

Evaluating PTSP Services at MAN 2 Pamekasan Using Community Satisfaction Index

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Abstract

The quality of public services has become one of the primary indicators for measuring the performance of educational institutions in delivering administrative services to the community. As an educational institution under the Ministry of Religious Affairs, MAN 2 Pamekasan has implemented an Integrated One-Stop Service (Pelayanan Terpadu Satu Pintu/PTSP) to improve service efficiency, transparency, and accessibility. However, continuous evaluation is required to determine whether the services provided have met community expectations. This study aims to analyze the level of community satisfaction with PTSP services at MAN 2 Pamekasan using the Community Satisfaction Index (Indeks Kepuasan Masyarakat/IKM) method. A quantitative approach was employed by distributing questionnaires to 50 service users based on nine public service indicators. The collected data were analyzed by calculating the average score of each service indicator and converting the overall mean into the IKM score according to the applicable public service evaluation guidelines. The findings indicate that the overall mean score was 3.50, resulting in an IKM score of 87.56, which falls into Category B (Good). Among the evaluated indicators, complaint handling achieved the highest average score, while service product obtained the lowest score. Overall, the PTSP of MAN 2 Pamekasan has successfully provided satisfactory services; however, several aspects still require continuous improvement to achieve an Excellent service category. The results of this study can serve as a reference for institutional management in enhancing service quality and increasing community satisfaction.

Keywords: Community Satisfaction Index; Integrated One-Stop Service; Public Service; MAN 2 Pamekasan.

INTRODUCTION

The improvement of public service quality has become one of the major priorities for government institutions and educational organizations in providing effective, efficient, transparent, and accountable services to society. Along with the rapid development of information technology and increasing public expectations, service providers are required to continuously evaluate and improve the quality of services delivered to users. Community satisfaction has therefore become an important indicator for measuring the success of public service implementation because it reflects the extent to which services meet users' expectations and needs (Nurmita, 2022; Harkeni & Aprilianti, 2022).

Integrated One-Stop Service (Pelayanan Terpadu Satu Pintu/PTSP) has been widely adopted in various public institutions to simplify administrative procedures, reduce service complexity, and improve service efficiency. Through PTSP, service users are expected to receive integrated, faster, and more transparent services within a single service unit. Previous studies have demonstrated that the implementation of PTSP contributes significantly to improving service quality, institutional performance, and public trust when supported by effective management and continuous service evaluation (Prasetya et al., 2024; Yusuf & Zaid, 2024; Anwar et al., 2025).

As one of the leading Islamic senior high schools in Pamekasan Regency, MAN 2 Pamekasan has implemented an Integrated One-Stop Service system to facilitate various administrative services, including student administration, academic information, public complaints, guest registration, and community satisfaction surveys. The PTSP platform is expected to improve administrative efficiency while providing better service experiences for students, parents, and the general public. In addition, digitalization of administrative services enables institutions to provide faster responses, minimize administrative errors, and support transparent service management (Erawati, 2025).

Although PTSP has been implemented to improve service quality, evaluating community satisfaction remains essential to determine whether the services provided have achieved the expected quality standards. Community satisfaction evaluation provides valuable information regarding the strengths and weaknesses of service implementation and serves as a basis for continuous quality improvement. Several studies have shown that regular assessment of community satisfaction can help organizations identify priority areas for improvement and formulate more effective service strategies (Agustina et al., 2024; Ammar & Ardianti, 2025).

One of the most widely used methods for measuring public satisfaction in Indonesia is the Community Satisfaction Index (IKM). The IKM method evaluates service quality based on several service indicators that represent important aspects of public service delivery. The results are expressed as an index score that reflects the overall quality of services provided and enables institutions to categorize their service performance into predefined quality levels. Previous studies have successfully applied the IKM method to evaluate public service quality in government agencies, public service malls,

and one-stop integrated service offices, demonstrating that the method provides a practical and objective measurement of community satisfaction (Amalda & Magriasti, 2023; Sugawa et al., 2025; Kareth et al., 2024).

