

The Influence of One Door Integrated Service (PTSP) Factors on Community Satisfaction at the Office of the Ministry of Religion, Mojokerto District

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Abstract

The efficiency and effectiveness of public bodies has a direct effect on public satisfaction. Service quality is the main factor in community satisfaction. People's happiness is influenced by public services. The public has the right to receive quality services that meet the principles and objectives of service delivery. This research is explanatory quantitative research. The research was conducted by the Mojokerto Regency Ministry of Religion Office. This research investigates how the quality and effectiveness of services influence people's satisfaction. This research examines physical evidence, income, responsiveness, assurance, empathy, service effectiveness and community satisfaction. This research took a sample of 100 people. Data was obtained using a direct survey of respondents. Data analysis includes descriptive analysis, classical assumption test, multiple linear regression analysis, and t test using SPSS for Windows. The reliability, responsiveness, guarantee and effectiveness of the services of the Ministry of Religion of Mojokerto Regency statistically influence community satisfaction. Empathy does not affect people's satisfaction.

Keywords: Community Satisfaction, Service Quality and Service Effectiveness



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INTRODUCTION

Community service makes a group or person satisfied. Public satisfaction is a reflection of the performance of public institutions. Community satisfaction is driven by perceptions of service quality. (Kiptiyah et al., 2019) Community satisfaction depends on public services. The government serves its citizens and strives to meet their needs. Dissatisfaction occurs when results do not match expectations. There are three types of satisfaction. If the performance is disappointing, society will be disappointed. If the reality matches expectations, the community will be happy. If performance exceeds expectations, people will be happy, enthusiastic, and thus satisfied. (Tuti Alfiani et al., 2019) The Community Satisfaction Index (IKM) measures how effectively a government agency serves its community. Decree of the Minister for State Apparatus Empowerment Number KEP/14/M.PAN/2/2017 includes the Community Satisfaction Index (IKM) in the criteria for surveying community satisfaction with the implementation of public services. "The Ministry of Religion is the organizer of government affairs in the field of religion which has service functions that relate directly to the community." Researchers suggest studying one-stop integrated services to evaluate community satisfaction. Even though (Parasuraman et al., 1985) validated these elements, the Mojokerto Regency Ministry of Religion Office introduced One Stop Integrated Services (PTSP) in 2019. The Mojokerto Regency Ministry of Religion Office hosted the service model for its implementation. Some religious organizations provide both one-day and non-day services. At the One Stop Integrated Services (PTSP) Office of the Ministry of Religion, the Mojokerto Regency Ministry of Religion and Literature (Srikandi) service application is functioning. This application affects the process and performance of the One Stop Integrated Services Office of the Ministry of Religion, Mojokerto Regency. People want fast, accurate and transparent services, and our

application can provide that. The public will get excellent service. Good public sector services require standards to guide performance.

