

The influence of competence and service quality on the performance of population and civil registration service employees in Brebes Regency

Furqon Imansyah¹, Herayati², Martinus Wahyu Purnomo³

^{1,2,3}Faculty of Economics and Business, Bina Sarana Informatika University, Indonesia

²Department of Management, Economics and Business, Indonesia

ARTICLE INFO**Article history:**

Received Oct 9, 2023
Revised Oct 10, 2023
Accepted Oct 17, 2023

Keywords:

Compensation;
Employee Performance;
Service Quality.

ABSTRACT

Performance is the realization of work carried out by employees as a basis for assessing work results. High employee performance will be directly proportional to the results of organizational development. Conversely, poor performance will have an impact on organizational development. The type of research used is quantitative method with a population of 80 employees of the population and civil registration office of Brebes Regency. Of the 80 employees who were used as respondents, namely 44 employees, to determine the effect of competence and service quality on employee performance, the multiple linear test method of data processing was used using SPSS 26. Based on the results of the study, it was concluded that competence did not have a significant effect on employee performance with a value of 1.786. Service quality has a positive and significant effect of 4,011. The results of the f test in the study (simultaneously) together between the variables of competence and service quality on employee performance amounted to 47.339. The regression model used is $Y = 1.643 + 0.288 X_1 + 0.765 X_2$.

This is an open access article under the CC BY-NC license.

**Corresponding Author:**

Furqon Imansyah,
Economics and Business,
Informatics Facility Development University,
Jl. Gatot Subroto No.8, Cimone, Kec. Karawaci Tangerang City, Banten, 15114, Indonesia.
Email: frqn.imnsyh@gmail.com

1. Introduction

There are problems in performance such as lack of skills or knowledge in carrying out tasks. In competencies such as lack of time management skills for the organization. While service quality problems such as lack of responsiveness to the community. And it would be better if the competence and quality of employee work services also need to be developed and improved so that employees can produce the best performance for their own organization.

Performance describes the results of efforts achieved by employees both in quality and quantity in carrying out their duties. Every organization or company strives to improve the performance of its employees to achieve predetermined goals. Each organization or company has its own demands to achieve organizational goals including the Population and Civil Registration Office of Brebes Regency.

Performance appraisal of civil servants and performance appraisal of casual employees. In Government Regulation Number 30 of 2019 concerning performance appraisal of Civil Servants in Articles 2 - 4 it is stated that the performance appraisal of civil servants aims to ensure the objectivity of civil servant development based on a merit and career system. Performance appraisal of civil servants is carried out based on performance planning at the individual level and unit or organization level, taking into account the targets, achievements organization level, taking into account the targets, achievements, results, and benefits achieved, as well as the behavior of civil servants.

Competence is the ability to do what is required to work productively with others. Competence is more than just knowledge, skills and behavioral attitudes. Competence creates quality employees who carry out their duties professionally and responsibly. In order to carry out their duties and achieve organizational goals, competencies are needed that are in accordance with the field of work and responsibilities.

Based on the description above, the researcher is interested in making a title: "the influence of competence and service quality on the performance of employees of the population and civil registration office".

The definition of competence according to government regulation no 32 of 2013 in article 1 paragraph 4 reads "the competence of attitudes, knowledge and skills that must be possessed and mastered by students after studying a learning content completing a program or completing an education unit. or completing an education unit (Asy'ari & Hamami, 2020). Meanwhile, according to Masitoh, in general the definition of competence is a set of characteristics and demonstrable skills that enable, and improve job efficiency or performance (Masitoh & Rahardi, 2020).

Theoretically, Competence is the ability to carry out or perform a job or task that is based on skills and knowledge as well as a job or task based on skills and knowledge and supported by the work attitude demanded by the job (Prawiyogi & Toyibah, 2020). Competence is the ability of individual work in the aspects of knowledge, skills and work attitudes in accordance with established standards. Competence is a combination of skills, knowledge, and attitude that can be applied to the success of an organization and the work performance and contribution of individual employees to their organization (Rosmaini & Tanjung, 2019).

according to tutik wijayanti, competence can be concluded with an ability to carry out activities or work based on knowledge and skills well and skills well (Wijayanti et al., 2021). According to Spencer & Spencer (1993) has five characteristics, namely: Motives, Traits, Self concept, Knowledge, and Skill. Of the five aspects of these five aspects, knowledge and skills are visible and easy to develop. While self-concept, traits and motives are hidden and more difficult to develop (Mukzizatin, 2020).