Despite numerous studies evaluating PTSP services in governmental institutions, research focusing on educational institutions, particularly Islamic senior high schools, remains relatively limited. Most previous studies concentrated on regional investment offices, licensing services, and government public service agencies, whereas educational institutions also require systematic evaluation of administrative service quality due to their increasing interaction with students, parents, and the surrounding community (Alamsyah, 2018; Prasetya et al., 2024). Consequently, assessing community satisfaction within the educational sector represents an important contribution to public service quality improvement.

Based on these considerations, this study aims to analyze the level of community satisfaction with the Integrated One-Stop Service (PTSP) at MAN 2 Pamekasan using the Community Satisfaction Index (IKM) method. The findings are expected to provide empirical evidence regarding current service performance and offer practical recommendations for improving administrative service quality. Furthermore, this research is expected to support institutional decision-making in developing more responsive, effective, and community-oriented public services.

LITERATURE REVIEW

Public Service and Integrated One-Stop Service (PTSP)

Public service is one of the primary responsibilities of government institutions and public organizations in fulfilling the needs of society through accessible, transparent, efficient, and accountable services. High-quality public services not only improve administrative effectiveness but also strengthen public trust in institutions. Therefore, continuous service quality improvement has become an essential agenda for public organizations, including educational institutions that provide administrative services to students, parents, and the wider community (Prasetya et al., 2024).

To improve service effectiveness, many public institutions in Indonesia have adopted the Integrated One-Stop Service (Pelayanan Terpadu Satu Pintu/PTSP) concept. PTSP integrates multiple administrative services into a single service center, enabling users to complete various administrative procedures without moving between different service units. This integrated approach is expected to simplify service procedures, reduce processing time, improve coordination among service providers, and increase public satisfaction (Anwar et al., 2025).

The implementation of PTSP has demonstrated positive impacts across various government institutions. Erawati (2025) reported that information system-based PTSP services significantly improve communication between institutions and service users while enhancing service responsiveness. Similarly, Yusuf and Zaid (2024) emphasized that integrating Islamic service quality values within PTSP contributes to increasing both community satisfaction and public trust, particularly in institutions operating under Islamic values. These findings indicate that PTSP implementation should not only focus on administrative efficiency but also prioritize user-oriented service quality.

Furthermore, effective PTSP implementation requires competent personnel, adequate service facilities, transparent procedures, and systematic performance evaluation. Kareth et al. (2024) highlighted that coordination among service officers plays a significant role in improving organizational performance within integrated service systems. Consequently, evaluating PTSP performance should involve not only operational efficiency but also users' perceptions regarding the quality of services they receive.

Community Satisfaction Index (IKM)

The Community Satisfaction Index (Indeks Kepuasan Masyarakat/IKM) is a standardized evaluation method widely used in Indonesia to measure public satisfaction with government services. The IKM provides a quantitative representation of users' perceptions regarding service quality and serves as an important performance indicator for public service institutions. Through the IKM, organizations can objectively identify service strengths and weaknesses, thereby supporting evidence-based decision making for continuous service improvement (Nurmita, 2022).

The IKM assessment is generally conducted by distributing structured questionnaires to service users. Each respondent evaluates several service indicators using a four-point Likert scale ranging from very poor to very good. The average score of each indicator is then calculated and converted into an index value ranging from 25 to 100, allowing institutions to classify their service quality into predefined performance categories (Harkeni & Aprilianti, 2022).

Several previous studies have demonstrated the effectiveness of the IKM method in evaluating public services. Alamsyah (2018) found that the IKM successfully measured community perceptions regarding one-stop integrated licensing services while identifying service aspects requiring improvement. Similarly, Ammar and Ardianti (2025) reported that periodic IKM evaluations provide valuable feedback for government agencies to improve administrative performance and service quality. These findings indicate that IKM is not only an evaluation instrument but also a strategic management tool for continuous quality improvement.

Another advantage of the IKM method is its simplicity and practical implementation. Compared with more complex service evaluation models, IKM can be applied efficiently using relatively simple statistical calculations while producing comprehensive information regarding community satisfaction. Therefore, the method has become one of the most widely adopted approaches for evaluating public service performance in Indonesia (Agustina et al., 2024).