Tangible elements in a community include physical entities such as visible objects, infrastructure, and people capable of facilitating communication and fulfilling important responsibilities. According to the findings of (Parasuraman et al., 1998) in (Ramli & Hasbullah, 2021), tangible characteristics refer to the visible characteristics of physical facilities, equipment, personnel and communication materials. Provision of infrastructure, personnel and communications resources. According to (Basmalasari & Nugroho, 2022), the general public has the opportunity to see and analyze physical evidence. The use of modern technology by government agencies increases people's comfort and productivity, thereby potentially influencing people's welfare. Therefore, this use will have an impact on the level of community satisfaction. According to Tjiptono in (Tuti Alfiani et al., 2019), reliability refers to the capacity of personnel to provide services as promised, on time, accurately and satisfactorily. To promote collective welfare and ensure the effective implementation of individual rights to information and other needs. (Basmalasari & Nugroho, 2022) states that the dependency aspect can influence community satisfaction because this aspect involves evaluating workers' skills, such as the accuracy and timeliness of delivery specified, directly by the community. Customers are more likely to feel satisfaction with a company if its personnel are trustworthy and consistently provide the best service. Responding can be defined as a staff member's tendency to help clients and provide timely services. (Nurrahman & Dasilva, 2020) took this expression from (Parasuraman et al., 1998). In addition, responsiveness includes officers' desire to help the public by immediately disseminating information during service, thereby reducing long queues and fostering a sense of comfort among waiting individuals. According to (Basmalasari & Nugroho, 2022), responsiveness refers to the ability of staff members to help clients and provide fast service. It is believed that the level of responsiveness can influence customer satisfaction because customers are less likely to be bothered by long service queues when they are served quickly, thereby increasing time efficiency. (Parasuraman et al., 1998) defines assertiveness as combining the expertise, friendliness and capacity of staff members to instill customer trust in the organization. Meanwhile, as stated by Tjiptono (quoted in (Basmalasari & Nugroho, 2022), guarantees not only include the lack of problems but also the proficiency, reliability and politeness of personnel. Customers will trust and believe in the company because of its friendly, welcoming staff and their proficiency in completing tasks efficiently (Le et al., 2020) shows that certainty has a significant influence on satisfaction. In addition, the presence of guarantees has a positive impact on satisfaction and offers great value, as shown by research conducted by (Lee & Seong, 2020). (Nurrahman & Dasilva, 2020) states that Frim shows empathy by meeting the specific needs of each individual client. This is confirmed by (Parasuraman et al., 1985). Empathy includes the ability to establish relationships with other people, articulating one's thoughts effectively, and understand the different needs of individual consumers. Efficient and accurate service is the desired outcome of every client, ensuring that all operations are completed quickly and effectively. 2022 This research was written by (Basmalasari & Nugroho, 2022). The empathy factor is believed to have an influence on individual satisfaction. This is because when individuals in a community see that their service providers or employees show concern for them, they will feel a sense of gratitude and anticipation. As a result, individuals in the group will communicate frequently, thus affecting their overall satisfaction. Customer satisfaction in 2019 is influenced by factors such as reliability, timeliness, certainty, empathy and concrete evidence. The public is expected to see the results directly when public services provided by the government, such as PTSP, are implemented well (Dalpiana et al., 2023). Effectiveness essentially involves measuring output

by describing the extent to which a goal has been achieved. (Tirtayasa et al., 2021) defines organizational effectiveness as the main process or goal that seeks to optimize goals to a level that is considered satisfactory and acceptable for meeting organizational goals. (Wati et al., 2020) argue that improving the quality of public services is very important to achieve the desired goals and ultimately guarantee public satisfaction. (Dalpiana dkk, 2023) found that work effectiveness and the quality of the services offered had a good and large impact on the satisfaction of the community and service consumers. The results show that improving service quality and efficiency will result in increased satisfaction among service recipients.

Service Operational Standards that have been established by the PTSP Ministry of Religion of Mojokerto Regency are adhered to in the process of providing services. Service Procedures, Completion Time, Service Products, Service Facilities and Infrastructure, and Officer Competence are all components included in Service Operational Standards. One Stop Integrated Service is said to be of quality if it meets the Service Operational Standards which are the criteria for providing services at PTSP. Even though there is a skilled workforce, people in Mojokerto Regency still experience problems with the Ministry of Religion's PTSP services.

Theoretical Basis

One Stop Integrated Service or One Stop Service

The term "one stop integrated service" (or "one stop service") was coined by (Tuti Alfiani et al., 2019) to describe a type of service where one entity or institution is responsible for all aspects of the streamlined service. In the Public Service Concept (Nurrahman & Dasilva, 2020) with elements of one-stop integrated service there are indicators taken from research (Parasuraman et al., 1998). For example, there are: Guarantee, Reliability, Real, Empathy and Responsiveness.

Service Effectiveness

Public services refer to efforts made by individuals, organizations, or groups to improve the welfare of society by facilitating access to essential services. The term "effectiveness" is often used to discuss the extent to which an organization or government agency achieves its objectives (Dalpiana dkk, 2023). Gibson in (Dalpiana dkk, 2023) suggests that measuring success has five components, as mentioned below: Production, Efficiency, Satisfaction, Adaptation, and Organizational development.

