

The Influence of Bureaucratic Ethics and Employee Performance on the Quality of Public Services (Case Study at the DPRD Office in Palopo City)

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(Received: December-2020; **Reviewed:** January-2021; **Accepted:** January-2021;

Available Online: February-2021; **Published:** February-2021)



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ABSTRACT

Lately, the phenomenon of minimal and low service quality has been widely discussed. Of course, this cannot be separated from the pandemic that has occurred for a long time. This condition certainly interferes with the quality of the services provided. This study aims to obtain information and examine the magnitude of the influence of bureaucratic ethics and employee performance on the quality of public services in the Regional House of Representatives office (Indonesia: Dewan Perwakilan Rakyat Daerah / DPRD) in Palopo City. The sample in this study amounted to 87 respondents. Where the sample is selected by the census technique method. The results found that the correlation value of 43.5% means that bureaucratic ethics has a strong enough relationship to service quality, as well as employee performance. The regression coefficient is 17%. Thus it can be interpreted that bureaucratic ethics and employee performance affect service quality by 17%. Bureaucratic ethics and employee performance have a significant and positive effect on the quality of public services with each having a significance value of 0.000 for bureaucratic ethics and 0.035 for employee performance.

Keywords: Bureaucratic Ethics, Employee Performance, Service Quality.

INTRODUCTION

Technological advances have had a major impact on every sector, especially those engaged in services and services (Sunarsi, 2017). This generally applies to the private sector as well as the government and other state administrators. For the government, improving the quality of public services is something that is mandatory and needs to be done as soon as possible. The quality of public services in the Decree of the Minister of Empowerment of State

Apparatuses in 2003 explains that public service activities are carried out by state officials in order to achieve the fulfillment of public needs based on the law.

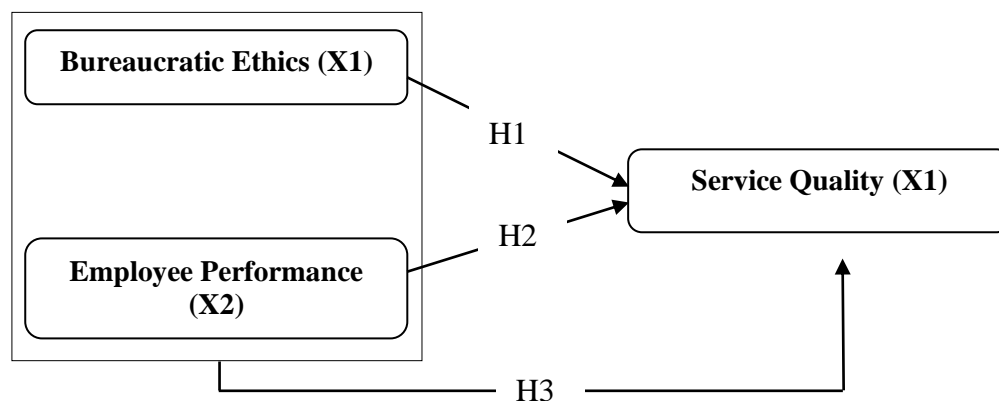
Law Number 25 of 2009 concerning Public Services is a series of principles that regulate public services by making the functions of the government itself effective. The implementation of good services will have an impact on democracy, the fulfillment of social rights, economic independence and increase public trust in the government and state administration (AM et al., 2020; Ardani et al., 2020; Kusuma et al., 2020; Mana-Ay et al., 2020; Suharti et al., 2020; Toprak, 2020). Improving the quality of public services must of course be supported by several factors including the ethics of state administrators and the performance of state administrators in providing services to the community (Maddinsyah et al., 2020; Sunarsi & Baharuddin, 2019).

The implications of good ethics and performance will create good service delivery by state administrators (Budi et al., 2015; D. Daraba et al., 2018; Dahyar Daraba et al., 2018; Haprabu et al., 2020; Saggaf, Akib, et al., 2018; Saggaf, Aras, et al., 2018; Saggaf & Salam, 2017). The phenomenon that occurs nowadays is that many state administrators are lacking in ethics and even lacking in performance, resulting in constrained service for the community. The phenomenon that occurs could be that the implementation of duties and functions has not been maximized and efficient, there is an abuse of responsibility and authority.