Community Satisfaction in Public Services

Community satisfaction represents the degree to which public services meet or exceed users' expectations. Higher satisfaction levels indicate better service quality and greater institutional credibility, whereas lower satisfaction reflects the need for service improvements. Consequently, measuring community satisfaction has become an essential component of public service management because it provides direct feedback from service users regarding institutional performance (Prasetya et al., 2024).

Numerous studies have confirmed that community satisfaction is influenced by multiple service dimensions, including administrative procedures, service speed, employee competence, communication quality, complaint handling, and supporting facilities. Improvements in these aspects significantly enhance users' perceptions of service quality and institutional performance (Sugawa et al., 2025). Likewise, Amalda and Magriasti (2023) emphasized that integrating customer satisfaction concepts with community satisfaction measurements enables organizations to obtain a more comprehensive understanding of service quality.

In educational institutions, community satisfaction assessment is becoming increasingly important because schools provide not only educational services but also various administrative services involving students, parents, alumni, and the surrounding community. Administrative services that are responsive, transparent, and user-oriented contribute to institutional reputation and strengthen stakeholder trust. Therefore, periodic evaluation of community satisfaction provides valuable information for educational institutions in designing sustainable service quality improvement programs (Erawati, 2025).

Based on previous studies, it can be concluded that the Community Satisfaction Index remains an effective instrument for evaluating the quality of integrated public services. The method provides measurable indicators of service performance while supporting institutions in identifying priority areas for improvement. Therefore, the IKM method is considered appropriate for evaluating the quality of Integrated One-Stop Services (PTSP) at MAN 2 Pamekasan, where community satisfaction serves as one of the key indicators of institutional service performance.

METHOD

Research Design

This study employed a quantitative descriptive approach to evaluate the level of community satisfaction with the Integrated One-Stop Service (Pelayanan Terpadu Satu Pintu/PTSP) at MAN 2 Pamekasan. A quantitative approach was selected because it enables researchers to measure users' perceptions objectively through numerical data obtained from structured questionnaires. The findings are expected to provide measurable information regarding the quality of public services delivered by the institution and identify areas requiring further improvement (Nurmita, 2022).

The evaluation was conducted using the Community Satisfaction Index (Indeks Kepuasan Masyarakat/IKM) method, which is widely applied in Indonesia to assess the quality of public services. The IKM method measures community perceptions based on several service indicators and converts the average assessment into an index score representing the overall quality of services provided (Harkeni & Aprilianti, 2022). The research procedure consisted of six sequential stages: problem identification, literature review, questionnaire preparation, data collection, IKM calculation, and interpretation of results. The research framework is illustrated in Figure 1.

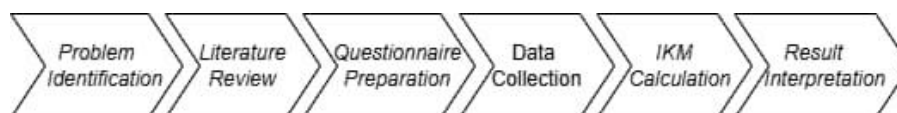


Fig 1. Research Framework

Research Instrument

The primary instrument used in this study was a structured questionnaire developed based on the indicators commonly used in the Community Satisfaction Index (IKM) evaluation. Respondents evaluated each service indicator using a four-point Likert scale, where a higher score represents a higher level of satisfaction. The scoring criteria are presented in Table 1.

Table 1.
Assessment Scale

Score	Interpretation
4	Very Good
3	Good
2	Poor
1	Very Poor

The questionnaire consisted of nine service indicators representing important aspects of public service quality. These indicators are presented in Table 2.

Table 2.
Assessment Scale

Code	Indicator
U1	Requirements
U2	Procedures
U3	Service Time
U4	Service Cost
U5	Service Product
U6	Staff Competence
U7	Staff Behavior
U8	Complaint Handling
U9	Facilities and Infrastructure

These indicators were selected because they comprehensively represent the quality of administrative services delivered through PTSP and are commonly used in evaluating public service performance (Prasetya et al., 2024).