Community Satisfaction

According to (Kiptiyah et al., 2019), satisfaction is the feeling that someone has when they evaluate how well they believe they have done or what has happened compared to what they thought would happen. The overall feeling that individuals have regarding how satisfied or dissatisfied they are with the results of services that are considered acceptable or inappropriate by society is called societal satisfaction. According to (Dalpiana dkk, 2023), satisfaction is a mental state of enjoyment or dissatisfaction that a person has when comparing the actual performance or results of a product with what they previously believed about those results. The measure of satisfaction of a community is evaluated based on: Requirements: ease of requirements submitted by PTSP Kemenag Kab. Mojokerto is not complicated and makes it easier for service applicants. Systems, mechanisms and procedures. time: the completion time required to complete the service and does not require a long time. Fees/tariffs: It becomes easier to apply for services using the PTSP system, shortens time and minimizes costs. Waiter competency, Executor behavior, Handling, suggestions and input and Facilities and infrastructure.

RESEARCH METHODS

The Mojokerto Regency Ministry of Religion Office served the participants in this research. The Mojokerto Regency Ministry of Religion serves 13,842 people in 2023 based on safe landing data. This means that the demographics of this study are residents of Mojokerto Regency who utilize the services of the Ministry of Religion Office. There are about 13,842. This group was selected by chance, or "convenience sampling". (Sugiono., 2019) defines Accidental Sampling as random selection. If the person is a reputable source, the researcher can use anyone he meets by chance as a sample. The Slovin-Setiadi method in (Ramli & Hasbullah, 2021) is used to calculate the number of samples needed:

$$n = \frac{13.842}{1 + 13.842 (0.1)^2}$$
$$n = \frac{13.842}{1 + 13.842 \times 0.01}$$
$$n = 99,28 = 100$$

As seen above, 13,842 people (N) received assistance from the Mojokerto Regency Ministry of Religion Office with a margin of error of 10%. Clients of the Mojokerto Regency Ministry of Religion Office were represented by 100 samples, the fewest specialist doctors that could be obtained. IBM SPSS Statistics 25 analyzed the data. After carrying out the instrument test, typical assumption tests are carried out, namely normality, multicollinearity and heteroscedasticity.

RESEARCH RESULTS AND DISCUSSION

Test Descriptive Test

Evaluation according to established standards. The main purpose of descriptive statistical tests is to provide a comprehensive picture of the research objectives. Descriptive statistics calculations for each variable include minimum, maximum, average and standard deviation values. Statement scores range from 2 to 5, with a mean between 3.4600 and 4.4500 and a standard deviation between 0.27605 and 0.68889.

Validity test

Validation The variables analyzed are as follows: The variables in question are Physical Evidence (X1), Reliability (X2), Responsiveness (X3), Guarantee (X4), Empathy (X5), Service Effectiveness (X6), and Community Satisfaction (Y). All instruments in this variable are confirmed to be original. The r table value obtained at the 5% significance level is 0.196 and the degrees of freedom (df) are calculated at 98 (100-2). Therefore, all the elements mentioned in these variables, together with one dependent variable, namely Community Satisfaction (Y), can be used for further testing.

Reliability Test

Reliability Testing Research variables X1, X2, X3, X4, X5, This determination is based on the fact that there is a Cronbach's Alpha coefficient value above 0.6.

Classic assumption test

Multicollinearity Test

Table 1. Multicollinearity Test Results

Model		Correlation			Collinearity Statistics	
		Zero sequence	Part	Part	Tolerance	VIF
1	(Constant)					
	Real	,591	,297	,129	,697	1,434
	Reliability	,814	,296	,129	,311	3,215
	Responsiveness	,698	,331	,146	,566	1,766
	Guarantee	,796	,279	,121	,319	3,134
	Empathy	,638	,184	,078	,556	1,798
	P effectiveness	,816	,270	,116	,293	3,413

Source: SPSS processing data, 2024

The spss regression model output table shows that there is no evidence of multicollinearity between the variables X1, Therefore, it can be concluded that multicollinearity is not a concern in this test.

Heteroscedasticity Test

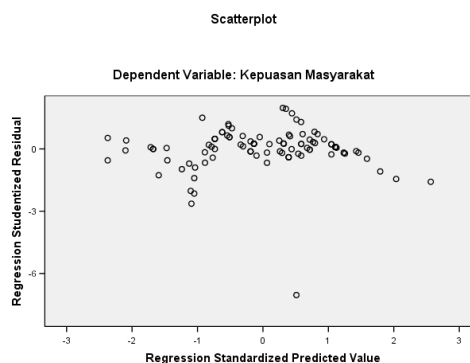


Figure 1. Heteroscedasticity Test Results
 Source: SPSS processing data, 2024

Based on the criteria of the visual Scatterplot method, we can conclude that there is no heteroscedasticity problem if there is no visible distribution pattern of data points.

