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# **The Influence of One Stop Integrated Services and Quality of Public Services on Community Satisfaction in Minahasa Regency (Case Study at the Ministry of Religion Office of Minahasa Regency)**

**Handry Pitoy<sup>1</sup>, Itje Pangkey<sup>2</sup>, Jeane Langkai<sup>3</sup>**

Public Administration Magister Program, Faculty of Social Sciences and Law,  
Universitas Negeri Manado

[handrypitoy74@gmail.com](mailto:handrypitoy74@gmail.com)<sup>1</sup>, [itjepangkey@unima.ac.id](mailto:itjepangkey@unima.ac.id)<sup>2</sup>, [jeanelangkai@unima.ac.id](mailto:jeanelangkai@unima.ac.id)<sup>3</sup>

**Abstract.** This research aims to determine the effect of one-stop integrated services and the quality of public services on community satisfaction in Minahasa Regency. This research uses a quantitative approach with three variables, namely one-stop integrated services (X1), public service quality (X2) and community satisfaction (Y). The population in this study was 226 people receiving services at the Ministry of Religion of Minahasa Regency with a sample of 144 people. This research method uses a quantitative research approach with an associative research type. The sampling technique in this research was simple random sampling technique. The data collection technique is in the form of a questionnaire or questionnaire using a Likert scale and documentation. Test the research data analysis requirements using the normality test and linearity test. The data analysis technique uses multiple regression analysis because this research uses two or more independent variables, classical assumption test analysis, T test analysis to answer the first and second hypotheses and F test to answer the third hypothesis. Data were analyzed using the SPSS v.22 program. Based on the results of data analysis in the T test, the one-stop integrated service variable partially influences the community satisfaction variable by 3,966, and the public service quality variable partially did not influences the community satisfaction variable by 0.443. The F test shows the  $F_{count}$  value is 8.063. The significant value of the integrated service (X1) and the quality of public services (X2) on community satisfaction (Y) obtained is 0.000. This significant value is smaller than the alpha value, namely 0.05, so  $H_0$  is rejected and  $H_1$  is accepted, meaning that one-stop integrated services and the quality of public services together influence public satisfaction. The coefficient determination ( $R^2$ ) of one-stop integrated services and the quality of public services on community satisfaction is 10.30%.

**Keywords.** One Stop Integrated Services, Quality of Public Services, Community Satisfaction, Ministry of Religion

## **A. Introduction**

The government has an important role in improving the quality of public services to meet community needs (Pangkey et al., 2023) [1]. In an effort so that the government can serve the needs of the community well, a change in the paradigm of government services is needed (Pangkey & Rantung, 2023) [2]. In the context of public services, the services provided by

service officials are to simplify public affairs by providing services that are not complicated and have long procedures, prioritize public interests, shorten the time for carrying out public affairs and provide satisfaction to the public (Langkai et al., 2023)[3].

Integrated Services is an effort to make public services run more effectively. A public service can be said to be effective if it is in accordance with the targets and objectives of providing that public service, namely community satisfaction. With the right goals and objectives, the implementation of One Stop Integrated Services can achieve its effectiveness (Ismayanti, 2015) [4].

In the context of service quality, according to Kotler and Armstrong (2012) in Ilhamalimy & Mahaputra (2020), the quality of the service itself must start from customer needs and end with customer satisfaction and positive perceptions of the quality of the service or service [5]. In other words, service quality refers to the extent to which an institution or organization meets or exceeds customer expectations in providing services. The quality of public services is the result of interactions from various aspects, namely the service system, human resources providing services, strategy and customers (Sellang et al., 2022) [6]. According to the experts' assumptions, it can be seen that the measuring tools or indicators used to assess service quality include 5 things, namely reliable, responsive, confident, tangible and empathetic.