Data Collection

The study involved 50 respondents who had previously utilized the administrative services provided by the Integrated One-Stop Service (PTSP) at MAN 2 Pamekasan. Respondents were asked to complete the questionnaire after receiving the services, allowing them to evaluate their satisfaction based on their direct service experience. The questionnaire was distributed directly to service users, and each respondent provided an assessment for all nine service indicators using the four-point Likert scale. After the data collection process was completed, all responses were verified to ensure completeness before proceeding to the analysis stage. The collected data were then entered into Microsoft Excel to facilitate descriptive statistical analysis and Community Satisfaction Index (IKM) calculation.

Community Satisfaction Index (IKM) Analysis

The collected data were analyzed using descriptive statistical techniques by calculating the average score for each service indicator. The average value of each indicator was then used to calculate the overall Community Satisfaction Index (IKM). The average score for each service indicator was calculated using the following equation (1):

$$\bar{X} = \frac{\sum X}{n} \quad (1)$$

where $\bar{X}$ is the average score of the service indicator, $\sum X$ is the total score obtained from all respondents, and n is the number of respondents

After obtaining the overall mean score, the Community Satisfaction Index was calculated using the following equation (2):

$$IKM = \bar{X} \times 25$$

The multiplication factor of 25 converts the average score from a 1–4 scale into an index ranging from 25 to 100, enabling service quality classification according to the Community Satisfaction Index guidelines (Harken & Aprilianti, 2022). The resulting IKM score was interpreted based on the service quality classification shown in Table 3.

Table 3.
Community Satisfaction Index Classification

IKM Score	Category	Service Quality
88.31–100.00	A	Excellent
76.61–88.30	B	Good
65.00–76.60	C	Fair
25.00–64.99	D	Poor

Finally, the analysis results were interpreted to identify the strengths and weaknesses of PTSP services at MAN 2 Pamekasan. The findings were subsequently compared with previous studies to formulate recommendations for improving service quality and increasing community satisfaction.

Data Analysis Procedure

The data analysis process consisted of four sequential stages:

1. Data Verification, where all questionnaire responses were checked to ensure completeness and consistency.
2. Mean Score Calculation, which determined the average score for each of the nine service indicators.
3. Community Satisfaction Index (IKM) Calculation, by converting the overall mean score into a 25–100 index using the standard IKM formula.
4. Result Interpretation, where the calculated IKM score was classified into the corresponding service quality category and discussed in relation to previous public service studies.

This analytical procedure provides a systematic approach for evaluating the quality of PTSP services and facilitates the identification of priority areas for continuous service improvement.

RESULT

Overview of the Integrated One-Stop Service (PTSP) at MAN 2 Pamekasan

The Integrated One-Stop Service (Pelayanan Terpadu Satu Pintu/PTSP) at MAN 2 Pamekasan was established to improve the effectiveness, efficiency, and transparency of administrative services provided to students, parents, alumni, and the general public. By integrating multiple administrative services into a single service unit, PTSP aims to simplify administrative procedures while reducing processing time and improving service accessibility. The implementation of PTSP also reflects the institution's commitment to providing responsive and community-oriented public services.

The PTSP system at MAN 2 Pamekasan supports several administrative functions, including guest registration, public information services, administrative document requests, complaint submission, location information, and community satisfaction surveys. Through this integrated service model, users are able to access multiple administrative services without visiting different administrative offices, thereby improving operational efficiency and user convenience.

In addition to face-to-face services, PTSP also utilizes digital technology to support administrative processes. The digital platform enables users to access information regarding service procedures, submit requests, complete online guest registration, and participate in community satisfaction surveys. The integration of digital services contributes to faster information dissemination and improves communication between service providers and service users. Previous studies have reported that digital transformation in public service institutions significantly improves service efficiency, accessibility, and public satisfaction (Erawati, 2025).

