



**IMPLEMENTATION OF ONE DOOR INTEGRATED  
SERVICES (PTSP) IN IMPROVING PUBLIC SERVICES  
AT THE MINISTRY OF RELIGION OFFICES  
BARRU DISTRICT**

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**ABSTRACT**

*This research aims to determine the implementation of One Stop Integrated Services (PTSP) in improving public services at the Barru Regency Ministry of Religion Office, and to determine the factors that support and hinder the implementation of One Stop Integrated Services (PTSP). The type of research used is qualitative type. The type of data used is qualitative, the data sources used are primary data and secondary data, data is collected through data collection techniques, namely interviews, observation and documentation. Data analysis techniques include data reduction, data display, conclusion drawing verification. The research results show that service quality improvements are carried out comprehensively and integrated both internally and externally, with the existence of Integrated Services. One Door (PTSP) for licensing and non-licensing services becomes easy, transparent and timely in accordance with operational standards (SOP).*

**Keywords:** *Implementation, One Stop Integrated Services (PTSP), public services.*



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## A. INTRODUCTION

The government has been implementing a national bureaucratic reform program since 2010, the target of which is to improve the quality of public services, namely that the bureaucracy is expected to have quality public services, especially a clean and accountable bureaucracy, an effective and efficient bureaucracy and a bureaucracy that has quality services.

According to Inu Kencana Syafiie in Nurfaial (2014: 12), community service is defined as every activity carried out by the government for a number of people who have every activity that is profitable in a group or unit, and offers satisfaction even though the results are not related to a physical product. Thus, community service is the fulfillment of the desires and needs of the community by government officials, thus it can be categorized as public service, a form of service that is expected to be excellent.

Improving the quality of public services is stated in Law Number 25 of 2009 concerning Public Services, where it is implied that to facilitate services to the public it must be carried out with an integrated service system. This law is a continuation of the Minister of Home Affairs Regulation no. 24 of 2006 concerning Guidelines for the Implementation of Integrated Services, which includes licensing and non-licensing implementation activities whose management process starts from the application stage to the stage of issuing permit documents which is carried out in an integrated manner in one place. This can minimize interaction between applicants and licensing officers and avoid unofficial fees that often occur in the service process.

According to Efendi in Nurlia Halim (2017:43), the provision of public services by government officials to the community is actually an implication of the function of state officials as a public service. Therefore, the position of government officials in public services is very strategic because it will determine the extent to which the state has carried out its role well in accordance with the objectives of its establishment. In relation to the obligation to carry out public

services for the government, it states that: "Everyone has rights as well as obligations". Like a citizen, everyone has the right to receive good services from the government. Every person also has the right to obtain legal protection from arbitrary actions from their own state administration officials.

Behavioral attitudes and messages produced verbally and with body gestures are actually a reflection of what exists and is filled in a person's mind. It is like a water spill, when it is full, everything that is in it spills out of the container. Likewise, a person's behavioral attitude in public service communication practices, politeness, friendliness, speed in providing services, alertness or responsiveness and enthusiasm when interacting in services, as well as gentleness in serving others are good actions that should be displayed in communicating with the public or customers when providing service.

From the results of initial observations, the problems faced by the Barru Regency Ministry of Religion Office in the implementation and operation of one-stop integrated services, there are still some resources that are not yet ready and the work equipment required still does not meet work standards for coordinating between one unit and other work units. In providing public services, miscommunication often occurs and there are delays in completing the required documents, which can even be detrimental to the people served.

