

# Enhancing the Quality of Public Service One-Stop Integrated Services (PTSP) at the Bekasi Class 1A Special District Court

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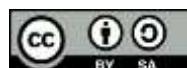
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## ABSTRACT

The development of digital technology makes it easier to provide more efficient and transparent services. This study was conducted with the aim of knowing the application of the quality of one-stop integrated services at the Bekasi Class 1A Special District Court in improving services to the community. The method used in this study is qualitative, using observation methods, interviews with the head of the General Subdivision. The results of the analysis obtained show that the application of service quality runs the service process in accordance with the dimensions of public service, which consists of tangible shows that the physical facilities of PTSP meet public service standards. Reliability shows that the apparatus has been polite and attentive, listening to complaints, and trying to provide quick and appropriate solutions, responsiveness shows that consistency in following standard operating procedures and providing consistent and reliable services. Assurance shows that the apparatus has responded quickly to community requests and problems. Empathy shows that public complaints can be taken more seriously with a good complaint system. The findings and obstacles are that there is no electronic digital-based suggestion box such as Google Form which can be accessed via Smartphone. Therefore, the solution provided is to create an online-based suggestion box, namely Google Form, to make it more efficient in providing services.

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## 1. INTRODUCTION

In today's digital era, good service shows ability and professionalism and fosters customer trust in a business service. Good business services such as quick response and efficient complaint handling can improve customer satisfaction, which in turn leads to more positive transactions and reviews. Customers who are satisfied with the service are more likely to recommend the service to others, which makes it possible to expand the

reach without spending a lot of money on advertising.

Good service in the public sector, such as fast and easy administrative services in other agencies and institutions, increases public trust in the government or related agencies. Good and responsive public services show that the government is trying to meet people's needs and expectations. This is very important for the stability and reputation of government institutions. Service is essential

for effective and efficient governance. In this modern era, there are no restrictions that should stand in the way of everyone's right to justice. Increasingly advanced digital technology makes it easier to provide more efficient and transparent services. This will be a new service innovation that is growing rapidly today that will be used in various public institutions [1].

The issue of service quality has become a major subject of research in recent years. Service quality is the extent to which the services provided by an organization or institution meet or exceed the expectations of users or society. Several factors include speed, accuracy, friendliness, and ease of access to service [2]. Service quality is often measured based on two main indicators, namely efficiency and community satisfaction. Community satisfaction refers to the level of community satisfaction with the services provided, while efficiency relates to the time and resources used to provide services [3]. The importance of implementing good governance principles to improve the quality of public services in PTSP Central Jakarta Administrative City [4].

One-Stop Integrated Services (PTSP) has a clear goal, which is to fulfill the requests of interested community services to take care of documents or submit applications to the responsible institution [5]. In addition, PTSP has the ability to increase productivity and shorten people's waiting times to get public services [6]. PTSP in the district court makes it easier for people to get the services they need without having to move places by combining different types of services in one place [7].

The Special Bekasi District Court Class 1A implemented PTSP as part of efforts to improve the quality of services to people who are seeking state justice. This aims to provide excellent, accountable, and anti-corruption, collusion, and nepotism services for the community.

The Bekasi District Court Class 1A Special has an important task in carrying out its duties, namely by examining, deciding, determining, and resolving criminal and civil cases. The Bekasi District Court upholds the law and provides justice to the community as

a court of first instance. Therefore, this court must ensure that every service provided to the community is carried out effectively and satisfactorily. Although PTSP at the Bekasi District Court Class 1A Special aims to improve the efficiency and quality of services, the community still complains about slow service and complicated bureaucracy. Limited human resources, lack of coordination between departments, and poor IT systems are some of the problems faced.

To improve the public's image and trust in the Bekasi District Court Class 1A Special, improving the quality of PTSP services is a must. It is hoped that the evaluation and improvement of the PTSP system can solve current problems and provide faster, more efficient, and satisfying services to the community. With service problems that often occur, it can have an impact on the lack of public satisfaction and trust in an institution. So that the implementation of service quality, especially PTSP, is an urgency that must be a priority.

Previous researchers related to this study show that responsive planning, SOP enforcement, and strict internal and external supervision are the keys to the success of PTSP. To build public trust, equality of rights, engagement, and transparency are prioritized. To improve the quality of services, technology integration, staff training, physical infrastructure updates, cooperation with local stakeholders, transparency, and periodic evaluations are required [8].

Based on the description that has been submitted above, the purpose of this study is to evaluate and improve the quality of One-Stop Integrated Services (PTSP) at the Special Class 1A Bekasi District Court. This research is expected to provide recommendations for improving the PTSP system that can solve current service problems and increase public satisfaction and trust in the Special Class 1A Bekasi District Court.