Karim et al. (2020) states that community satisfaction is the level of a person's feelings when receiving something offered by comparing the performance of something received with the expectations they have [7]. Community satisfaction as consumers is defined as a product in accordance with the reality accepted by consumers. Tjiptono (2012) said that public satisfaction is measured by how much consumer expectations regarding quality and service are in accordance with the performance of a product and its expectations [8].

The Ministry of Religion is one of the ministries in Indonesia which is responsible for religious affairs and religious education. As a government institution, the Ministry of Religion has an important role in providing public services to the community. On this basis, at the Ministry of Religion level, efforts to improve public services are strengthened by the Minister of Religion Regulation (PMA) Number 65 of 2016 concerning Integrated Services at the Ministry of Religion. This PMA actually regulates 2 (two) types of integrated services, namely One-Stop Integrated Services (PTSA) and One-Stop Integrated Services (PTSP).

## **B. Method**

This research approach uses quantitative research (Sugiyono, 2016)[9]. Meanwhile, this type of research uses associative research. Associative research is research that aims to determine the relationship between two or more variables (Arikunto in Dinsar, 2021)[10]. The population in this study were people who received services at the Minahasa Regency Ministry of Religion Office. The sampling technique in this research used purposive sampling, namely a data source sampling technique with certain considerations with a total of 144 respondents. Data presentation is carried out by: 1) Carrying out the descriptive method proposed in the form of cross tabulation (Arikunto in Endrian & Lanin, 2022) [11]; 2) Using the multiple regression analysis method with the help of the SPSS v.22 program, to see the influence between variables through the process of data validity and reliability; 3) Analyze the data in the form of a narrative that follows each image presented.

The data analysis technique uses 7 analysis techniques, namely: 1) Descriptive statistics, used to describe or depict the data collected and present the data with tables, graphs, percentage diagrams; 2) Data quality test, the main criteria for research data are valid and

reliable, therefore data quality testing uses data validity and data reliability tests; 3) Classical assumption test, in this study using the normality test, multicollinearity test, and heteroscedasticity test; 4) Multiple linear regression, to test how the dependent variable can be predicted through independent variables or predictors, partially or simultaneously; 5) The t test (t-test) is used to test whether there is an influence of the independent variable on the dependent partially or per variable; 6) F test, this test aims to determine the effect of all independent variables on the dependent variable; 7) The coefficient of determination test (R<sup>2</sup>) is used to find out how big the percentage contribution of the influence of the independent variables together is on the dependent variable.

### C. Result and discussion

#### 1. Result Of The Research

##### *Validity test*

Azwar (1987) in Situmorang & Purba (2020) said that validity comes from the word validity which means the extent to which a research instrument (test) is accurate and accurate in carrying out its measuring function [12]. Validity is a measuring tool to measure what is being measured in order to indicate the level of measurement of an instrument. A valid instrument will have high validity, whereas an instrument that is less valid means low validity (Arikunto in Sari, 2020) [13]. The results of the validity testing used are Bivariate Pearson correlation analysis of the SPSS v.22 program which will be compared with r table N = 144 in the table with  $\alpha = 0.05$  which is obtained at 0.1367.

The following is a validity test carried out on the variables of one-stop integrated services (X1), quality of public services (X2) and community satisfaction (Y).

**Table 1.** One Stop Integrated Service Variable Validity Test Results (X1)

Items	r <sub>count</sub>	r <sub>table</sub>	Result
X1.1	0,259	0,1367	Valid
X1.2	0,424	0,1367	Valid
X1.3	0,277	0,1367	Valid
X1.4	0,398	0,1367	Valid
X1.5	0,395	0,1367	Valid
X1.6	0,413	0,1367	Valid
X1.7	0,536	0,1367	Valid
X1.8	0,524	0,1367	Valid
X1.9	0,478	0,1367	Valid
X1.10	0,678	0,1367	Valid
X1.11	0,673	0,1367	Valid
X1.12	0,683	0,1367	Valid
X1.13	0,623	0,1367	Valid
X1.14	0,575	0,1367	Valid
X1.15	0,636	0,1367	Valid
X1.16	0,651	0,1367	Valid

From the table above it can be seen that the instrument variable One Integrated Service (X1) is declared all valid, because the calculated r<sub>count</sub> value is greater than the r<sub>table</sub> value = 0.1367.