Moenir in Pasolong said that "service is the process of fulfilling needs through the activities of other people directly." (Ardiansyah, 2021). According to Parasuraman, "Service quality is whether or not the quality of service depends on the ability of the service provider to consistently meet consumer expectations." (Manajemen & Adabi, 2020). the definition of service according to Gronroos is an activity or a series of activities that are invisible to the eye that occur as a result of interactions between consumers and employees or other things provided by the company providing the service in question. employees or other things provided by the service provider company which is intended to solve customer problems (Nur Indahsari & Roni, 2022).

The term "service" comes from the Indonesian word "layan" which means helping to provide everything needed by others for the act of serving Basically every human being needs service, even in the extreme it can be said that service cannot be separated from human life (Marande, 2017). According to Tjiptono, service is a presentation of a product or service according to the size that applies where the product is held and its delivery is at least the same as what is wanted and expected by consumers. Consumers (Wibowati, 2021).

According to Sinambela, service is an activity to meet someone's needs or provide people's needs. Service is also an activity or sequence of activities that occurs in direct interaction between a person and another person or machine physically and provides customer satisfaction (Insani & Setiyariski, 2020). According to Lupiyoadi & Hamdani, the dimensions of service quality include five factors, namely physical aspect, reliability, personal interaction, problem solving, policy (Nandang Hendarsyah, 2022).

According to the general dictionary, performance is the result achieved from what has been done, done by someone in carrying out work or tasks. Performance is a work achievement or performance, which is the result of work during a certain period compared to various possibilities (Syam, 2020). Meanwhile, according to Fauzan, employee performance is a result of the work achieved by each employee in carrying out job duties based on predetermined measures and time in order to realize organizational goals (Prasetyo & Hasibuan, 2019).

Performance is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to work results standards, targets or goals or criteria that have been determined in advance and have been mutually determined. and have been determined together (Siahaan & Meilani, 2019). Employees are one of element that must exist in an agency or company. Employees are the driving force in operating a company (Dasawaty, 2021).

Performance is the result of work or work produced by each employee to help the business entity in achieve and realize the goals business entity (Ichsan et al., 2020). Basically the performance performance of

a person is an individual thing individual because each employee has a different different levels of ability. according to mangkunegara, employee performance (work performance) is the result of the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Endrianto, 2021).

Performance is the result of work achieved by an employee in carrying out the tasks assigned to him in accordance with skills, motivation and discipline (Yusuf et al., 2022). Performance or often called performance is the result of work produced by employees or real behavior displayed in accordance with their role in the organization (Agung Kekenusa, Debby Ch Rotinsulu, 2020).

2. Research Method

In this study, the authors utilized a quantitative approach using descriptive statistical analysis. This quantitative research approach adopts the philosophy of positivism and is used to analyze large or small populations by taking data samples from that population. The purpose of this research is to identify the relative occurrence, distribution, and relationship between variables (Prof. Dr. Sugiyono, 2019).

The population of this study were civil servants and casual employees of the Population and Civil Registration Office of Brebes Regency, namely 80 employees.

Table 1. Population

Category	total
PNS	35
THL	45
Total	80

The sample is part of the total number and characteristics contained in the population (Prof. Dr. Sugiyono, 2019). The method applied in this research is random sampling. The sample in this study was determined using the slovin formula as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Information:

n = number of samples required

N = total population

e = the sample error rate is 10% or 0,1

3. Results And Discussions

Based on the results of the above calculations, the sample that will be the respondents in this study is 44 employees. This is done to make it easier for the author to process data.