Furthermore, the implementation of PTSP is expected to strengthen institutional accountability by standardizing service procedures and improving coordination among administrative personnel. According to Anwar et al. (2025), integrated service management enhances organizational performance by minimizing administrative complexity and creating a more transparent service environment. Likewise, Yusuf and Zaid (2024) emphasized that service quality improvements should focus not only on operational efficiency but also on responsiveness, professionalism, and community trust. To provide a visual overview of the evaluated system, the main interface of the PTSP website is presented in Figure 2.

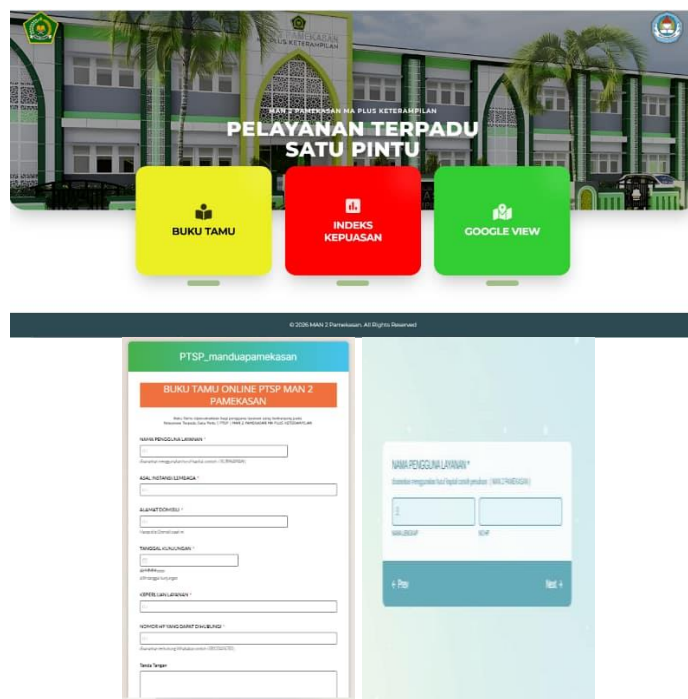


Fig 2. Main Interface of the PTSP Website at MAN 2 Pamekasan

As illustrated in Figure 2, the PTSP website integrates several public service features into a single digital platform. The homepage provides general information regarding available services, while the Online Guest Book facilitates visitor registration. The Community Satisfaction Survey enables users to evaluate the quality of services received, and the integrated Google Maps feature assists visitors in locating the institution. The availability of these integrated services demonstrates the institution's commitment to improving accessibility and facilitating communication with the community.

Community Satisfaction Index Results

The level of community satisfaction with PTSP services was evaluated using the Community Satisfaction Index (IKM) method based on responses collected from 50 respondents. Each respondent assessed nine service indicators using a four-point Likert scale. The average score for each indicator was calculated to determine the overall service quality of

PTSP at MAN 2 Pamekasan. The mean scores for each service indicator are presented in Table 4.

Table 4.
Mean Scores of the UEQ Dimensions

Service Indicator	Mean
Requirements	3.40
Procedures	3.60
Service Time	3.56
Service Cost	3.50
Service Product	3.38
Staff Competence	3.54
Staff Behavior	3.42
Complaint Handling	3.64
Facilities and Infrastructure	3.48

The graphical representation of the average scores is shown in Figure 3.



Fig 3. Mean Score of Each Community Satisfaction Indicator

Based on Table 4 and Figure 3, all service indicators obtained average scores above 3.30, indicating that respondents generally expressed positive perceptions regarding the quality of services provided by PTSP at MAN 2 Pamekasan. These findings demonstrate that the institution has successfully implemented integrated administrative services capable of meeting community expectations across multiple service dimensions.

Among the evaluated indicators, Complaint Handling obtained the highest average score (3.64). This result indicates that respondents were highly satisfied with the institution's ability to receive, process, and respond to complaints effectively. Efficient complaint management reflects the institution's responsiveness to community needs and contributes significantly to overall public satisfaction. Similar findings were reported by Harken and Aprilianti (2022), who concluded that responsive complaint management is one of the strongest determinants of public trust in government services.

