



**EFFECTIVENESS OF IMPLEMENTATION OF THE ONE-DOOR
INTEGRATED SERVICE (PTSP) POLICY IN IMPROVING THE QUALITY
OF PUBLIC SERVICES IN NABIRE REGENCY**

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Abstract

This study aims to analyze the effect of the implementation of the One-Stop Integrated Service (PTSP) policy on the quality of public services in Nabire Regency. The background of this study is based on the importance of improving the quality of public services as part of bureaucratic reform, where the PTSP policy is expected to simplify the service process and increase public satisfaction. The method used is a quantitative method with a simple linear regression approach. Data were collected through a questionnaire from 200 respondents who had received services through PTSP. The results of the t-test showed that the implementation of the PTSP policy had a significant effect on the quality of public services with a t-value of 8.083 and a significance of 0.000 ($p < 0.05$). The regression coefficient of 0.594 indicates that every increase in the implementation of the PTSP policy is followed by an increase in the quality of public services. Meanwhile, the R Square value of 0.248 indicates that 24.8% of the variation in the quality of public services can be explained by the implementation of the PTSP policy. This study concludes that the implementation of the PTSP policy effectively contributes to improving the quality of public services in Nabire Regency. Regional governments are advised to continue optimizing the implementation of this policy to support faster, more transparent, and more responsive services to community needs.

Keywords: Policy Implementation, PTSP, Quality of Public Services



INTRODUCTION

Quality public services are a key element in determining how effectively a government meets the needs of its citizens. As a proxy for the quality of governance, good public services can play a crucial role in fostering public trust and satisfaction with government institutions. However, in many regions in Indonesia, citizens often face barriers in accessing public services, such as complicated procedures, long waiting times, and unclear information. These problems have an impact on low public satisfaction and worsen the government's image in the eyes of the public (Muslim, 2022; Hutagalung, 2021; Utami, 2023). One of the proposed solutions to improve the quality of public services is the implementation of the One-Stop Integrated Service (PTSP) policy. PTSP aims to simplify and centralize various services that were previously spread across various government agencies in one place, so that the public no longer needs to deal with many separate bureaucracies. With the existence of PTSP, it is hoped that the services provided will be faster, more transparent, and easier to access. PTSP is not only an administrative reform, but also a transformation that touches on broader aspects of public services, including increasing efficiency, accountability, and public participation. This policy is important considering that public demands for better services are increasing, especially in the context of a government that increasingly prioritizes the principles of transparency and responsiveness to public needs (Wahyudi, 2023; Enggarani, 2016).

Public services in Indonesia have undergone significant changes over the past few decades. Before the reform era, Indonesia's public service system was dominated by rigid and often opaque bureaucratic practices, with convoluted and



inefficient processes. The public often found it difficult to access the services they needed due to a lack of coordination between government agencies and confusing procedures (Tandilimbong et al., 2025; Maharani, 2023). Bureaucratic reforms, which began in the late 1990s and continued into the early 21st century, brought significant changes to Indonesia's public service system. A key milestone in this reform was the enactment of Law No. 25 of 2009 concerning Public Services, which serves as the legal basis for creating more responsive and accountable public services. This law emphasizes the importance of transparency, speed, and ease of access to services and provides the basis for the implementation of various more integrated public service policies, including the One-Stop Integrated Service System (OSSP). In this context, the Integrated Public Service System (PTSP) emerged as a solution that allows the government to provide faster and more coordinated services by centralizing various types of services in one place that is easily accessible to the public (Prahara et al., 2024; Maulana, 2021). The implementation of PTSP has become increasingly important with the development of information and communication technology, which enables innovation in service systems. The use of technology such as online applications for service registration, status tracking, and data management has made it easier for the public to access public services. However, challenges remain, both in terms of infrastructure, human resources, and public understanding of the new system. Therefore, the implementation of PTSP requires continuous evaluation to ensure that this policy can address existing public service problems and truly have a positive impact on service quality (Erlinda, 2025; , Rizqiyah et al., 2024).