The Palopo City DPRD office as a place for public services and in it there are many state administrators, it is deemed necessary to conduct research related to the quality of public services. This is of course an effort to see whether the quality of services provided has been good or still needs to be improved in improving the quality of public services.

Based on the explanation above, this research focuses on bureaucratic ethics and employee performance as factors that can influence the quality of public services.

Hypothesis



H1 = It is suspected that bureaucratic ethics affect the quality of public services.

H2 = It is suspected that employee performance affects the quality of public services.

H3 = Bureaucratic ethics and employee performance simultaneously affect the quality of public services.

METHOD

This research applies descriptive quantitative method approach that is using multiple regression analysis. The number of samples in this study were 87 respondents, using the sensun technique to select and distribute questionnaires. The use of multiple regression analysis is of course through several instrument tests including validity and reliability tests; data normality assumption test, multicollinearity and heteroscedasticity test; and regression coefficient test, and partial hypothesis test (t test) and simultaneously (f test).

RESULT AND DISCUSSION

Validity test

The use of validity tests in research using questionnaires is to see whether the questions asked have a reasonable level of validity or not. It is said to have a good level of validity if the calculated r value is greater than the table r value. To see whether in this study the questions in the questionnaire submitted have a good level of validity, it can be seen in table 1.

Table 1
Validity Test Results

Variable		r Table	r count	Information
Bureaucratic Ethics	1	0.211	0.432	Valid
	2	0.211	0.255	Valid
	3	0.211	0.277	Valid
	4	0.211	0.379	Valid
	5	0.211	0.389	Valid
	6	0.211	0.398	Valid
Employee Performance	1	0.211	0.373	Valid
	2	0.211	0.418	Valid
	3	0.211	0.323	Valid
	4	0.211	0.344	Valid
	5	0.211	0.241	Valid
	6	0.211	0.306	Valid
Service quality	7	0.211	0.405	Valid
	1	0.211	0.293	Valid
	2	0.211	0.305	Valid
	3	0.211	0.238	Valid
	4	0.211	0.284	Valid
	5	0.211	0.314	Valid
	6	0.211	0.334	Valid
	7	0.211	0.242	Valid
	8	0.211	0.434	Valid

Source: primary data processed, 2021

Based on the discussion on the validity test, it can be concluded that in the table above all questions on each variable used are valid. Of course this is evidenced by the basis of decision making that is said to be valid if the calculated r value is greater than the table r value.

Reliability Test

Considering that this research is a quantitative study that uses primary data, in addition to the validity test, it is necessary to conduct a reliability test. This is useful to see whether the measuring instrument is suitable for use or not. To find out this, it can be seen in the table below with a note that it is said to be reliable if the cronchbach's missing value is more than 0.6.

Table 2
Reliability Test Results

Variable	Cronchbach Alpha	Information
Bureaucratic Ethics	0.762	Reliable
Employee Performance	0.743	Reliable
Service quality	0.821	Reliable

Source: primary data processed, 2021

The Cronchbach Alpha value for each variable has a different value. However, this is still said to be reliable by referring to the basis of decision making that is said to be reliable if the Cronchbach Alpha value is greater than 0.6. The value of Cronchbach Alpha on bureaucratic ethics is 0.762, the value of Cronchbach Alpha on employee performance is 0.743, and the value of Cronchbach Alpha on service quality is 0.821. This means that each variable is reliable.

Classic assumption test

1. Normality test

The purpose of the normality test is useful in seeing the distribution of the data that has been collected whether the data is normally distributed or not. It is said that the data is normally distributed if the data plotting follows a diagonal line or a line with a slope of 45° .