Normality test

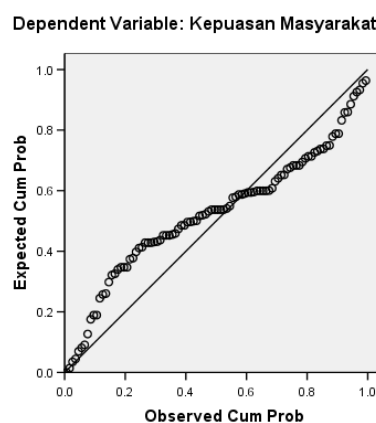


Figure 2. Scatter Plot Graphics
 Source: SPSS processing data, 2024

Based on the analysis findings of Figure model 1, it can be concluded that the PP plot shows a normal distribution pattern. In the image above, there are many points scattered along the vertical line.

Autocorrelation Test

Table 2. Autocorrelation Test

Model	R	R square	Adjusted R Square	Std. Estimation Error	Durbin-Watson
1	.909(a)	,827	,816	,12507	1,850

a Predictor: (Constant), P Effectiveness, Real, Empathy, Responsiveness, Assurance, Reliability

b Dependent Variable: Community Satisfaction

Source: SPSS processing data, 2024

N=100-6= 94, DU= 1,801, DW=1,850 4-DU=2,199,

The number of independent components is six, denoted by k=4, and the number of samples is one hundred, denoted by n. The Durbin-Watson value which is often called the DW statistic obtained from regression analysis is 1.80. The numbers can be seen in table 5.5 which is located above. Table numbers have been assigned a significance rating of 5%. The multiple linear regression model did not show evidence of autocorrelation, as indicated by the Durbin Watson value which was in the range of 1.801 to 2.199, (1.801 < 1.850 < 2.199).

Multiple Linear Regression Analysis

Table 3. Linear Regression Analysis Results

Model		Unstandardized Coefficients		Standardized Coefficient	Q	signature.
		B	Std. Error	Beta		
1	(Constant)	,182	,178		1,022	,309
	Real	,119	,040	,155	3,002	,003
	Reliability	,202	,068	,231	2,986	,004
	Responsiveness	,156	,046	,194	3,381	,001
	Guarantee	,176	,063	,214	2,801	,006
	Empathy	,072	,040	,104	1,805	,074
	P effectiveness	,227	,084	,215	2,701	,008

Source: SPSS processing data, 2024

From the regression results obtained, the following equation can be created: **Y= 0.182 + 0.117(X 1)+ 0.220(X2) + 0.249(X3)+0.284(X4) +0.036(X5) +0.249(X6)** The regression equation has the following meaning:

1. The criteria for Physical Evidence (X1), Reliability (X2), Responsiveness (X3), Assurance (X4), Empathy (X5), and Service Effectiveness (X6) all contribute to Community Satisfaction; when these values are zero, there is an increase of 0.182.
2. The physical evidence variable (X1) has a positive regression coefficient value of 0.119, which means that community satisfaction will increase by 0.119 for every one unit increase in the level of physical evidence, assuming all other independent variables remain constant.
3. The reliability variable (X2) has a positive regression coefficient value of 0.202, which means that an increase in reliability of one unit will result in an increase in public satisfaction of 0.202 units, if all other things are equal.
4. Assuming all other independent variables remain constant, an increase in Responsiveness (X3) by one unit will result in an increase in Community Satisfaction (X3) by 0.156 units, based on a positive regression coefficient value of 0.156.
5. With all other independent variables maintained constant, an increase in the Guarantee Level by one unit will result in an increase in Community Satisfaction by 0.176 units, based on the significant positive regression coefficient value of the Guarantee variable of 0.176 (X4).

6. A positive X5 regression coefficient of 0.072 indicates that, all other things being equal, an increase in the level of empathy by one unit will result in an increase in people's satisfaction by 0.072 units.
7. Assuming all other independent variables remain constant, an increase in service effectiveness by one unit (X6) results in an increase in community satisfaction of 0.227 units.