Table 2. Multiple linear regression equation test results

		Coefficients ^a			
		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	T
1	(Constant)	1.643	5.119		.321
	COMPETENCE	.288	.161	.268	1.786
	SERVICE QUALITY	.765	.191	.602	4.011
					Sig.
					.750
					.081
					.000

a. Dependent Variable: EMPLOYEE PERFORMANCE

Sourcer: Primary data processed by SPSS 2023

From the table above the results of the calculation of the independent variables can be arranged in a model as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

$$Y = 3.123 + 0.567 (X1) + 0.423 (X2) + e$$

Information:

Y = Employee Performance

X1 = Independent variable namely Leadership Style

X2 = Independent variable, namely Work Discipline

e = error (diasumsikan 0)

The results of the analysis, it can be concluded as follows: The constant value of 1.643 means that the competency and service quality variables are worth 0, then employee performance will be worth 1.643. The regression coefficient of the competency variable (X1) of 0.288 proves that the competency variable has a positive influence on the employee performance variable (Y) which means that the competency variable has increased by one unit, the employee performance variable (Y) will increase by 0.288. The regression coefficient of the service quality variable (X2) of 0.765 proves that the service quality variable has a positive influence on the employee performance variable (Y) which means that the service quality variable has increased by one unit, the employee performance variable (Y) will increase by 0.765.

Coefficient of Determination (R²)

The coefficient of determination R² is used to determine how big the influence is between variables X and variable Y. The value of the coefficient of determination R² is adjusted with the adjusted R Square.

Table 3. Test Results for the coefficient of determination (R²)

Model Summary ^b						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson	
1	.835 ^a	.698	.683	2.160	1.344	

a. Predictors: (Constant), SERVICE QUALITY , COMPETENCE

b. Dependent Variable: EMPLOYEE PERFORMANCE

Source: Primary data processed by SPSS 2023

Based on the results above, it is obtained Adjust R Square (R²) = 0.683 or 68.3%. This shows that the influence of the independent variables (competence and service quality) on the dependent variable (employee performance) together is 68.3% and the remaining 31.7%.

F Test (Simultaneous)

The F test was conducted to evaluate whether the independent variable has a significant effect on the dependent variable. In this test, we compare it with the F table value at a significance level of 0.05. The F test has an effect if the significance value of F count > F t table or if the significance value < 0.05.

Table 4. Simultaneous test results (Test F)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	441.828	2	220.914	47.339	.000 ^b
	Residual	191.331	41	4.667		
	Total	633.159	43			

a. Dependent Variable: EMPLOYEE PERFORMANCE

b. Predictors: (Constant), SERVICE QUALITY , COMPETENCE

Source: Primary data processed by SPSS 2023

Based on the above results from the f test, the fcount value is 47.339 and then compared to the ftabel sought with df 1 = k (number of variables) - 1 or 2-1 = 1 and df 2 = n-k-1 (44-2-1 = 41), the ftabel is 3.226. fcount > ftabel or 47.339 > 3.226 and a significance value of 0.000 which means < 0.05. So that the conclusion H₀ is rejected and H_a is accepted, meaning that together (simultaneously), the competency and service quality variables have a positive and significant influence on the performance variables of the employees of the population and civil registration office of Brebes Regency.

t test (Partial)

The t test was carried out to test the regression coefficient used to determine the independent variable on the dependent variable. By comparing t count and t table at a significance level of 0.05. The t test

has an effect if the significance value of t count $>$ t table or if the significance value $<$ 0.05. t table can be searched with $df = n-k-1$, in this study the t table used is 2.02809. the results of the t test of each variable can be seen in the table below as follows:

Table 5. Partial test results (t test)

Model	Coefficients ^a						
	Unstandardized Coefficients			Standardized Coefficients		T	Sig.
	B	Std. Error	Beta				
1 (Constant)	1.643	5.119			.321	.750	
COMPETENCE	.288	.161	.268		1.786	.081	
SERVICE QUALITY	.765	.191	.602		4.011	.000	

a. Dependent Variable: EMPLOYEE PERFORMANCE

Source: Primary data processed by SPSS 2023

It can be seen that the t count value of competence is 1.786 then compared to the t table value, it can be found for significance $0.05 / 2 = 0.025$ (two-sided test) with $df = n-k-1$ or $44-2-1 = 41$, then the t table = 2.019 is obtained. So that the value of t count $<$ t table $1.786 <$ 2.019. And it is known that the significance of the competency variable (X1) is $0.081 >$ 0.05. Thus H_0 is accepted and H_1 is rejected, this indicates that there is no significant partial effect of competence (X1) on employee performance (Y).