The Procedures indicator achieved the second-highest average score (3.60), suggesting that respondents perceived the administrative procedures as simple, understandable, and easy to follow. Clear administrative procedures reduce confusion during service delivery and improve users' overall experience. Previous studies have similarly emphasized that simplified service procedures contribute positively to community satisfaction by minimizing administrative complexity (Prasetya et al., 2024).

The Service Time indicator received an average score of 3.56, indicating that respondents considered the service process relatively fast and efficient. Timely service delivery remains one of the key indicators of public service performance because shorter waiting times increase user satisfaction while improving institutional efficiency. According to Ammar and Ardianti (2025), service timeliness significantly influences public perceptions regarding organizational performance.

Likewise, Staff Competence obtained a mean score of 3.54, demonstrating that respondents generally believed service personnel possessed sufficient knowledge and skills to provide administrative assistance. Competent personnel are essential for maintaining service quality because they directly influence the accuracy, reliability, and professionalism of administrative services (Kareth et al., 2024).

The indicators of Service Cost (3.50), Facilities and Infrastructure (3.48), Staff Behavior (3.42), and Requirements (3.40) also received positive evaluations, indicating that respondents were generally satisfied with these service aspects. The availability of adequate facilities, courteous staff behavior, and transparent administrative requirements collectively contribute to improving users' overall service experience.

Among all evaluated indicators, Service Product obtained the lowest average score (3.38). Although this value still

indicates a positive evaluation, it suggests that respondents perceived opportunities for improving the quality or completeness of administrative service outputs. Future improvements may focus on simplifying document processing, enhancing information accuracy, and optimizing digital service delivery to further increase community satisfaction.

Overall, the findings indicate that all evaluated service indicators achieved satisfactory performance, reflecting the successful implementation of integrated administrative services at MAN 2 Pamekasan. Nevertheless, continuous quality improvement remains necessary to achieve higher service performance and greater community satisfaction.

Community Satisfaction Index (IKM) Calculation

After calculating the mean score of each service indicator, the overall Community Satisfaction Index (IKM) was determined by calculating the average of all indicators and converting the result into the standard IKM scale.

The calculation results are presented in Table 5.

Table 5.
Community Satisfaction Index (IKM) Results

Item	Value
Overall Mean	3.50
Community Satisfaction Index (IKM)	87.56
Service Quality Category	B (Good)

Based on Table 5, the overall mean score obtained from the nine service indicators was 3.50. After conversion using the standard IKM formula, the PTSP at MAN 2 Pamekasan achieved an IKM score of 87.56, which falls within Category B (Good). This result indicates that the services provided have generally met community expectations and demonstrate satisfactory performance across the evaluated service dimensions.

According to the Community Satisfaction Index classification, institutions categorized as Good have successfully delivered quality public services while still possessing opportunities for continuous improvement. The current findings are consistent with previous studies conducted in public service institutions, which reported that integrated service systems generally achieve good community satisfaction when supported by effective service management and competent personnel (Nurmita, 2022; Agustina et al., 2024).

DISCUSSION

The findings of this study demonstrate that the Integrated One-Stop Service (PTSP) at MAN 2 Pamekasan has achieved a Community Satisfaction Index (IKM) score of 87.56, which falls into Category B (Good). This result indicates that the administrative services provided by the institution have generally fulfilled community expectations in terms of service quality, administrative procedures, responsiveness, and supporting facilities. The positive evaluation also reflects the institution's commitment to implementing integrated public services that prioritize efficiency, accessibility, and user satisfaction.

One of the major findings of this study is that Complaint Handling obtained the highest average score (3.64). This indicates that respondents highly appreciated the institution's responsiveness in receiving complaints, providing feedback, and resolving service-related issues. Effective complaint management has become one of the essential components of public service quality because it demonstrates an organization's willingness to continuously improve its services based on community feedback. Similar findings were reported by Harken and Aprilianti (2022), who concluded that complaint handling significantly contributes to improving public satisfaction and strengthening public trust in government service institutions. Likewise, Ammar and Ardianti (2025) emphasized that organizations with responsive complaint management systems tend to achieve higher community satisfaction scores due to their ability to respond promptly to users' concerns.