Hypothesis Test (t Test)

1. Physical evidence (X1) increases people's satisfaction (Y). The SPSS "Coefficient" output table shows the calculated t value for the physical evidence variable of 3.002 and the Sig of 0.003. The Sig value of 0.003 is below 0.05, showing real evidence of an influence on community satisfaction. This shows that physical evidence (X1) has a significant effect on community satisfaction (Y).
2. Reliability Testing (X2) causes Community Satisfaction (Y). The calculated t value of the reliability variable is 2.986 and the Sig is 0.004. The previous SPSS output table "Coefficients" included this data. The Sig value of 0.004 is below 0.05, which indicates that dependency has an effect on people's satisfaction. This shows that Reliability (X2) greatly influences Community Satisfaction (Y).
3. Community satisfaction (Y) increases with the response test (X3). Responsiveness has a value of 3.381 and a Sig of 0.001. The previous SPSS output table "Coefficients" included this data. The Sig value of 0.001 is below 0.05, which indicates that responsiveness has an effect on community satisfaction. This shows that there is a significant relationship between Responsiveness (X3) and Community Satisfaction (Y).
4. Assurance Testing (X4) helps meet community demand. The guarantee has a value of 2.801 and a Sig value of 0.006. The previous SPSS output table "Coefficients" included this data. Promises influence people's satisfaction with a Sig value of 0.006 below 0.05. These findings indicate that Guarantee (X4) has a strong influence on Community Satisfaction (Y).
5. Empathy assessment (X5) does not increase people's satisfaction (Y). Empathy has a value of 1.805 and a Sig of 0.074. Previously published SPSS "Coefficient" output tables include this information. The Sig value of 0.074 is more than 0.05, indicating that empathy influences individual satisfaction and is rejected. This means that Empathy (X5) has no effect on Community Satisfaction (Y).
6. Testing service effectiveness (X6) increases community satisfaction (Y). The Service Effectiveness variable has a value of 2.701 and a Sig of 0.008. The previous SPSS output table "Coefficients" included this data. The Sig value of 0.008 is below 0.05, indicating a relationship between service efficacy and community satisfaction. This shows that Service Effectiveness (X6) has a strong influence on Community Satisfaction (Y).

Coefficient of determination

Table 4. Coefficient Test

Model	R	R square	Adjusted R Square	Std. Estimation Error	Durbin-Watson
1	.909(a)	.827	.816	.12507	1,850

a Predictor: (Constant), P Effectiveness, Real, Empathy, Responsiveness, Assurance, Reliability

b Dependent Variable: Community Satisfaction

Source: SPSS processing data, 2024

The adjusted R square value of 0.827 shows that the variables X1, Satisfaction measure. 17.3% of the total may be due to variables outside the scope of this study.

Discussion

The Effect of Physical Evidence on Community Satisfaction

The Influence of Concrete Evidence on Community Satisfaction Research conducted by (Le et al., 2020) provides evidence that tangibility has a significant influence on satisfaction. Apart from that, (Lee & Seong, 2020) found that tangibility has a good influence on enjoyment and has a significant influence. Physical evidence of infrastructure consists of important and direct impact elements that provide benefits to society, including buildings, equipment, personnel, communications equipment and other important items. According to (Parasuraman et al., 1998) in (Kiptiyah et al., 2019) describes Tangible as characteristics of physical infrastructure, machines, personnel and communication resources that can be observed. Therefore, the physical characteristics of equipment are considered as one of the real elements. The services provided include personnel, communications equipment, and physical infrastructure. According to (Basmalasari & Nugroho, 2022), audiences tend to quickly observe and focus on the components of real evidence. The use of modern equipment by government agencies to collect physical evidence has a direct impact on public satisfaction. This is because it increases efficiency and comfort thereby increasing public satisfaction.

The Effect of Reliability on Community Satisfaction

The Influence of Reliability on Community Satisfaction (Le et al., 2020) found that reliability has a fairly large influence on satisfaction. Apart from that, (Slack et al., 2020) found that dependency has a good influence on satisfaction and has a significant influence. Employee dependability refers to their ability to provide promised services in a timely, accurate and satisfactory manner (Tjiptono, 2011:347). To meet people's needs for satisfaction and ensure people have legitimate access to information and other important needs. According to research conducted by (Basmalasari & Nugroho, 2022), there is a hypothesis that the level of dependency can influence people's satisfaction. This is because society assesses workers' abilities based on their capacity to fulfill commitments accurately and on time. Customer satisfaction will be influenced by employee reliability, as this will result in more consumers receiving proficient and exceptional service.