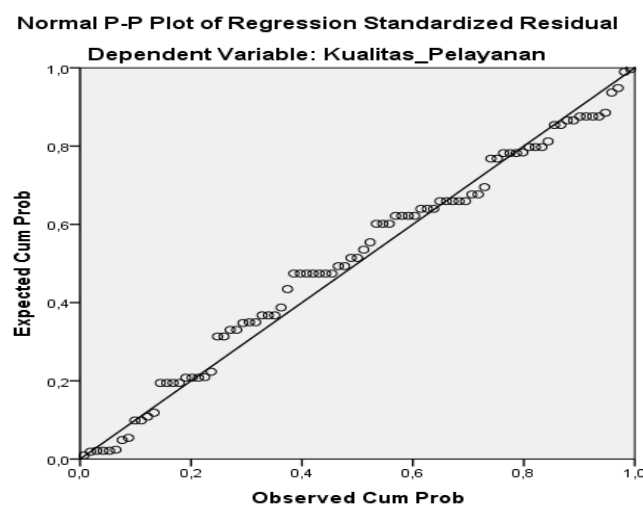


Figure 2. Normality Test Results
Source: Primary data processed, 2021

The results on the normal probability plot show that the distribution of the existing data follows the diagonal line or is along the diagonal line. By looking at the normal probability plot picture above, it can be concluded that the data distribution is normally distributed.

2. Multilinearity Test

To see whether the independent variables are correlated with each other, a multicollinearity test is carried out. Multicollinearity test needs to be done because a good research model is one that is not affected by multicollinearity symptoms or there is no correlation between independent variables. To see if there are symptoms of multicollinearity or not, it can be seen by looking at the table below.

Table 3
Multicollinearity Test Results

Model	Collinearity Statistics	
	Tolerance	VIF
Bureaucratic Ethics	0.994	1.006
Employee Performance	0.994	1.006

Source: Primary data processed, 2021

Table 3 on the Multicollinearity test shows the results of each independent variable. The value of bureaucratic ethics for tolerance is 0.994 or this number is above 0.10 and the VIF value is 1.006 or this number is below 10. The employee performance value for tolerance is 0.994 or greater than 0.10 and the VIF value is 1.006 or less than 10. So it is concluded that this does not happen. multicollinearity on the independent variables in this study.

3. Heteroscedasticity Test

Research with a good model is one that does not occur heteroscedasticity symptoms. In this study, to test the symptoms of heteroscedasticity, the Spearman's rho method was used. Spearman's rho method is one of several methods that are often used to test the symptoms of heretosceasticity by looking at the 2-tailed significance value which is greater than the alpha value of 0.05.

Table 4
Heteroscedasticity Test

			Correlations		
			Bureaucratic Ethics	Employee Performance	Unstandardize d Residual
Spearman's rho	Bureaucratic Ethics	Correlation Coefficient	1,000	,087	,012
		Sig. (2-tailed)	.	,421	,910
		N	87	87	87
	Employee Performance	Correlation Coefficient	,087	1,000	,040

		Correlations		
		Bureaucratic Ethics	Employee Performance	Unstandardized Residual
Unstandardized Residual	Sig. (2-tailed)	,421	.	,715
	N	87	87	87
	Correlation	,012	,040	1,000
	Coefficient			
	Sig. (2-tailed)	,910	,715	.
	N	87	87	87

Source: Primary data processed, 2021

Sig value. (2-tailed) in the heteroscedasticity test table above shows that bureaucratic ethics with a sig. (2-tailed) of 0.910, employee performance with a value of sig. (2-tailed) of 0.715. Thus, it is concluded that there is no heteroscedasticity problem in this study. This is indicated by the value of sig. (2-tailed) on each variable above the alpha level of 0.05.

3. Multiple Regression Analysis

The use of multiple regression analysis in a study is carried out if there are at least two independent variables. In this study, there are two independent variables used, namely bureaucratic ethics and employee performance. In multiple regression the resulting equation form is $Y = a + b_1X_1 + b_2X_2 + \dots + e$.