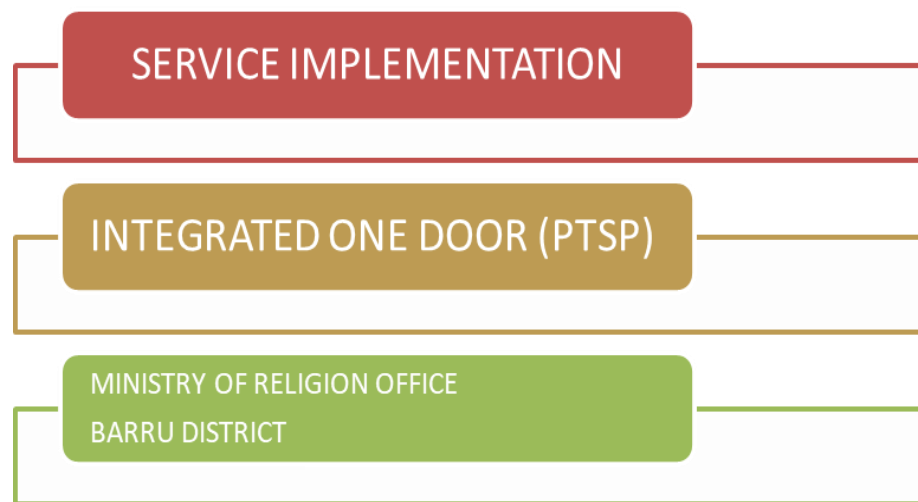
Implementing one-stop integrated services requires technical skills in integrating all service sub-systems within the Barru Regency Ministry of Religion office. Given the problems that often occur in the implementation of one-stop integrated services at the Barru Regency Ministry of Religion Office, the author felt interested in carrying out research by taking the research title "Implementation of One-Stop Integrated Services (PTSP) in Improving Public Services at the Barru Regency Ministry of Religion Office."

## **B. RESEARCH METHODS**

The type of research used in this research is qualitative research. According to Bogdan and Taylor in Moleong (2011), this type of qualitative research attempts to describe events or phenomena according to what happens in

the field, and the data produced is in the form of written or spoken words from people and observable behavior.

According to Sugyono (2016) defines qualitative research methods as research methods that are based on the philosophy of postpositivism, used to research natural object conditions (as opposed to experiments) and the researcher is the key instrument, data collection techniques are carried out in combination (triangulation), Data analysis is inductive/qualitative, and qualitative research results emphasize meaning rather than generalizations.



**FIGURE 1. CONCEPTUAL FRAMEWORK**

### **C. RESEARCH RESULTS AND DISCUSSION**

#### **Ministry of Religion logo**



**FIGURE 2. BARRU REGENCY MINISTRY OF RELIGION LOGO**

Implementation of one-stop integrated services (PTSP) in improving public services at the Barru Regency Ministry of Religion Office. Some indicators include: a. Based on information from the source, Dr. H. Jamaruddin, S.Ag. M.Ag. The Head of the Barru Regency Ministry of Religion Office stated that: "The implementation of this PTSP is expected to provide the best service for the community, both directly and indirectly, and as a first step in improving the quality of service and being able to apply service standards for each type of service, as well as implementing it effectively and efficiently. provide wider access to the community to obtain good services". (interview with source 04 February 2021)

Based on information from sources, H. Syamsul Bahri, S.Ag. MA as Head of Subdivision also explained that: "For the implementation of this PTSP, see Ministerial Regulation No. 24 of 2006 concerning guidelines for the implementation of integrated services, which include licensing and non-licensing activities. "This is also stated in Law Number 25 of 2009 concerning Public Services, therefore it is necessary to establish a PTSP that complies with operational standards (SOP) and is transparent." (interview with source 11 January 2021) Based on the results of interviews from both sources, it can be concluded that the implementation of PTSP must be guided by Ministerial Regulation No. 24 of 2006 concerning guidelines implementation of integrated services, this is also stated in Law Number 25 of 2009 concerning Public Services, where providing services to the community must be as effective and efficient as possible so that the people served are satisfied. b. Based on information from the source, Dr. H. Muh. Rasbi, S.E. MM, stated that: "In providing services by communicating directly or face to face and providing clarity on the goals desired by the community, service officers must consistently provide information in an accountable and transparent manner so that the community will more easily understand what they want to understand." (interview with source 11 January 2021) In line with Dr. H. Muh. Rasbi, S.E. MM, source H. Husni Abbas, S.Ag, MA explained about the implementation of PTSP that: "Transparency in providing services and clear information will make

the public happy, because the public is a reference in evaluating employee performance." (interview with source 11 January 2021)