The Effect of Responsiveness on Community Satisfaction

Reply The Effect of Time on Community Satisfaction Research conducted by (Le et al., 2020) determined that responsiveness has a significant effect on satisfaction. Apart from that, (Lee & Seong, 2020) found that responsiveness has a good and significant influence on satisfaction. Furthermore, responsiveness is related to employees' willingness to immediately provide information, minimize unnecessary waiting time, and provide a pleasant waiting atmosphere in serving the public. As for the findings (Basmalasari & Nugroho, 2022), responsiveness includes employee capacity to meet client needs quickly and attentively. The impact of responsiveness on customer satisfaction appears significant, because timely service can reduce waiting times and optimize efficiency, so that consumers avoid the frustration of waiting in long queues to get help.

The Effect of Guarantees on Community Satisfaction

Four point eight point four The Effect of Commitment on Community Satisfaction Research conducted by (Le et al., 2020) states that certainty has a significant influence on satisfaction. (Lee & Seong, 2020) found that certainty has significant value and has a big influence on satisfaction. Assurance, as defined by (Parasuraman et al., 1998) refers to staff knowledge, friendliness, and ability to instill confidence in the company among clients. Tjiptono, as mentioned (Basmalasari & Nugroho, 2022), believes that guarantees include the

expertise, proficiency, politeness and reliability of staff, as well as their exclusion from potential harm, danger or loss. The ability to complete tasks spontaneously, coupled with the proficiency and friendliness of the staff, can guarantee exceptional performance and foster customer trust.

The Influence of Empathy on Community Satisfaction

The Influence of Empathy on Community Satisfaction According to research conducted by (Basmalasari & Nugroho, 2022), empathy does not have a significant influence on community satisfaction. This statement directly contradicts the findings of research conducted by (Le et al., 2020) which provides evidence that empathy has a significant effect on satisfaction. Furthermore, (Lee & Seong, 2020) found that empathy has important meaning and has a big impact on satisfaction. People believe that the level of empathy can influence people's satisfaction. When workers or service providers show that they respect and prioritize the community, the community will in turn feel valued and valued by the service provider. Prolonged effective communication can have a significant impact on people's impression of satisfaction. However, the Mojokerto Ministry of Religion did not use this method.

The Influence of Service Effectiveness on Community Satisfaction

The impact of service effectiveness on community satisfaction (Dalpiana dkk, 2023) found that work effectiveness and service quality have a good and large influence on community and service user satisfaction, according to their research. These results indicate that increasing labor efficiency and service quality will increase service user satisfaction. To ensure the satisfaction of its constituents, the Tulang Bawang Regency Investment and One-Stop Integrated Services Service must continue to strive to provide quality and efficient services. (Dalpiana dkk, 2023) emphasize that the effective functioning of publicly sponsored government programs, such as PTSP, is expected to have a direct impact on society. Effectiveness is often defined as a measure of productivity that shows the extent to which set goals have been achieved. As stated by (Tirtayasa et al., 2021), effectiveness refers to the main actions or activities carried out to optimize organizational goals and assess whether the targets achieved are sufficient and useful. (Wati et al., 2020) found a strong correlation between effectiveness and community satisfaction. The reason is the effectiveness of improving the quality of public services, thereby enabling society to achieve its stated goals effectively.

CONCLUSIONS

The research found that the effectiveness, responsiveness, reliability and service guarantee of the Mojokerto Regency Ministry of Religion Office greatly influenced community satisfaction. However, empathy does not affect people's satisfaction. Based on these findings, companies should prioritize updating service quality metrics, especially empathy indicators. We found no evidence of empathy in this study. To ensure effective service delivery and community satisfaction, Ministry of Religion employees must increase their empathy. Staff must also maintain physical evidence, responsiveness, reliability, assurance and efficacy of services to match community demand. The findings of this study can be used to explore other qualities such as boredom or work exhaustion. This technique is thought to be able to provide more meaningful research findings for more stakeholders and identify more research problems.

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