One-Stop Integrated Services (PTSP) is a policy introduced to address the complexity of public services, which often involve multiple agencies with complex procedures. PTSP aims to make it easier for the public to obtain the public services they need by integrating various types of services in one place (Maulidia et al., 2019). With PTSP, previously lengthy and confusing bureaucratic processes can be simplified, allowing the public to access various directly connected services without having to move between agencies. Furthermore, PTSP also functions to increase transparency and accountability at every stage of the service process (Taufiqurokhman et al., 2023). For example, through a well-organized queuing system, the public can more easily monitor the service process they are undergoing, thereby reducing the potential for ambiguity and abuse of authority by officers. Furthermore, PTSP supports the principle of one-stop service, which focuses not only on time efficiency but also on better service quality. A fast and uncomplicated administrative process is expected to increase public satisfaction. Through PTSP, it is hoped that a service experience will be created that is friendlier, more modern, and more responsive to community needs. One of the keys to the success of the Integrated Service Delivery System (PTSP) is the implementation of information technology that supports the service system, enabling the public to access services online or monitor the progress of ongoing processes. Although many regions have implemented PTSP, the challenges faced in its implementation vary widely, depending on the conditions of each region, including available infrastructure, human resource readiness, and active community participation (Taufiqurokhman et al., 2023).



Nabire Regency, located in Papua Province, has unique geographic and demographic characteristics, which undoubtedly impact the quality of public services provided by the local government. With its large land area and population spread across remote areas, Nabire Regency faces significant challenges in providing fast, efficient, and accessible public services to all levels of society (Taufiqurokhman et al., 2023; Prahara et al., 2024). Prior to the implementation of the One-Stop Integrated Service (PTSP) policy, the public frequently complained about slow service processes, complicated procedures, and the difficulty of obtaining clear information about service requirements. Most services provided by the Nabire Regency government were previously conducted separately across various agencies, forcing the public to visit different locations, queue, and fulfill requirements that were not always well communicated. This led to public dissatisfaction with the services provided and created the impression of an inefficient and inaccessible bureaucracy. Therefore, the presence of the PTSP in Nabire Regency is expected to resolve these issues by centralizing various services in one location, simplifying procedures, and increasing transparency and accessibility for the public. Although there have been efforts to improve services with the PTSP, its implementation in Nabire Regency still faces various challenges, such as limited technological infrastructure, lack of training for service personnel, and varying levels of public understanding regarding the benefits and procedures of the PTSP itself. Therefore, it is important to conduct a comprehensive evaluation of the PTSP policy in Nabire Regency to determine whether this policy has achieved its intended goals and to identify issues that still



need to be addressed so that the PTSP can run more optimally (Taufiqurokhman et al., 2023; Prahara et al., 2024).

Although the One-Stop Integrated Service (PTSP) policy has been implemented in many regions in Indonesia, its implementation in Nabire Regency still faces a number of unresolved challenges. While some regions have successfully optimized the One-Stop Integrated Service (PTSP) by utilizing information technology and efficient service systems, the situation in Nabire Regency demonstrates a significant gap between the objectives of the One-Stop Integrated Service (PTSP) policy and its implementation. One of the main gaps identified is the limited technological infrastructure and adequate human resources to optimally support the One-Stop Integrated Service (PTSP) system. Furthermore, the lack of public awareness regarding One-Stop Integrated Service (PTSP) procedures and benefits is a major obstacle, leading to a lack of understanding in utilizing the services provided. Furthermore, although One-Stop Integrated Service (PTSP) is expected to reduce bureaucratic red tape, in reality, service processes still appear convoluted and inefficient, making it difficult for the public to access public services. This gap highlights the need for more in-depth research into the effectiveness of One-Stop Integrated Service (PTSP) implementation in Nabire Regency, focusing on inhibiting factors and potential solutions to improve the quality of public services.

RESEARCH METHOD

This study uses a quantitative approach with a survey design to evaluate the effectiveness of the One-Stop Integrated Service (PTSP) policy in improving



the quality of public services in Nabire Regency. The quantitative approach was chosen because it can provide objective and measurable data regarding the impact of the PTSP policy on the quality of services provided to the public, as well as the factors that influence it. In this study, data were collected through questionnaires distributed to residents who have received services through the PTSP, as well as officers involved in the policy's implementation.

Population and Sample

The population in this study comprised all residents of Nabire Regency who have utilized PTSP services, as well as government employees involved in the public service process through PTSP. The sample was drawn using a stratified random sampling technique to ensure proportional representation of various community groups, both in terms of age, gender, education level, and type of service received. In this case, the sample size was determined using the Slovin formula for surveys with a 95% confidence level and a 5% margin of error. In addition, the sample also included PTSP officers directly involved in the service process.