Based on the results of interviews from both sources, it can be concluded that with PTSP, service efficiency in this office is getting better, coordination is getting better, there is better transparency and accountability in services. c. Based on information from the source Dra. Mujeniati, stated that: "1. To improve service quality. 2. Speed up the service process. 3. Make it easy to obtain information effectively and efficiently. 4. Minimize or reduce costs in a transparent manner." (interview with source 12 January 2021) In line with the opinion of Dra. Mujeniati, resource person Dra. Sitti Patimah explained about the implementation of PTSP that: "1. To improve service quality. 2. To minimize direct interaction between service users and officials / apparatus in order to create good and clean governance". (interview with source 12 January 2021)

Based on the results of interviews from both sources, it can be concluded that the aim of PTSP is primarily to simplify service and non-licensing bureaucracy, speed up processes, reduce costs, simplify requirements and bring services closer to the community in this office. d. Based on information from the source, Dra. Mujeniati, stated that: "The PTSP service at this office is still relatively new and the service is not always smooth or runs well, but we will continue to try to improve and learn from mistakes so that we can create optimal service in accordance with government regulations." (interview with source 12 January 2021) In line with Dra. Mujeniati's opinion, resource person Hj. Nursiah, S. Ag, explains that: "The problems faced in the implementation of PTSP are still less than optimal where the officers are not yet agile in providing services, but as time goes by these problems will be corrected by providing direction to the officers on duty at PTSP." (interview with source 12 January 2021)

Based on the results of interviews from both sources, it can be concluded that because the PTSP system is still new, officers often still make mistakes, but officers are slowly mastering the integrated system. e. Based on information from sources, Drs. Muh. Basri, MA, stated that: "From the coordination system that we implement to make the cell successful PTSP administration has been carried out but there are still some who cannot be

provided with direct services at PTSP, for example, for Hajj affairs, if you ask about requirements and so on, you can already do so in the PTSP section, but if you want to register, you have to go directly to the Hajj and Umrah section which is not far from the PTSP room. itself". (interview with source 11 January 2021) In line with the opinion of Drs. Muh. Basri, MA, resource person Sitti Rohani, S.Ag, explained that: "In matters of Hajj, you cannot register in the PTSP section because the system has been set up from the center and uses a separate network from the center so you have to register here in the Hajj and Umrah section, but if you just want to ask about The requirements or completeness for Hajj can be found in the PTSP section." (interview with source 14 January 2021) Based on the results of the interviews from the two sources, it can be concluded that coordination between work units has been implemented, but is not yet fully running well, so manual methods are still often used in carrying out services. f. Based on information from Minarni's source, S.Kom, stated that: "In the PTSP service there must be data equality or synchronization of a service because the data from the PTSP section must be synchronous so that it can be accounted for and will become a report for the PTSP officer." (interview with source 14 January 2021) In line with the opinion of Minarni, S.Kom, resource person Syarifuddin, S. Ag, explained that: "The implementation of PTSP must be in accordance with operational standards because this is to serve the community in its totality because it will be accountable both in this world and in the hereafter." (interview with source 14 January 2021)

Based on the results of interviews from both sources, it can be concluded that the aim of coordination is to ensure that data and how services work are similar across all work units so that they can be in line with the targets to be achieved in improving the quality of service to the community. g. Based on information from resource person H. Muhammad Subhan, S.Pdi, stated that: "In providing services, there are still problems such as invalid data in work units, which can hamper services in several units in the PTSP section." (interview with source 11 January 2021) In line with the opinion of H. Muhammad Subhan, S.Pdi, the resource person was Basri Zubair, SH. M. Si, explained that: "Here we serve in the zakat and waqf section as well as halal product certificates, and if

there are people who want to ask about the requirements, they can go directly to the ptsp section, but these people often provide insufficient data so the data that reaches us is not appropriate and has to be met. directly with us so that those who give zakat and waqf can take it directly to Baznas." (interview with source 14 January 2021)