The Procedures and Service Time indicators also achieved relatively high average scores of 3.60 and 3.56, respectively. These findings suggest that respondents perceived the administrative procedures as clear, straightforward, and efficient. Simplified procedures reduce administrative complexity and enable users to complete service processes with minimal difficulty. This finding is consistent with the study conducted by Prasetya et al. (2024), which reported that procedural simplicity and service efficiency are among the strongest determinants of public satisfaction in one-stop integrated service institutions. Similarly, Anwar et al. (2025) stated that integrated service management contributes to reducing bureaucratic complexity while improving organizational effectiveness through standardized service procedures.

The Staff Competence indicator obtained a mean score of 3.54, indicating that respondents considered PTSP personnel to possess adequate knowledge, communication skills, and professional attitudes in delivering administrative services. Competent service personnel play an important role in ensuring service accuracy, minimizing administrative errors, and providing reliable information to service users. According to Kareth et al. (2024), human resource competence remains one of the most influential factors affecting organizational performance within integrated service systems because service quality largely depends on employees' ability to interact effectively with the community.

Although all indicators received positive evaluations, Service Product recorded the lowest average score (3.38). This finding suggests that respondents expected improvements regarding the completeness, clarity, or effectiveness of

administrative service outputs. While the score still indicates a positive perception, continuous improvements in document processing, service standardization, and digital administrative services could further enhance users' overall satisfaction. Comparable observations were reported by Agustina et al. (2024), who found that service outputs and administrative efficiency remain common areas requiring improvement within public service institutions implementing integrated service systems.

The overall IKM score of 87.56 indicates that PTSP at MAN 2 Pamekasan has successfully delivered quality public services, although the institution has not yet reached the Excellent category. According to the Community Satisfaction Index classification, a score within Category B (Good) reflects satisfactory institutional performance while highlighting opportunities for continuous quality improvement. Similar results were obtained by Nurmita (2022), who reported that integrated service institutions generally achieve good community satisfaction when supported by standardized procedures, competent personnel, and adequate service facilities. Furthermore, Sugawa et al. (2025) argued that higher community satisfaction contributes not only to improved institutional reputation but also to greater organizational performance and stakeholder confidence.

Another important finding of this study is the role of digital service integration within PTSP. The availability of online services such as the digital guest book, information services, location services, and community satisfaction surveys has simplified administrative processes while improving service accessibility. The implementation of digital public services aligns with the findings of Erawati (2025), who concluded that information and communication technology plays a significant role in improving public service efficiency, transparency, and user satisfaction. Digital transformation enables institutions to provide faster services while reducing administrative barriers that commonly occur in conventional service systems.

Overall, the findings indicate that the PTSP at MAN 2 Pamekasan has successfully implemented integrated administrative services capable of meeting community expectations across multiple service dimensions. Nevertheless, continuous improvements remain necessary to achieve Category A (Excellent). Future development should focus on improving administrative service products, optimizing digital service features, strengthening employee competencies through continuous training, and enhancing service facilities to further improve community satisfaction. Continuous evaluation using the Community Satisfaction Index is therefore recommended to monitor service quality over time and support evidence-based decision-making for sustainable public service improvement.

CONCLUSION

This study analyzed community satisfaction with the Integrated One-Stop Service (PTSP) at MAN 2 Pamekasan using the Community Satisfaction Index (IKM) method based on responses from 50 service users. The results showed that the overall mean score of the nine evaluated service indicators was 3.50, resulting in an IKM score of 87.56, which falls into Category B (Good). These findings indicate that the PTSP has generally provided satisfactory administrative services, particularly in complaint handling, service procedures, and service timeliness, which received the highest evaluations from respondents. However, the service product indicator obtained the lowest mean score, suggesting that improvements are still needed to optimize service outputs and enhance user satisfaction. Overall, the implementation of PTSP at MAN 2 Pamekasan has successfully supported effective and integrated public service delivery, although continuous improvements in digital services, administrative processes, service facilities, and staff competencies are recommended to achieve an Excellent level of service quality. The findings of this study are expected to serve as a reference for institutional management in developing sustainable strategies to improve public service performance and community satisfaction.

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