Research Instruments

The main instrument used to collect data in this study was a questionnaire consisting of several parts, namely:

1. Respondent Demographics – to collect basic information about respondent characteristics such as age, gender, education level, and experience in using PTSP services.
2. PTSP Effectiveness – to measure public perception regarding the speed, ease, transparency, and quality of services provided through PTSP.



3. Public Service Quality – to assess the impact of PTSP on service quality, including public satisfaction related to simpler procedures, more efficient times, and reduced bureaucracy.
4. Inhibiting Factors in the Implementation of PTSP – to identify obstacles faced in the implementation of PTSP, such as limited infrastructure, lack of officer training, and low levels of public understanding.

A Likert scale with five answer choices (strongly agree, agree, neutral, disagree, strongly disagree) will be used to measure respondents' perceptions and opinions.

Data Collection Technique

Data will be collected through a direct survey using questionnaires distributed to selected respondents, either in person or through online platforms where possible. Data collection will be conducted over three weeks, with sufficient time to ensure respondents provide valid and reliable answers.

Data Analysis Techniques

The collected data will be analyzed using descriptive and inferential statistics. Descriptive statistics are used to describe the characteristics of respondents and provide an overview of public perceptions of the Integrated Service Delivery System (PTSP). To test the hypothesis regarding the influence of PTSP on the quality of public services, this study will use linear regression analysis to determine the extent to which PTSP implementation variables affect the quality of public services in Nabire Regency. Furthermore, validity and reliability tests will be conducted on the questionnaire to ensure that the instrument used can produce valid and consistent data.



Research Procedures

This research will be conducted through several stages:

1. Preparation – Compiling research instruments, conducting questionnaire trials, and obtaining permission from the authorities in Nabire Regency.
2. Data Collection – Conducting surveys with the community who have used PTSP services and officers involved in PTSP implementation.
3. Data Processing – Processing and analyzing data using statistical software such as SPSS.
4. Reporting – Compiling a research report that includes findings, analysis, and recommendations based on the data obtained.

Research Hypothesis

Based on the research objectives, the hypotheses proposed are:

H1: The implementation of the PTSP policy in Nabire Regency has a positive effect on improving the quality of public services.

H2: Inhibiting factors such as limited infrastructure, officer training, and community understanding influence the effectiveness of PTSP implementation in Nabire Regency.

RESULTS AND DISCUSSION

Validity

Implementation of PTSP Policy (X)

Table 1 Validity

Correlations

Effectiveness of Implementation of the One ...



		IK1.1	I K 1. 2	I K 1. 3	I K 1. 4	I K 2. 1	I K 2. 2	I K 2. 3	I K 3. 1	I K 3. 2	I K 3. 3	I K 4. 1	I K 4. 2	I K 4. 3	I K 5. 1	I K 5. 2	I K 5. 3	Implement ation of PTSP Policy (X)
IK1 .1	Pearson Correlation	1	.813**	.781**	.681**	.824**	.831**	.488**	.434*	.520**	.457*	.422*	.190	.303	.487**	.325	.386*	.848**
	Sig. (2-tailed)		.000	.000	.000	.000	.006	.016	.003	.011	.020	.314	.104	.006	.080	.035	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK1 .2	Pearson Correlation	.813*	1	.821**	.795**	.836**	.836**	.497**	.456*	.495**	.525**	.324	.036	.265	.420*	.257	.267	.828**
	Sig. (2-tailed)	.000		.000	.000	.000	.005	.011	.005	.003	.081	.151	.056	.121	.171	.153	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK1 .3	Pearson Correlation	.781*	.821**	1	.781**	.780**	.723**	.465**	.318	.473**	.379*	.288	.122	.180	.379*	.295	.183	.763**
	Sig. (2-tailed)	.000	.000		.000	.000	.010	.087	.008	.039	.123	.522	.341	.039	.113	.334	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK1 .4	Pearson Correlation	.661*	.795**	.781**	1	.802**	.840**	.410*	.343	.449*	.332	.187	-	.250	.431*	.220	.191	.738**
	Sig. (2-tailed)	.000	.000	.000		.000	.025	.064	.013	.073	.323	.957	.182	.017	.243	.311	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK2 .1	Pearson Correlation	.824*	.836**	.780**	.802**	1	.798**	.278	.368*	.485**	.316	.331	.157	.235	.478**	.249	.302	.788**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.137	.045	.007	.089	.074	.409	.212	.008	.184	.105	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30