## 2. METHODS

This study uses qualitative methods to obtain a comprehensive picture of the quality of One-Stop Integrated Services (PTSP) in the Bekasi District Court Class 1A

Special. This research is designed to explore and understand various aspects of PTSP services, ranging from procedures, community satisfaction, to the effectiveness of policy implementation.

The research procedure begins with the collection of primary data through direct observation of PTSP activities, in-depth interviews with local stakeholders such as PTSP officers and permit applicants, as well as documentation of service processes and observation results in the field [9]. Secondary data is collected from government reports, related office documents, online data searches, journals, and relevant books to complement the information obtained from the primary data [10].

Primary data acquisition was done directly from the research subjects through observation, in-depth interviews, and documentation, while secondary data was obtained from official documents, government reports, journals, books, and relevant online sources [11].

Data collection techniques include participatory observation to observe the PTSP service process directly, in-depth interviews to obtain information about experiences, constraints, and perceptions of PTSP service quality, as well as documentation from archives, evaluation reports, and notes related to PTSP services. Data analysis is carried out using a qualitative method analyzed by drawing conclusions based on notes, documentation, interviews, and other sources of information, with the aim of presenting research results descriptively and relating them to relevant theories. This research method is designed to ensure the accuracy and validity of the data obtained, as well as make a significant contribution to improving the quality of PTSP services at the Bekasi District Court Class 1A Special.

### 3. RESULT AND DISCUSSION

#### Quality of Service

Based on the interviews that have been conducted, it is known that the process of implementing services has become more efficient. The PTSP system has succeeded in speeding up administrative processes and

reducing the wait time for documents. The main focus is the reliability of the service where the court has increased consistency in providing information related to the application for legal documents. In addition, service responsiveness has also increased. This is evidenced by the fact that courts can now handle public applications and complaints more quickly and effectively. In addition, elements of service assurance, such as guaranteeing that any document request is processed in accordance with applicable regulations, have been improved.

Based on the results of the analysis, it shows that there are several important aspects that show that the service has improved. The PTSP system has improved the efficiency of administrative processes. This is evidenced by the applicant's shorter waiting time and faster legal document submission process. Service responsiveness has made significant progress, as courts can respond to public requests and complaints more quickly and efficiently. In addition, efforts to improve the aspect of service assurance have proven successful. The court has made a policy to ensure that every document submission process is carried out in accordance with applicable regulations. This demonstrates the court's commitment to providing reliable and high-quality community services.

There are five indicators of service quality [12]. They are:

#### Physical Evidence (Tangible)

Based on interviews that have been conducted, the One-Stop Integrated Service (PTSP) facility at the Special Class 1A Bekasi District Court has met the public service standards set by the government. Available facilities include an organized service counter, a comfortable waiting room, and an electronic queuing system that reduces applicants' waiting times. Standard Operating Procedures (SOPs) are intended to ensure that the facilities and infrastructure provided can support efficiency and comfort in the service process. In addition, PTSP has supporting facilities such as consultation rooms that provide privacy to applicants who need further instructions about the judicial process.

It is easier for the applicant to prepare the necessary documents because the administrative requirements and procedures are clear and easily accessible. However, there are complaints from the community about inadequate facilities. To address this, the authority promised to work with the courts on the budget needed to improve existing facilities. The purpose of this facility upgrade is to meet all the physical needs that support

the service process. Computers, printers, and other devices used in PTSP are also regularly inspected to ensure that they are functioning properly. This is very important to ensure that there are no technical obstacles that interfere with the service process. Adequate and continuously improved facilities show the commitment of the Bekasi District Court Class 1A Special to provide quality community services.



**Figure 1 Service Counter**

Based on the results of the analysis, it shows that the physical facilities at the PTSP of the Bekasi District Court Class 1A Special meet public service standards. So, to improve the comfort and efficiency of service, there are facilities such as a comfortable waiting room, an organized counter, and an electronic queuing system. The equipment used, such as computers and printers, is regularly checked to ensure that the apparatus is working properly and does not interfere with service. Regular upgrades and maintenance of IT facilities will be very helpful in optimizing services to improve the accessibility of the facilities, all applicants should be able to access services easily and conveniently.

This is in line with research conducted by Saguni (2023) which shows that employee performance affects the quality of public services. According to the results of the SPSS calculation, the magnitude of the influence is 92.3% [13].

### **Reliability**

Based on the interviews that have been conducted, the apparatus responsible for PTSP always tries to provide the best service

to the applicant. PTSP apparatus has understood the importance of following standard operating procedures (SOPs) to ensure that every service process runs smoothly and according to standards. The lack of negative complaints indicates the reliability of the service. In most cases, the applicant is satisfied with the services received which shows that the apparatus is able to meet the expectations of the community. One of the indicators of reliability is the ability of the apparatus to handle various types of applications quickly and precisely. Apparatus is educated to provide accurate information to the applicant by understanding various legal procedures and requirements. The apparatus talks to the superior when handling difficult applications to ensure that the decision taken is in accordance with the provisions of the applicable law. PTSP apparatus also shows the ability to convey service information appropriately and effectively. In order to avoid confusion or misinformation, the apparatus is committed to providing clear and detailed explanations to the applicant. Maintaining public trust in the services

provided is very important. This facility increases the transparency and accountability

of the judicial process at the Bekasi District Court.