Based on the results of interviews from both sources, it can be concluded that data is often invalid between one unit and another, so improvements need to be made before providing good service to the community. h. Based on information from sources from St. Sakinah, stated that: "In providing information, it must be clear and transparent because it also includes the assessment of the community in providing the best service." (interview with source 12 January 2021) In line with the opinion of St. Sakinah, Fadlinah's source, S. Sos, explained that: "Good service must be in accordance with operational standards and those who provide the service must be optimal and not half-hearted so that they can create effective and efficient services." (interview with source, January 14 2021) Based on the results of interviews from both sources, it can be concluded that transparency or openness of information is absolutely implemented through PTSP, because everything must be properly open with the required data, so it is difficult to manipulate the data. i. Based on information from the source, Faridah Ag, S. Pd.I, stated that: "It's almost the same as what I explained earlier, that when providing services it must be clear and transparent so that the data received can be synchronized and not harm the community. (interview with source 14 January 2021) In line with the opinion of Faridah Ag, S. Pd.I, resource person Andi Wetenri Ola, S. Pd, explained that: "In providing services, it must be transparent and accountable because it will be accountable to the superior concerned." (interview with source 14 January 2021)

Based on the results of interviews from both sources, it can be concluded that with transparency, all data is the same in all work units, data manipulation cannot be carried out in services. j. Based on information from resource person H. Maqbul, S.Ag, M.Ag, stated that: "The provision of data or information in work units varies / is still less effective So it can give a bad impression to the recipient of the service, but we will correct this as much as

possible." (interview with source 14 January 2021). In line with the opinion of H. Maqbul, S.Ag, M.Ag, resource person Andi Wetenri Ola, S. Pd, explained that: "The data submitted by the public is usually different from the data we receive from PTSP officers, so there is a need for reporting that can provide accurate and clear information or data." (interview with source 14 January 2021) Based on the results of interviews from both sources, it can be concluded that the problem faced in transparency/openness is that administration often differs from one work unit to another, so it is necessary to communicate and provide valid data. Without valid data, the service process cannot run well. k. Based on information from resource person H. Mukhlis Hakim, S.Pd.I, M.Pd, MM, stated that: "For example, the form of accountability is that there is a document that must be signed by the Head of the Office, it must go through the PTSP first, after that it will go to the Head of TU Subdivision, after that it will be submitted to the Head of the Office to be signed and can be held accountable." (interview with resource person January 11)

In line with the opinion of H. Mukhlis Hakim, S.Pd.I, M.Pd, MM, source Sri Indiani, explained that: "Every document or correspondence must be recorded before it reaches the Head of Office because if it is recorded first it will become the responsibility of the recipient and the responsibility of the Head of Office." (interview with source 11 January) Based on the results of interviews from both sources, it can be concluded that service responsibilities must be carried out properly based on existing regulations, therefore every document product created must be signed by the officer with the name and office stamp. l. Based on information from the source, Dr. H. Jamaruddin, S.Ag. M.Ag, Head of the Barru Regency Ministry of Religion Office stated that: "Almost the same as what I said earlier, managing data must be accurate and transparent and officers must be more careful in receiving data so that the data that reaches the work units can be valid." (interview with source 15 January 2021) In line with Dr. H. Jamaruddin, S.Ag. M.Ag, resource person H. Husni Abbas, S.Ag, MA, explained that: "The service of the PTSP officers themselves is starting to get better because it is accompanied by several trainings so that the duties and functions of the PTSP can run optimally." (interview with source 04 January 2021) Based on the

results of interviews from both sources, it can be concluded that the level of accuracy of officers in inputting data is high, because errors rarely occur in providing PTSP services.

