversely, a less responsive attitude toward technology can be a barrier to the implementation process (Nugroho et al., 2024).

Based on my observations and interviews with staff at the East Java Province DPMPTSP, I found that officials have a positive attitude toward the implementation of the JOSS application. They accept the use of this application as a step to improve service quality and support digital transformation within the DPMPTSP environment. This attitude is evident in their willingness to actively utilize the JOSS application in carrying out operational tasks.

Officials' commitment to using the JOSS application also encourages consistent system implementation in service delivery. Officials recognize that using this application helps speed up work processes, improve administrative accuracy, and simplify data management. With a supportive attitude from implementers, the implementation of the JOSS application can run optimally and sustainably.

### **Bureaucratic Structure**

Regarding the division of tasks, authority, and work procedures applicable within the DPMPTSP, the JOSS application supports the bureaucratic structure by providing a clearer and more systematically documented workflow. A supportive bureaucratic structure and operational procedures aligned with the JOSS application system will facilitate implementation and increase efficiency in providing operational services (Febriani & Tauran, 2024).

Furthermore, the implemented work procedures are aligned with the use of the JOSS application, allowing officials to carry out their tasks according to the flow defined in the system. This support from a sound bureaucratic structure strengthens the role of the JOSS application as an effective tool in improving operational service efficiency.

Thus, the JOSS application functions not only as a technological tool but also as part of the implementation process, influenced by factors such as communication, resources, disposition, and bureaucratic structure, as stated by Edward III. Analysis based on these four variables provides a comprehensive understanding of how the JOSS application is implemented and contributes to improving operational service efficiency at the DPMPTSP of East Java Province.

## **E. CONCLUSION**

Based on the results and discussion outlined above, it can be concluded that the implementation of the JOSS application at the East Java Provincial Investment and One-Stop Integrated Services Office has been successful and has made a positive contribution to improving operational service efficiency. The JOSS application serves as a supporting platform that assists government staff in managing service administration, monitoring workflows, and improving coordination between sectors. The implementation of this digital system can accelerate service processes, improve data management accuracy, and support transparency in public service delivery.

Based on Edward III's implementation theory, the success of the JOSS application is influenced by four main variables: communication, resources, disposition, and bureaucratic structure. Internal communication has helped officials understand how to use the application, although improvements are still needed to ensure more equitable system utilization. The availability of human resources and technological support facilities has generally supported implementation, although certain technical issues remain. Official attitudes toward the implementation of the JOSS application tend to be positive, but adaptation and familiarization with the use of the digital system are needed. Furthermore, the existing bureaucratic structure has supported the implementation of the JOSS application, although simplification of work procedures is still needed to improve the system's effectiveness.

Based on these conclusions, it is recommended that the East Java Provincial DPMPTSP continue to improve the implementation of the JOSS application through ongoing



socialization and training for officials, in order to improve their understanding and skills in using the system. Furthermore, improvements to the quality of technological infrastructure and technical support need to be considered to reduce problems that arise in operations. Adjustments to work procedures that are aligned with the application system are also necessary for optimal utilization of the JOSS application. For further research, it is recommended to examine the implementation of the JOSS application in more depth by involving the perspective of service users or by applying a different research approach as material for study development.

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