**Table 2.** Hasil Uji Validitas Variabel Kualitas Pelayanan Publik (X<sub>2</sub>)

Items	r <sub>count</sub>	r <sub>table</sub>	Result
X2.1	0,551	0,1367	Valid
X2.2	0,442	0,1367	Valid
X2.3	0,401	0,1367	Valid
X2.4	0,247	0,1367	Valid
X2.5	0,310	0,1367	Valid
X2.6	0,231	0,1367	Valid
X2.7	0,359	0,1367	Valid
X2.8	0,232	0,1367	Valid
X2.9	0,413	0,1367	Valid
X2.10	0,259	0,1367	Valid
X2.11	0,258	0,1367	Valid
X2.12	0,552	0,1367	Valid
X2.13	0,522	0,1367	Valid
X2.14	0,550	0,1367	Valid
X2.15	0,763	0,1367	Valid

From the table above it can be seen that the Public Service Quality variable instrument (X<sub>2</sub>) is declared all valid, because the calculated r<sub>count</sub> value is greater than the r<sub>table</sub> value = 0.1367.

**Table 3.** Validity Test Results of the Community Satisfaction Variable (Y)

Items	r <sub>count</sub>	r <sub>table</sub>	Result
Y1	0,473	0,1367	Valid
Y2	0,389	0,1367	Valid
Y3	0,227	0,1367	Valid
Y4	0,639	0,1367	Valid
Y5	0,637	0,1367	Valid
Y6	0,621	0,1367	Valid
Y7	0,239	0,1367	Valid
Y8	0,224	0,1367	Valid
Y9	0,604	0,1367	Valid
Y10	0,679	0,1367	Valid
Y11	0,660	0,1367	Valid
Y12	0,221	0,1367	Valid
Y13	0,588	0,1367	Valid
Y14	0,296	0,1367	Valid
Y15	0,333	0,1367	Valid
Y16	0,423	0,1367	Valid

From the table above, it can be seen that the variable instrument Community Satisfaction (Y) is declared all valid, because the calculated r<sub>count</sub> value is greater than the r<sub>table</sub> value = 0.1367.

### Reliability Test

Reliability Test is used to determine the level of consistency of the questionnaire used by researchers so that the questionnaire can be relied on to measure research variables (Creswell, 2002) [14]. If the Cronbach's Alpha value is  $> 0.60$  then the questionnaire is declared reliable, while if Cronbach's Alpha  $< 0.60$  then the questionnaire is declared unreliable. The following are the results of processing the reliability test using the SPSS v.22 program :

**Table 4.** Reliability Test Results

Variabel	Cronbach Alpha	r <sub>criteria</sub>	Result
One stop integrated service (X <sub>1</sub> )	0,807	0,60	Reliabel
Quality of Public Services (X <sub>2</sub> )	0,635	0,60	Reliabel
Community Satisfaction (Y)	0,753	0,60	Reliabel

The table above shows that the values in this study indicate that the level of reliability of each variable is quite high. For the one-stop integrated service variable (X<sub>1</sub>), the Cronbach Alpha value was 0.807; The public service quality variable (X<sub>2</sub>) obtained a Cronbach Alpha value of 0.635 and the public satisfaction variable (Y) obtained a Cronbach Alpha value of 0.753. Thus, the Cronbach alpha r of the three variables is  $> r_{\text{criteria}}$  (0.60), so it can be concluded that the test results of the three research variables are declared reliable.

### Normality test

The normality test aims to test whether in a regression model, the independent variables (X<sub>1</sub> and X<sub>2</sub>) and the dependent variable (Y), or the three variables have a normal distribution or not. The normality test for each research variable was carried out using the One-Sample Kolmogorov-Smirnov test.