Based on information from resource person H. Mukhlis Hakim, S.Pd.I, M.Pd, MM, stated that: "The PTSP officers in this office have been provided with training and given an understanding of the importance of PTSP officers in providing services and they must master computers/IT, even though they have been trained there are still small errors in providing services, as time goes by whether the errors are intentional or not. we will fix it." (interview with source 15 January 2021)

In line with the opinion of H. Mukhlis Hakim, S.Pd.I, M.Pd, MM, resource person Sudirman, S.Pd explained that: "We PTSP officers have been given total training and master computers so that the data we will import will be valid with data from one of the work units because we have learned from past mistakes." (interview with source, January 15 2021) Based on the results of interviews from the two sources, it can be concluded that the officers at this PTSP office are quite professional, although there are often small mistakes which can be corrected immediately. n. Based on information from the source, Dr. H. Muh. Rasbi, S.E. MM, stated that: "The condition of the existing facilities and infrastructure at the PTSP seems to be still lacking/limited because we have several officers assigned to provide services and we will improve and add several facilities and infrastructure so that the implementation of the PTSP can run as effectively and efficiently as possible." (interview with source 11 January 2021) In line with Dr. H. Muh. Rasbi, S.E. MM, Fittiriah's source explained that: "We PTSP officers must provide optimal service even though the support for facilities and infrastructure is still lacking, but we are required to continue providing services even manually because this is our responsibility." (interview with source 14 January 2021)

Based on the results of interviews from the two sources, it can be concluded that the state of equipment and facilities/infrastructure of PTSP work in this office is still poor. rang, but can already support the implementation of PTSP. 2. a. Based on information from resource person H. Syamsul Bahri, S.Ag.

MA, stated that: "There are several supporting factors, including: 1. The guidance of office leaders regarding the implementation of PTSP in this office is quite good. 2. The data submitted by the public is complete." (interview with source 11 January 2021) Based on information from resource person H. Syamsul Bahri, S.Ag. MA, Sri Indiani's source, also explained that: "1. the awareness factor of the officers themselves in carrying out their duties, 2. the abilities and skills of the PTSP organizing officers. 3. The residents served are disciplined and follow the service process." (interview with source 15 January 2021) Based on the results of interviews from both sources, it can be concluded that the factors that support the implementation of PTSP at the Barru Regency Ministry of Religion Office are: "1. The development of office leaders regarding the implementation of PTSP in this office is quite good. 2. The data submitted by the public is complete. 3. Residents served are disciplined and follow the service process." b. Based on information from the source, Marwan, S.Pd.I, MM, stated that: "The facilities and infrastructure are not yet complete, so if the public is not satisfied with the information provided, it will be taken to the relevant employee who really understands what the public is asking." (interview with source 14 January 2021)

Based on information from the source, Marwan, S.Pd.I, MM, source Mutmainnah Mansyur, S.H, explained that: "1. Often the internet network is not good when services are carried out. 2. The number of employees on duty is still insufficient, so work often piles up. 3. Working conditions are not optimal." (interview with source 15 January 2021) Based on the results of interviews from both sources, it can be concluded that: "1. Facilities and infrastructure are not yet complete, so if the public is not satisfied with the information provided, it will be taken to the relevant employee who really understands what the public is asking. 2. The internet network is often not good when the service is being carried out. 3. The number of employees on duty is still insufficient, so work often piles up. In accordance with what the author has observed on January 11 - 15 2021, precisely Monday to Friday, the author has made observations in this case regarding the implementation of one-stop service in improving public services, this has been stated in Law Number 25 of 2009 concerning Public Services, where it is implied

that to facilitate services to the public it must be carried out with an integrated service system. Interviews were carried out using data collection using interview techniques with sources where the researcher determined sampling by determining special characteristics in accordance with the research objectives so that it was hoped that they could answer the researcher's problems with 24 (twenty four) sources which were carried out at the Regency Ministry of Religion Office. Barru.

➤ DISCUSSION

Implementation of one-stop integrated services (PTSP) in improving Public Services at the Barru Regency Ministry of Religion Office.

From the research results, it can be said that one-stop integrated services (PTSP) consist of various types of services, one of the concepts developed is a service model that integrates various types of government services in one location. Where the aim of establishing one-stop integrated services (PTSP) is to simplify the implementation of services, both licensed and non-licensed services.