IK2 .2	Pearson Correlation	.831*	.836**	.723**	.840**	.798**	1	.543**	.475**	.471**	.502**	.393*	.086	.377*	.504**	.308	.365	.864**
	Sig. (2-tailed)	.000	.000	.000	.000		.002	.008	.009	.005	.032	.650	.040	.040	.005	.098	.047	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK2 .3	Pearson Correlation	.488*	.497**	.465**	.410*	.278	.543**	1	.767**	.697**	.808**	.131	-.137	.143	.151	.054	.100	.611**
	Sig. (2-tailed)	.006	.005	.010	.125	.137	.002		.000	.000	.000	.490	.471	.450	.425	.778	.599	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK3 .1	Pearson Correlation	.434*	.456*	.318	.343	.368*	.475**	.767**	1	.838**	.862**	.000	-.256	.013	.000	-.147	-.072	.518**
	Sig. (2-tailed)	.016	.011	.087	.064	.045	.008	.000		.000	.000	1.000	.172	.947	1.000	.439	.704	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK3 .2	Pearson Correlation	.520*	.495**	.473*	.449*	.485**	.471**	.697**	.838**	1	.763**	.086	-.102	.014	.150	-.076	.009	.601**
	Sig. (2-tailed)	.003	.005	.008	.013	.007	.009	.000	.000		.000	.650	.593	.942	.430	.692	.963	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK3 .3	Pearson Correlation	.457*	.525**	.379*	.332	.316	.502**	.808**	.862**	.763**	1	.042	-.310	.012	.000	-.160	-.039	.526**
	Sig. (2-tailed)	.011	.003	.039	.073	.089	.005	.000	.000	.000		.826	.095	.950	1.000	.400	.836	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK4 .1	Pearson Correlation	.422*	.324	.288	.187	.331	.393*	.131	.000	.086	.042	1	.767**	.713**	.577**	.728**	.758**	.637**
	Sig. (2-tailed)												.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30



	Sig. (2-tailed)	.020	.081	.123	.323	.074	.032	.490	1.000	.650	.826		.000	.000	.001	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
IK4.2	Pearson Correlation	.190	.036	.122	-.010	.157	.086	-.137	-.256	-.102	-.310	.767	1.94	.543	.450	.750	.609	.368*
	Sig. (2-tailed)	.314	.851	.522	.957	.409	.650	.471	.172	.593	.095	.000	.001	.014	.000	.000	.000	.045
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK4.3	Pearson Correlation	.303	.265	.180	.250	.235	.377	.143	.013	.014	.012	.713	.594	1.66	.516	.816	.805	.593**
	Sig. (2-tailed)	.104	.156	.341	.182	.212	.040	.450	.947	.942	.950	.000	.001	.001	.001	.000	.000	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK5.1	Pearson Correlation	.487*	.420	.379	.431	.478	.504	.151	.000	.150	.000	.577	.443	.566	1.07	.630	.730	.651**
	Sig. (2-tailed)	.006	.021	.039	.017	.008	.005	.425	1.000	.430	1.000	.001	.014	.001	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK5.2	Pearson Correlation	.325	.257	.295	.220	.249	.308	.054	-.147	-.076	-.160	.728	.750	.816	.607	1.37	.837	.572**
	Sig. (2-tailed)	.080	.171	.113	.243	.184	.098	.778	.439	.692	.400	.000	.000	.000	.000	.000	.000	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
IK5.3	Pearson Correlation	.386*	.267	.183	.191	.302	.365	.100	-.072	.009	-.039	.758	.609	.805	.730	.837	1.37	.604**
	Sig. (2-tailed)	.035	.153	.334	.311	.105	.047	.599	.704	.963	.836	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30



Implemen- tation of PTSP Policy (X)	Pearson Correlation	.848*	.828**	.763**	.738**	.788**	.864**	.611**	.518**	.601**	.526**	.637**	.368*	.593**	.651**	.572**	.604**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.003	.000	.003	.000	.000	.045	.001	.000	.001	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Quality of Public Services (Y)