**Table 5.** Normality Test Results

#### One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		144
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	3.37183791
Most Extreme Differences	Absolute	.065
	Positive	.065
	Negative	-.055
Test Statistic		.065
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Based on the table above, the results of the normality test show that based on the One-Sample Kolmogorov-Smirnov test it is stated to be normally distributed with a significance level of 0.200. This shows that the distributed regression model is normal because the significance level is  $> 0.05$ .

### Multicollinearity Test

The multicollinearity test is used to test whether the regression model finds a correlation between dependent variables or independent variables (Ghozali, 2016) [15]. A good regression model should have no correlation between variables or symptoms of multicollinearity. If the tolerance value  $< 0.10$  or  $VIF > 10$  then multicollinearity occurs or vice versa if the tolerance value  $> 0.10$  or  $VIF < 10$ , then multicollinearity does not occur.

**Table 6.** Multicollinearity Test Results

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	53.664	7.211		7.442	.000		
One Stop Integrated Services	.238	.060	.319	3.996	.000	1.000	1.000
Quality of Public Services	.037	.084	.035	.443	.659	1.000	1.000

a. Dependent Variable: Community Satisfaction

### Heteroscedasticity Test

The heteroscedasticity test is used to determine whether or not there are deviations from the classic assumption of heteroscedasticity, namely the existence of unequal residual variances for all observations in the regression model (Ghozali in Supit & Lumingkewas, 2023)[16]. The prerequisite that must be met in the regression model is the absence of symptoms of heteroscedacity. There are several testing methods that can be used, including the Glejser test.

**Table 7.** Heteroscedasticity Test Results

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-4.136	4.032		-1.026	.307
One Stop Integrated Services	.033	.033	.082	.983	.327
Quality of Public Services	.066	.047	.118	1.417	.159

a. Dependent Variable: ABSRES

Based on the results of the table above, the results of the heteroscedacity test in this study show that it is known that the Sig value of variable X1 is  $0.327 > 0.05$  and the Sig value of variable X2 is  $0.159$ , so it can be concluded that there are no symptoms of heteroscedacity in the regression. By calculating, if the significant value (sig) is greater than  $0.05$  then the conclusion is that there are no symptoms of heteroscedasticity in the regression model.

### **Multiple Linear Regression Analysis**

Regression analysis is used to find out how the pattern of the dependent variable can be predicted through the independent variable (pedicator). Below are presented the results of multiple liner regression testing.

**Table 8.** Multiple Linear Regression Analysis Model Result  
**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	53.664	7.211		7.442	.000
One Stop Integrated Services	.238	.060	.319	3.996	.000
Quality of Public Services	.037	.084	.035	.443	.659

a. Dependent Variable: Community Satisfaction

Based on the data in the table above, the results of the multiple linear regression equation can be obtained as follows :

$$Y = 53.664 + 0.238X_1 + 0.037X_2$$

- The multiple regression equation can be seen that in a constant or fixed state the dependent variable or community satisfaction will increase by 53,664.
- The coefficient value for variable X1 is 0.238, this shows that one-stop integrated services have a positive influence on community satisfaction. This means that for every increase in the independent variable (one-stop integrated service), the dependent variable of community satisfaction will increase by 0.238.
- The coefficient value for variable X2 is 0.307, this shows that the quality of public services has a positive influence on public satisfaction. This means that for every increase in the independent variable (quality of public services), the dependent variable of public satisfaction will increase by 0.307.

### **t Test**

The t test is used to examine the significant level of independent variables influencing the dependent variable partially or individually. In this research, the t test was carried out to see the significant level of the independent variables (X1: one-stop integrated services and X2: quality of public services) partially influencing or not influencing the dependent variable (community satisfaction). A dependent variable is said to be individually significant in influencing the dependent variable if the  $t_{count} > t_{table}$  or Sig value  $< 0.05$  from the regression analysis carried out.