It can be seen that the t count value of service quality is 4.011 then compared to the t table value, it can be found that the significance of $0.05 / 2 = 0.025$ (two-sided test) with $df = n-k-1$ or $44-2-1 = 41$, then the t table = 2.019 is obtained. So that the value of t count $>$ t table $4.011 >$ 2.019. And it is known that the significance of the service quality variable (X2) is $0.000 <$ 0.05. So thus H_0 is rejected and H_1 is accepted, this shows that there is a significant partial effect of service quality (X2) on employee performance (Y).

4. Conclusion

Research at the Population and Civil Registration Office of Brebes Regency shows that employee competence has no significant effect on performance. The implication is that it is necessary to focus on other factors such as time management and technical skills. It is necessary to evaluate skill development programs and improve work discipline. The results of this study assist organizations in developing employee performance by considering organizational performance factors. This enables identification of areas that need improvement and taking appropriate steps to improve employee performance. It is necessary to develop human resource management at the Population and Civil Registration Office of Brebes Regency, including better management of competencies, employee training, and career path planning. In addition, it is necessary to improve service quality so that the community is satisfied with the public services provided by the agency.

References

- Agung Kekenusa, Debby Ch Rotinsulu, K. D. T. J. (2020). Kabupaten Kepulauan Sangehi. *Jurnal Berkala Ilmiah Efisiensi*, 20(03), 57–65.
- Ardiansyah, I. (2021). *Pengaruh kompetensi pegawai terhadap kualitas pelayanan*. 12(2), 9–16.
- Asy'ari, A., & Hamami, T. (2020). Strategi Pengembangan Kurikulum Menghadapi Tuntutan Kompetensi Abad 21. *IQ (Ilmu Al-Qur'an): Jurnal Pendidikan Islam*, 3(01), 19–34. <https://doi.org/10.37542/iq.v3i01.52>
- Dasawaty, E. S. (2021). Rancangan Sistem Informasi Pengambilan Cuti Pegawai Pada Pt.Torus Multi Cemerlang Berbasis Ms.Access. *Jurnal Informatika Dan Bisnis*, 10(1), 1–6. <http://jurnal.kwikkiangie.ac.id/index.php/JIB/article/view/747>
- Endrianto, T. (2021). Pengaruh Etos Kerja Terhadap Kinerja Pegawai Di Kecamatan Kalidoni Kota Palembang. *Jurnal Studia Administrasi*, 3(1), 46–57. <https://doi.org/10.47995/jian.v3i1.52>
- Ihsan, R. N., Surianta, E., & Nasution, L. (2020). Pengaruh Disiplin Kerja Terhadap Kinerja Pegawai Negeri Sipil (Pns) Di Lingkungan Ajudan Jenderal Daerah Militer (Ajendam) - I Bukitbarisan Medan. *Jurnal Darma Agung*, 28(2), 187. <https://doi.org/10.46930/ojsuda.v28i2.625>
- Insani, Y. D., & Setiyariski, R. (2020). Meningkatkan Kualitas Pelayanan Front Office Department Melalui Tugas dan Tanggung Jawab Concierge Pada Hotel Savoy Homann. *Kajian Pariwisata*, 2(1), 13–28. <http://ejournal.ars.ac.id/index.php/JIIP/article/view/297>
- Manajemen, J., & Adabi, N. (2020). Pengaruh citra merek, kualitas pelayanan dan kepercayaan konsumen terhadap keputusan pembelian indihome di witel telkom depok. *JURNAL MANAJEMEN*, 12(1), 32–39. <http://journal.feb.unmul.ac.id/index.php/JURNALMANAJEMEN>
- Marande, Y. (2017). Jurnal Ilmiah Administratie. *Jurnal Ilmiah Administratie*, 8(73), 33–39.