**Figure 2 Service to the Community**

Based on the results of the analysis, it shows that the services at the PTSP of the Bekasi District Court Class 1A Special are very reliable because the apparatus complies with the Standard Operating Procedures (SOP) and can provide consistent and reliable services. There were no significant negative complaints from the applicant from the apparatus responsible at PTSP. This proves that the government is able to meet people's expectations well. The ability of the apparatus to handle various types of requests quickly and accurately also shows the reliability of the service. The apparatus has provided accurate information and services by understanding various legal procedures and requirements [14].

### **Responsiveness**

Based on the interviews conducted, the One-Stop Integrated Service (PTSP) apparatus at the Special Class 1A Bekasi District Court showed high concern for the needs and complaints of the applicant. They are committed to resolving every issue and request quickly and precisely. If there is a request that cannot be resolved on the same day, the apparatus immediately analyzes the problem and looks for an efficient solution. They also coordinate with their superiors or relevant teams to ensure that applications are processed in accordance with applicable regulations, thereby reducing the applicant's waiting time.

The apparatus is also proactive in responding to complaints about inadequate facilities by planning a budget for the improvement of court facilities. This step reflects efforts to continue to improve the quality of services and meet the needs of the community. In addition, a clear and well-functioning complaint system helps to handle public complaints effectively. The apparatus is responsible for listening, taking notes, and resolving each complaint promptly, ensuring that each complaint is taken seriously and provides a satisfactory solution. This shows the commitment of the apparatus to provide responsive and high-quality services.

This is in line with research conducted by Mahendradi (2022) showing that the work productivity of service employees is quite good where in providing services to the community is quite fast and appropriate in accordance with applicable procedures, the responsiveness of service employees [15].

### **Assurance**

Based on the interviews conducted, the One-Stop Integrated Service (PTSP) apparatus at the Special Class 1A Bekasi District Court showed a strong commitment to providing guarantees to the public regarding security, cost certainty, and legality. The apparatus ensures that the fees charged to the applicant are clearly defined and in accordance with the applicable tariffs. Payment is made through Bank BTN, which has collaborated with PTSP,

so that the applicant receives a payment note or valid proof of the transaction. This certainty of fees provides a sense of security and transparency for applicants, preventing concerns about unexpected additional fees.

In addition, the apparatus also guarantees the legality of each service process by ensuring that all documents and procedures are in accordance with the applicable legal provisions. By following the regulations stipulated in Law Number 25 of 2009 concerning Public Services, applicants can feel confident that the services received are legitimate and legal. PTSP apparatus also responds to community complaints seriously, tries to find satisfactory solutions and conducts good communication for the settlement of deliberations. This attitude reflects their commitment to maintaining public trust and ensuring that any complaints are handled professionally and fairly, maintaining the integrity of the services provided.

This is in line with research conducted by Pasoso (2022) showing that the benchmark for the work of state employees or civil servants in improving the quality of service to the community at the South Sempaja Village Office has gone quite well [12].

### **Empathy**

Based on the interviews that have been conducted, the apparatus fully understands the importance of providing polite, friendly, and attentive service to the community. The apparatus on duty always tries to listen and understand the complaints and needs of the applicant. For example, when there is a complaint about inadequate facilities, the apparatus not only records the complaint but also seeks to propose a budget increase to improve the facility. This shows that the apparatus not only concentrates on administrative tasks but also pays attention to the comfort and needs of the applicant. The explanation given by the apparatus must be clear and easy to understand by the applicant. This is important to ensure that the public gets the right information and is not confused during the service process. The ability of the apparatus to communicate empathically

and effectively helps build a good relationship with the applicant that makes them feel valued and cared for. When the apparatus handles an application that cannot be completed on the same day, the apparatus tries to understand the applicant's circumstances and provide a clear explanation of the reason for the delay. The apparatus shows its commitment to provide the best service by working together to find a quick and appropriate solution.

This is in line with research conducted by Kosasih and Paramarta (2020) showing that increasing patient satisfaction simultaneously affects improving the quality of health services with real, empathetic, reliable, responsive, and guaranteed dimensions [16].