Based on table 8 above, the results of the t test (partial) above show that:

- One-stop integrated service variable (X1) with a value of  $t_{count}$  (3.996)  $> t_{table}$  (1.98) and Sig 0.000  $< 0.05$ , thus it can be concluded that one-stop integrated service (X1) has an effect on community satisfaction (Y).

- b. Public service quality variable (X2) with a value of  $t_{\text{count}} (0.443) < t_{\text{table}} (1.98)$  and  $\text{Sig } 0.659 > 0.05$ , thus it can be concluded that one-stop integrated services (X2) have no effect on public satisfaction (Y).

**F Test**

The F test is used to examine the significant level of independent variables influencing the dependent variable simultaneously. In this research, the f test was carried out to see the significant level of independent variables simultaneously influencing the dependent variable. A dependent variable is said to be individually significant in influencing the dependent variable if  $f_{\text{table}} > f_{\text{count}}$  or  $\text{Sig value} < 0.05$  from the regression analysis carried out.

**Table 9.** ANOVA Test Results

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	185.941	2	92.971	8.063	.000 <sup>b</sup>
	Residual	1625.809	141	11.531		
	Total	1811.750	143			

a. Dependent Variable: Community Satisfaction

b. Predictors: (Constant), Quality of Public Service, One Stop Integrated Service

Based on this table, the results of the f test (simultaneous) in this study show that the value of  $F_{\text{count}} (8.063) > F_{\text{table}} (3.06)$  and  $\text{Sig } 0.000 < 0.05$ , thus it can be concluded that one-stop integrated services (X1) and the quality of public services (X2) together have a significant effect on Y (community satisfaction).

**Coefficient of Determination Test**

The coefficient of determination test shows how much variables X1 and X2 influence variable Y. The coefficient of determination in this study shows the level of relationship between the one-stop integrated service variable and the quality of public services with the community satisfaction variable at the Minahasa Regency Ministry of Religion Office.

- a. The correlation between the one-stop integrated service variable (X1) and community satisfaction (Y) is 0.318. Thus the coefficient of determination is  $R_{y1}^2 = 0.318^2 = 0.101$  or 10.10%.

**Table 10.** Correlation Test for Variables X1 and Y

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.318 <sup>a</sup>	.101	.095	4.535

a. Predictors: (Constant), Community Satisfaction

- b. The correlation between the variables quality of public services (X2) and community satisfaction (Y) is 0.318. Thus the coefficient of determination is  $R_{y1}^2 = 0.032^2 = 0.001$  or 0.1%.

**Table 11.** Correlation Test for Variables X2 and Y

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.032 <sup>a</sup>	.001	-.006	3.400

a. Predictors: (Constant), Community Satisfaction

c. Based on the table below, from the results of the coefficient of determination test it can be seen that the correlation between the one-stop integrated service variable (X1) and the quality of public services (X2) together with the community satisfaction variable (Y) is 0.103. Thus the coefficient of determination is  $R^2=0.320^2=0.103$  or 10.30%. This means that one-stop integrated services and the quality of public services simultaneously have an influence of 10.30% on community satisfaction. 89.70% of community satisfaction is influenced by other factors not examined in this research.

**Table 12.** Correlation Test and Coefficient of Determination X1, X2 Simultaneously with Y

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.320 <sup>a</sup>	.103	.090	3.396

a. Predictors: (Constant), Quality of Public Service, One Stop Integrated Service

b. Dependent Variable: Community Satisfaction

According to Sugiyono (2016:187) the table guidelines for providing interpretation of relationship coefficients are as follows [9]:

**Table 13.** Interpretation of Correlation Coefficient

Interval Koefisien	Tingkat Hubungan
0,00 – 0,199	Sangat Rendah
0,20 – 0,399	Rendah
0,40 – 0,599	Sedang
0,60 – 0,799	Kuat
0,80 – 1,00	Sangat Kuat