Correlations

Table 2
Quality of Public Services

		KLP 1.1	KLP 1.2	KLP 2.1	KLP 2.2	KL P3	KLP 4.1	KLP 4.2	Quality of Public Services (Y)
KLP1.1	Pearson Correlation	1	.780*	.718*	.720*	.830**	.681*	.854*	.929**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30
KLP1.2	Pearson Correlation	.780*	1	.856*	.826*	.683**	.478*	.704*	.875**
	Sig. (2-tailed)	.000		.000	.000	.000	.008	.000	.000
	N	30	30	30	30	30	30	30	30
KLP2.1	Pearson Correlation	.718*	.856*	1	.760*	.683**	.595*	.767*	.887**
	Sig. (2-tailed)	.000	.000		.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30
KLP2.2	Pearson Correlation	.720*	.826*	.760*	1	.681**	.297	.734*	.823**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30



	Sig. (2-tailed)	.000	.000	.000		.000	.111	.000	.000
	N	30	30	30	30	30	30	30	30
KLP3	Pearson Correlation	.830*	.683*	.683*	.681*	1	.630*	.829*	.884**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30
KLP4.1	Pearson Correlation	.681*	.478*	.595*	.297	.630**	1	.603*	.723**
	Sig. (2-tailed)	.000	.008	.001	.111	.000		.000	.000
	N	30	30	30	30	30	30	30	30
KLP4.2	Pearson Correlation	.854*	.704*	.767*	.734*	.829**	.603*	1	.912**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30
Quality of Public Services (Y)	Pearson Correlation	.929*	.875*	.887*	.823*	.884**	.723*	.912*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

Based on the results of the instrument validity test, it is known that all assessment items meet the validity criteria with a calculated r score for each assessment item > r table and Sig. 0.000 < 0.05.

Reliability

Implementation of PTSP Policy (X)

Table 3
Reliability Statistics of PTSP Policy Implementation

Reliability Statistics	
Cronbach's Alpha	N of Items
.911	16



Quality of Public Services (Y)

Table 4
Reliability Statistics of Public Service Quality

Table with 2 columns: Cronbach's Alpha, N of Items. Values: .940, 7.

Based on the test results, it is known that the instrument is stated to have high reliability with a Cronbach alpha score >0.71. Classical Assumption Test

Normality Test

A normality test was conducted to determine whether the data obtained was normally distributed. The test results showed that the data was normally distributed, with an Asymp.sig (2-tailed) score of > 0.05.

Table 5
Normality Test
One-Sample Kolmogorov-Smirnov Test

Table with 3 columns: Test Statistics, Unstandardized Residual. Rows include N, Normal Parameters, Most Extreme Differences, and Asymp. Sig. (2-tailed).

- a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

The table above shows that the Test Statistic value is 0.062 with Asymp. Sig. (2-tailed) 0.058. The significance value is greater than 0.05 (sig. > 5%), so it can

be concluded that the research data is normally distributed and the regression model meets the assumption of normality.

Figure 1
Normality test

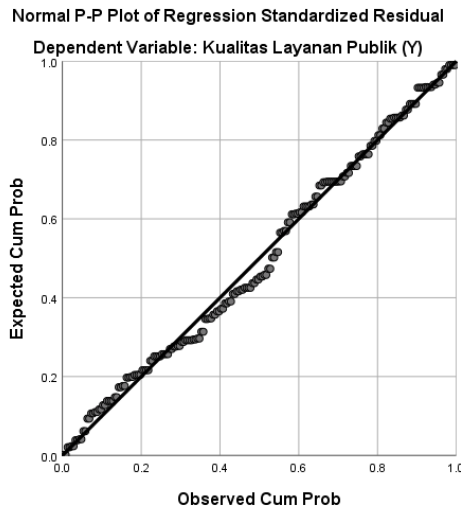


Figure 1 shows that the dots are located around the diagonal line. The dots that are spread around the diagonal line indicate a normally distributed residual, so it can be concluded that the residual between the effectiveness of the implementation of the one-stop integrated service (PTSP) policy in improving the quality of public services in Nabire Regency is normally distributed. The normality test can also be seen using the one-sample Kolmogorov-Smirnov test.