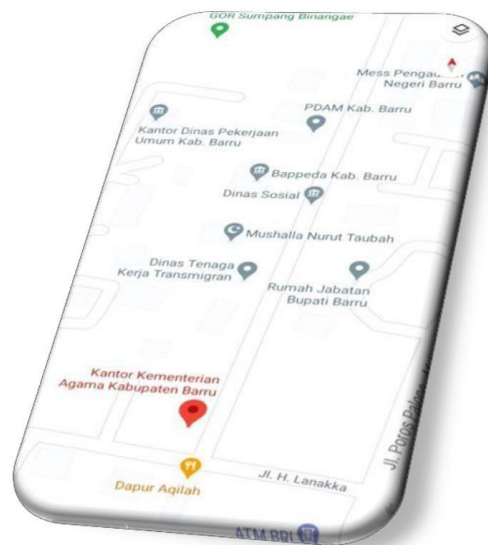
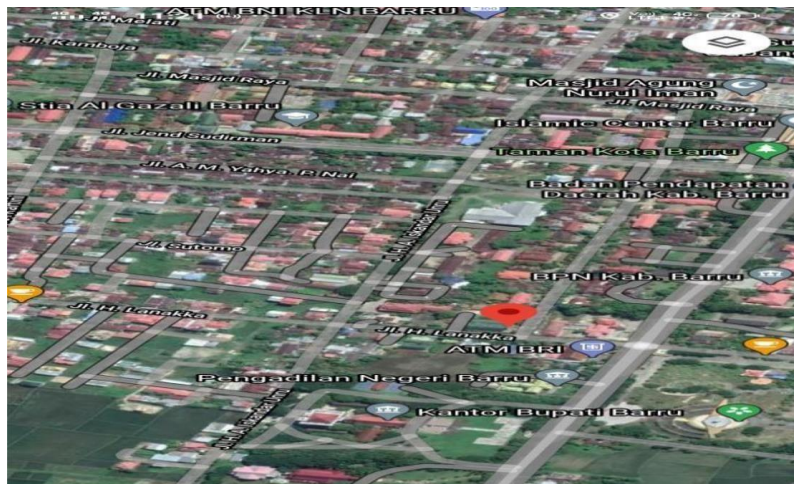
The implementation of PTSP must be guided by Ministerial Regulation No. 24 of 2006 concerning guidelines for the implementation of integrated services, this is also stated in Law Number 25 of 2009 concerning Public Services, where providing services to the community must be as effective and efficient as possible so that the public those served are satisfied.

The author made observations regarding the above policies including that the services provided to the community are quite good in serving so that when there are things that both researchers and the community want to ask, they are served well, as long as the limitations stated are in accordance with the procedures that must be implemented when wanting to meet with the leadership. or anyone who wants to be met must report to the service staff and must also follow the current health protocols.

Licensing and non-licensing administration activities whose management process starts from the application stage to the document issuance stage are carried out in one place, in this case simplifying services is an effort to increase time, procedures and costs.

The importance of public services provided by the government to the community is often used as an indicator of a government's success. Moreover, in order to realize good governance, accountability is one of the principles that must be prioritized so that it becomes a necessity that cannot be postponed to ensure the needs of the community in providing services effectively and efficiently.

### Research Location



**Figure 3.**

Research Location of Barru Regency Ministry of Religion Office, Jl. H. M. Saleh Lawa No. 28 Barru, Tel. 0427-21029, Barru District, Barru Regency, South Sulawesi

## D. CONCLUSION

The implementation of one-stop integrated services (PTSP) in improving public services at the Barru Regency Ministry of Religion Office has been carried out well. Factors that support the implementation of one-stop integrated services (PTSP) in improving public services at the Barru Regency Ministry of Religion Office are leadership development for implementing PTSP, the data submitted by the community is complete, and the residents served are disciplined and follow the service process. Meanwhile, inhibiting factors are inadequate facilities and infrastructure, limited internet network, and insufficient number of employees.

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