### **One-Stop Integrated Service**

In the One-Stop Integrated Service (PTSP) at the Bekasi District Court Class 1A Special, research shows that PTSP is very effective in simplifying and accelerating the process of submitting legal documents for the community. This system allows applicants to take care of multiple legal documents in one place, which reduces complicated bureaucracy and improves the accessibility of legal services. PTSP has succeeded in increasing the transparency and accountability of legal processes by providing certainty to applicants regarding their procedures and rights [17]. The service user experience is also improved with a friendlier and more responsive service, ensuring that any interaction with the court meets the expectations of service users.

One-Stop Integrated Service (PTSP) that has good quality is the professionalism of the apparatus responsible for meeting the needs and expectations of applicants who apply for public services. The goal is to facilitate public access with integrated, fast, easy, affordable, transparent, and definite services, reducing administrative burdens [18].

However, there are several areas that need improvement to further improve PTSP performance. First, it is important to improve information technology infrastructure,

including developing digital platforms that are more interactive and easy to use. This will make it easier for the public to access information and submit digital-based suggestions. Second, the training of PTSP apparatus must be improved so that they are more effective in handling legal documents and interacting with the community. Better training is expected to improve the ability of the apparatus to meet the needs of service users. Third, the complaint system needs to be improved by forming a team or special officer responsible for handling complaints and suggestions, as well as ensuring that applicants get timely and satisfactory solutions. With the implementation of these solutions, PTSP in the Bekasi District Court Class 1A Special is expected to continue to improve the quality of its services and meet the expectations of the community as a whole.

### **Obstacles to PTSP Services in Special Class 1A District Court**

The findings and obstacles in PTSP services at the Special Class 1A District Court are the absence of a digital-electronic-based suggestion box such as *Google Form* which can be accessed via *a smartphone*, even though this digital-based suggestion box is important to provide practical convenience in providing input and complaints for PTSP service users anytime and anywhere. and facilitate managing analysis, and tracking input without the loss or damage of physical boxes. *This Google Form* is to make quality service efficient in carrying out the service process directly.

One-Stop Integrated Services (PTSP) in the Special Class 1A District Court face several obstacles that can affect the quality of service to the community. One of the main obstacles is the limitation of human resources (HR), where the limited number of officers and lack of special training can lead to slow service processes and job buildup. In addition, inadequate infrastructure, such as uncomfortable waiting rooms and technology

that often experiences disruptions, are also challenges that hinder the smooth running of services. Lengthy and complicated bureaucratic processes add to the burden, slow down service completion, and lower service user satisfaction. To overcome these obstacles, efforts are needed to improve human resources through training and additional staff, improving facilities, and simplifying bureaucratic processes so that services can be faster, more efficient, and more satisfying for the community.

There is also a problem of insufficient Human Resources (HR) and professionals, as well as the network that often has problems due to the lack of power of the network, resulting in hampered operations [19].

### **Solutions to Overcome Obstacles in PTSP Services in Special Class 1A District Court**

Some findings and obstacles that can hinder the process of public services at PTSP Bekasi District Court Class 1A Special, require further evaluation from the Apparatus or Officer responsible, such as providing a Suggestion Box as a complaint about the Community service system at PTSP or making a Collection. The goal is to provide suggestions through digital and electronic such as *Google Form* which can be accessed via *Smartphone*, electronic media such as *Google Form* can make it easier for the public to provide input or suggestions in evaluating improving public services in PTSP Bekasi District Court Class 1A Special. Link of <https://forms.gle/pvtVhC5DWCDy8sFq7> can be directly connected to the *Google Form* provided to provide proposals on the quality of public services at PTSP PN Bekasi Class 1A Special to become a quality and effective service in carrying out the service process directly. As an alternative to using the attached link address, researchers can make it easier to access *Google Form* access, namely attaching *a scanned QR barcode*. Service users can access this link or *QR barcode* at the PTSP service counter desk [20].



**Figure 3 Scan QR Barcode**

#### 4. CONCLUSION

The development of digital technology makes it easier to provide more efficient and transparent services. This study was carried out with the aim of determining the application of the quality of one-stop integrated services at the Bekasi District Court Class 1A Special in improving services to the community. The method used is qualitative, and in data collection using observation methods, interviews with the head of the general Sub-division. The results of the analysis obtained show that the implementation of service quality carries out the service process in accordance with the dimensions of public services, which consists of *tangible* showing that PTSP's physical facilities meet public service standards. *Realability* indicates that the apparatus has been polite and attentive, listens to complaints, and strives to provide a quick and appropriate solution, *responsiveness* indicates

that consistency in following standard operating procedures and providing consistent and reliable services. *Assurance* shows that the apparatus has responded quickly to community requests and problems. *Empathy* shows that people's complaints can be handled more seriously with a good complaint system.

The findings and obstacles are the absence of a digital-electronic-based suggestion box such as *Google Form* that can be accessed via a *smartphone*. Therefore, the solution provided is to create an online-based suggestion box, namely *Google Form*, to be more efficient in carrying out services.

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