Multicollinearity

Table 6
Multicollinearity Test

Coefficientsa	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		



Implementation of PTSP Policy (X)	1,000	1,000
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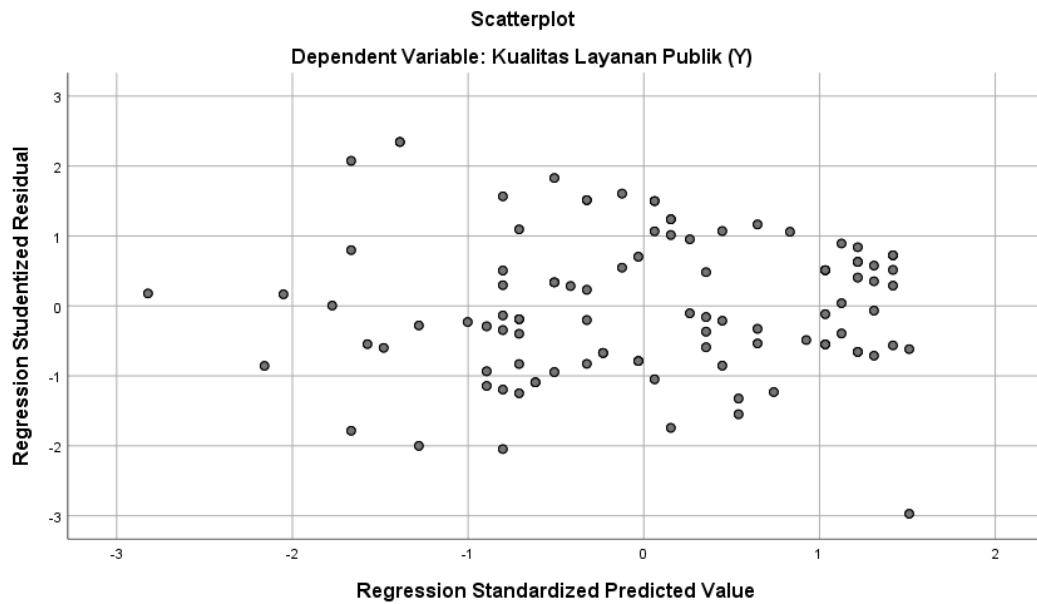
a. Dependent Variable: Quality of Public Services (Y)

Multicollinearity testing can be determined by looking at the VIF and tolerance values obtained. If the tolerance value is > 0.10 and the VIF value is < 10 , it can be concluded that there is no multicollinearity. From the test results, it is known that all VIF values in the variable The Influence of Nano Influencer Credibility on the Effectiveness of the implementation of the one-stop integrated service (PTSP) policy in improving the quality of public services in Nabire Regency are more < 10 and the tolerance value is more > 0.10 so it is concluded that there is no multicollinearity between the independent variables.

Heteroscedasticity

The heteroscedasticity test aims to determine whether there is inequality in the variance of residuals from one observation to another in the regression model. If the variance from residuals from one observation to another remains constant, it is called homoscedasticity. Using SPSS software, the following results were obtained:

Figure 2
Heteroscedasticity Test



The scatterplot graph above shows that the points do not form a particular pattern, but form a pattern spread above and below the number 0 on the Y axis. The results of this test can be concluded that there is no heteroscedasticity in the regression model.

Simple Regression Test

Table 7
Simple Regression Test

		Coefficients ^a		Standardized Coefficients	t	Sig.
		Unstandardized Coefficients				
Model		B	Std. Error	Beta		
1	(Constant)	1,617	.295		5,484	.000
	Implementation of PTSP Policy (X)	.594	.073	.498	8,083	.000

a. Dependent Variable: Quality of Public Services (Y)

Simple regression results show that the implementation of the PTSP policy has a positive and significant effect on the quality of public services in Nabire Regency, with a coefficient value of 0.594 and a significance level of 0.000 ($p <$



0.05). This means that the more effective the implementation of the PTSP policy, the more significant the quality of public services will be.

T-test

Table 8

T-test

Coefficientsa

	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,617	.295		5,484	.000
	Implementation of PTSP Policy (X)	.594	.073	.498	8,083	.000

a. Dependent Variable: Quality of Public Services (Y)

The t-test results show that the Implementation of the PTSP Policy has a significant effect on the Quality of Public Services, with a t-value of 8.083 and a significance level of 0.000 (p < 0.05). This means that variable X (PTSP) is statistically proven to have a real influence on improving the quality of public services in Nabire Regency.