Table 5
Results of Multiple Regression Analysis

Regression Coefficient, f-test and t-test			
Model	Unstandardized coefficients (B)	t count	Sig. t
Bureaucratic Ethics	0.530	4.024	0.000
Employee Performance	0.404	2.143	0.035
Konstanta	= 35.448		
Adjusted R Square	= 0.170	f Count	= 9.800
Multiple R	= 0.435	Sig. f	= 0.000

Source: Primary data processed, 2021

$Y = 35.448 + 0.530X_1 + 0.404X_2$. is the equation found in this study. In this study the beta coefficient is positive and the significance values are all below the alpha level of 0.05. This indicates that bureaucratic ethics and employee performance have a positive and significant effect on service quality. The beta coefficient of bureaucratic ethics is 0.530 and employee performance is 0.404.

From the table above also obtained a regression coefficient of 0.170 or 17%. Thus it can be interpreted that bureaucratic ethics and employee performance affect the quality of service by 17%. The correlation coefficient is 0.435 or 43.5%. Thus it can be interpreted that bureaucratic ethics and employee performance have a correlation of 43.5 to service quality.

Hypothesis test

1. f test results (simultaneous)

Hypothesis test (f test) aims to find out how the independent variables (bureaucratic ethics and employee performance) affect the dependent variable (service quality) together. The results in the table above reveal that the results of bureaucratic ethics and employee performance have a joint effect on service quality with a significance value of 0.000.

2. T-Test Results (Partial)

The t-test finds out how the influence given by bureaucratic ethics and employee performance is partially. The results showed that bureaucratic ethics had an effect on service quality with a significance value of 0.000. Employee performance has a significant effect on service quality with a significance value of 0.035. So referring to these results, it is concluded that bureaucratic ethics and employee performance have a significant effect on service quality.

Discussion

1. The Influence of Bureaucratic Ethics on the Quality of Public Service

The results of the study for the beta coefficient value and the significance value of bureaucratic ethics were 0.530 and 0.000, respectively. So this explains that bureaucratic ethics affect the quality of public servants at the Palopo City DPRD office. Each additional 1 value of bureaucratic ethics will increase the quality of service by 0.530. Ngatu & Rusmiwari (2018) in their research "The Influence of Bureaucratic Ethics and Work Motivation on Service Quality" found that bureaucratic ethics affect the quality of public services by 51.4%. In line with this study, the research findings of Pai et al. (2016) also stated the results that bureaucratic ethics had a positive and significant effect on the professionalism (quality) of public services with a confidence level of 99%.

2. The Influence of Employee Performance on the Quality of Public Services

The results of the study for the value of the beta coefficient and the significance value of employee performance were 0.404 and 0.035, respectively. So this explains that employee performance affects the quality of public services at the Palopo City DPRD office. Each addition of 1 performance value will increase the quality of service by 0.404. Widiawari (2012) said in his research that the performance of government officials has an effect on service quality. Another study by Alirman & Harahap (2016) said that the quality of service will have a great influence on the community if the supporting elements are fulfilled. Debby & Kania (2019) also revealed the same thing, where performance significantly affects service quality. With his research entitled "The Effect of Employee Performance on the Quality of Train Ticket Service at Bandung Station".

3. The Influence of Bureaucratic Ethics and Employee Performance on the Quality of Public Services

The results showed that the significance value of the f test was 0.000. Indicates that bureaucratic ethics and employee performance have a significant effect on the quality of public services at the Palopo City DPRD office. Potolau's research (2020) reveals the fact that together bureaucratic ethics and employee performance affect the quality of public services at the sub-district office in Bitung City.

CONCLUSION

The main stream of public services are employees, officials and officials. The quality of public services really needs to be considered considering this is the basis for seeing people's satisfaction with the government or other state administrators. The results of the research and discussion say that bureaucratic ethics and employee performance have a positive and significant effect either partially or simultaneously. Overall improvements are needed in terms of the ethical level so that the level of quality can be increased to be even better. In terms of the performance of work discipline and creativity, it is necessary to improve for the better.

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