Source: Sugiono, 2016:187

## 2. Discussion

In Presidential Regulation (Perpres) Number 97 of 2014 concerning the Implementation of One Stop Integrated Services (PTSP), it is stated that PTSP is an integrated service in one unified process starting from the application stage to the completion stage of the service product through one door. [17]. PTSP is designed to reduce complicated bureaucracy and speed up the public service process. Through PTSP, people can take care of various permits, administrative arrangements, or get the information they need without having to move from place to place or deal with various related agencies (Suhartoyo, 2019) [18]. One Stop Integrated Service (PTSP) of the Ministry of Religion is the provision of services for several types of services which are carried out in an integrated manner in one place and controlled by a management control system. In this research, it is known that the results of the

instrument used, taken from 144 community respondents who received services providing an assessment for the one-stop integrated service variable measured by 8 indicators, show that the one-stop integrated service of the Minahasa Regency Ministry of Religion Office is categorized as still very low because only has an effect of 0.101 with a percentage of the overall question score of 10.1%.

Public service quality is the totality of the characteristics of goods and services that demonstrate their ability to satisfy customer needs, both obvious and hidden (Kotler in Santoso & Mashyuni, 2021) [19]. For companies operating in the service sector, providing quality service to customers is an absolute must if the company wants to achieve success. Service quality can be determined by comparing consumers' perceptions of the real service they receive/obtain with the service they actually expect/want regarding the service attributes of a company. Service quality is a measure of how well the level of service provided meets customer expectations. In this study, the quality of public services was measured using 5 indicators, showing that the quality of public services at the Minahasa Regency Ministry of Religion Office was categorized as still very low because it only had an effect of 0.001 with a percentage of the overall question score of only 0.1%.

Community satisfaction is "customer's evaluation of a product or service in terms of whether that product or service has met their needs and expectations" (Tyas et al., 2021) [20]. Consumers who are satisfied with the products/services they purchase and use will return to using the products offered. Meanwhile, according to Kotler in Ibrahim & Thawil (2019) satisfaction is the extent to which a product level is perceived in accordance with the buyer's expectations [21]. Community satisfaction as consumers is defined as a product in accordance with the reality accepted by consumers. Community satisfaction is measured by how much consumer expectations regarding quality and service are in accordance with the performance of a product and their expectations. In this research, public satisfaction was measured using 8 indicators, showing that the variable one-stop integrated service and the quality of public service on public satisfaction was categorized as very low because it was only 0.103 or 10.3%. This means that one-stop integrated services and the quality of public services simultaneously have an influence of 10.30% on community satisfaction. 89.70% of community satisfaction is influenced by other factors not examined in this research.

#### **D. Conclusion**

Based on the research results and the results of the analysis that has been carried out, the following conclusions are drawn:

a. Based on the results of data analysis obtained on the one-stop integrated service variable (X1) with a  $t_{count}$  value of 3,996. The significance value is 0.000, this value is smaller than the alpha value of 0.05, thus it can be concluded that  $H_0$  is rejected and  $H_1$  is accepted, meaning that one-stop integrated services have a significant effect on community satisfaction in Minahasa Regency.

b. Based on the results of data analysis obtained on the public service quality variable (X2) with a  $t_{count}$  value of 0.443. The significance value is 0.659, this value is greater than the alpha value of 0.05, thus it can be concluded that  $H_0$  is accepted and  $H_1$  is rejected, meaning that the quality of public services has no significant effect on community satisfaction in Minahasa Regency..

c. Based on the results of data analysis in the F test, the calculated  $f_{count}$  value is 8.063. The significance value of the one-stop integrated service variable and the quality of public services on community satisfaction obtained is 0.000. This value is smaller than the alpha

value, namely 0.05, thus it can be concluded that H<sub>0</sub> is rejected and H<sub>1</sub> is accepted, meaning that simultaneously one-stop integrated services and the quality of public services have a significant effect on community satisfaction in Minahasa Regency. The influence of one-stop integrated services and the quality of public services on community satisfaction is 10.30%. 89.70% of community satisfaction is influenced by other factors not examined in this research.

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