F test

Table 9

F test

ANOVA

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	29,552	1	29,552	65,342	.000b
	Residual	89,547	198	.452		
	Total	119,099	199			

a. Dependent Variable: Quality of Public Services (Y)

b. Predictors: (Constant), Implementation of PTSP Policy (X)



The F-test results show that the regression model between the Implementation of PTSP Policy on the Quality of Public Services is statistically significant, with an F-value of 65.342 and a significance level of 0.000 ($p < 0.05$). This means that the independent variables jointly have a significant effect on the dependent variable, so the regression model used is appropriate to explain the relationship between the two variables in Nabire Regency.

Coefficient of Determination

Table 10
Coefficient of Determination

Model Summary

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.498a	.248	.244	.67250

a. Predictors: (Constant), Implementation of PTSP Policy (X)
b. Dependent Variable: Quality of Public Services (Y)

The analysis results show an R Square value of 0.248, meaning that 24.8% of the variation in Public Service Quality can be explained by the Implementation of the PTSP Policy. The remaining 75.2% is influenced by other factors outside the model. This indicates that the implementation of the PTSP policy has a sufficient contribution in explaining changes in the quality of public services in Nabire Regency.

Synthesis of Topic

Based on the results of the t-test in this study, it is known that the Implementation of the One-Stop Integrated Service (PTSP) Policy variable has a significant influence on the Quality of Public Services in Nabire Regency. This is



indicated by the t-value of 8.083 and a significance value of 0.000, which is much smaller than the significance level of 0.05. Thus, it can be concluded that the null hypothesis (H_0), which states that there is no influence between the implementation of the PTSP policy on the quality of public services, is rejected. Conversely, the alternative hypothesis (H_1) is accepted, which states that there is a significant influence between the two variables.

The regression coefficient value of 0.594 indicates a positive relationship. This means that the better the implementation of the PTSP policy, the higher the quality of public services perceived by the public. In this context, the implementation of the PTSP policy reflects various aspects of service policy implementation, including service procedures, inter-agency integration, transparency, speed of service, and ease of access to information. If these aspects are implemented effectively, the public will receive faster, easier, and more satisfying services.

These findings align with the public service theory proposed by Zeithaml, Parasuraman, and Berry, which emphasizes that service quality is influenced by the dimensions of reliability, responsiveness, assurance, empathy, and tangibles. The implementation of PTSP is directly related to several of these dimensions, particularly reliability and responsiveness. When services are delivered through a single, coordinated portal, bureaucratic processes become more efficient, and the public is no longer burdened by repetitive procedures that waste time and energy.

Furthermore, these findings support several previous studies that suggest that the One-Stop Integrated Service (PTSP) policy is a crucial instrument in



bureaucratic reform, particularly in improving the quality of public services (e.g., research by Sulistiyono, 2021; and Maulana, 2022). This policy simplifies administrative processes and increases transparency and accountability, which are important indicators in assessing the quality of public services.

However, although the t-test results show a significant effect, it is important to remember that the success of the PTSP policy implementation is determined not only by the policy itself, but also by other supporting factors such as human resource capacity, technological infrastructure, leadership commitment, and community participation. Therefore, local governments need to continuously evaluate and improve these aspects to ensure that the PTSP implementation truly has an optimal impact on service quality.

Thus, the t-test results in this study provide empirical evidence that the implementation of the PTSP policy significantly improves the quality of public services. Therefore, this policy deserves to be maintained and improved, both in terms of regulations, institutions, and implementation on the ground.

CONCLUSION

Based on the results of the t-test analysis, it can be concluded that the implementation of the One-Stop Integrated Service (PTSP) policy has a positive and significant effect on the quality of public services in Nabire Regency. This is evidenced by the t-value of 8.083 with a significance value of 0.000 ($p < 0.05$), which indicates that the more effective the implementation of the PTSP policy, the higher the quality of services received by the public. In other words, the existence and implementation of the PTSP policy have made a real contribution



to improving the quality of services, especially in terms of efficiency, ease of access, speed of service, and public satisfaction. Therefore, the local government needs to continue to strengthen the implementation of this policy as part of bureaucratic reform efforts and to continuously improve the quality of public services.

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