- Masitoh, I., & Rahardi, D. R. (2020). Pengembangan Kompetensi Pendapatan Terhadap Kinerja UMKM Pada Masa Pandemi Covid 19 (Di Perumahan Deltamas Cluster Zona Eropa). *Jurnal Manajemen Pelita Bangsa*, 5(03), 19–24.
- Mukzizatin, S. (2020). Kompetensi Penyuluh Agama Islam dalam Memelihara Harmoni Kerukunan Umat Beragama di Jakarta Selatan. *Andragogi: Jurnal Diklat Teknis Pendidikan Dan Keagamaan*, 8(1), 458–475. <https://doi.org/10.36052/andragogi.v8i1.113>
- Nandang Hendarsyah, R. S. S. M. S. T. I. K. K. (2022). ANALISIS HUBUNGAN FAKTOR-FAKTOR KUALITAS PELAYANAN DENGAN KEPUASAN PASIEN PESERTA BADAN PENYELENGGARAJAMINAN SOSIAL (BPJS) KESEHATAN DI PUSKESMAS CIAWIGEBANG KABUPATEN KUNINGAN TAHUN 2020. *JOURNAL OF PUBLIC HEALTH INOVATION HEALTH SCIENCES JOURNAL*, 02. <https://doi.org/10.34305/JPHI.V2I2.454>
- Nur Indahsari, L., & Roni, M. (2022). Pengaruh Kualitas Pelayanan, Harga, Dan Lokasi Terhadap Keputusan Pembelian Di Kedai Kopi BE Kalirejo. *Margin: Jurnal Bisnis Islam Dan Perbankan Syariah*, 1, 51–60. <https://doi.org/10.58561/margin.v1i1.18>
- Prasetyo, R. D., & Hasibuan, S. (2019). Pengaruh Knowledge Management Terhadap Kinerja Industri Jasa Perbankan (BPD). *Operations Excellence: Journal of Applied Industrial Engineering*, 11(1), 12. <https://doi.org/10.22441/oe.v11.1.2019.012>
- Prawiyogi, A. G., & Toyibah, R. A. (2020). Strategi Peningkatan Kompetensi Mahasiswa Melalui Model Sertifikasi Kompetensi. *ADI Bisnis Digital Interdisiplin Jurnal*, 1(1), 78–86. <https://doi.org/10.34306/abdi.v1i1.103>
- Prof. Dr. Sugiyono. (2019). *METODE PENELITIAN KUANTITATIF KUALITATID dan R&D* (edisi ke2). ALFABETA BANDUNG.
- Rosmaini, R., & Tanjung, H. (2019). Pengaruh Kompetensi, Motivasi Dan Kepuasan Kerja Terhadap Kinerja Pegawai. *Maneggio: Jurnal Ilmiah Magister Manajemen*, 2(1), 1–15. <https://doi.org/10.30596/maneggio.v2i1.3366>
- Siahaan, Y. L. O., & Meilani, R. I. (2019). Sistem Kompensasi dan Kepuasan Kerja Guru Tidak Tetap di Sebuah SMK Swasta di Indonesia. *Jurnal Pendidikan Manajemen Perkantoran*, 4(2), 141. <https://doi.org/10.17509/jpm.v4i2.18008>
- Syam, S. (2020). Pengaruh Efektifitas Dan Efisiensi Kerja Terhadap. *Jurnal Ilmu Manajemen*, 4(2), 128–152. <https://core.ac.uk/download/pdf/327110949.pdf>
- Wibowati, J. (2021). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Pada Pt Muarakati Baru Satu Palembang. *Jurnal Manajemen*, 8(2), 15–31. <https://doi.org/10.36546/jm.v8i2.348>
- Wijayanti, T., Rachman, M., Ruhadi, R., Irawan, H., & Hermawan, D. (2021). Penguatan Kompetensi Mahasiswa Fakultas Ilmu Sosial dalam Pembuatan Karya Tulis Ilmiah. *Jurnal Abdimas*, 25(2), 103–111. <https://doi.org/10.15294/abdimas.v25i2.32164>
- Yusuf, M., Nugroho, A. G., & Latifah, L. (2022). Peran Quality of Work Life Dalam Kualitas Kehidupan Kerja Terhadap Peningkatan Kinerja Pegawai Di Universitas Muhammadiyah Banjarmasin. *Jurnal Manajemen Pendidikan Al Hadi*, 2(2), 8. <https://doi.org/10.31602/jmpd.v2i2.7337>