

The Influence of Human Resource Competence on Service Quality for Functional Appropriate Certificates (LFS)

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ABSTRACT

Function-worthy Certificate (LFS) is a form of government control over the strength of building construction before it is used. If the building is to be erected, it must have a Building Permit (IMB), then after the building is erected and before being used, it must have an SLF. The concept of service quality can be understood through consumer behavior in finding, buying, using and evaluating a product or service that is expected to satisfy their needs. indeed sometimes it takes a lot of time with fairly complicated requirements that must be completed by the developer or building owner. These factors influence each other in order to achieve a good quality of public service. Competence is the ability possessed by a person including knowledge, skills, creativity, attitude to do his job well based on work standards and procedures for providing services that have been set. The formulation of the problem in this study is how much influence employee competence has on service quality at the Makassar City DPMPSTSP Office. The research methodology used is a quantitative research approach. The population is 79 samples. Purposive sampling so that the sample is 79 people. Data Collection Instruments, Observations, Questionnaires. Data Analysis Techniques Validity Test, Significance Test. Reliability test. The results of the HR Competency research have a positive and significant effect on. Quality of Service Management of Licenses for the Management of Function-worthy Certificates (LFS) at the Makassar City Investment and One Stop Integrated Services (DPMPSTSP) Office. smaller than 0.05. Licensing Service for Feasibility Certificate Management (LFS) at the Investment Service and One Stop Integrated Services (DPMPSTSP) with a Sig level value of $0.001 < 0.05$.

Keywords: Human Resource Competence; Service Quality; LFS

INTRODUCTION

The Preamble to the 1945 Constitution of the Republic of Indonesia mandates that the purpose of the establishment of the Republic of Indonesia is, among other things, to promote the general welfare and to educate the nation's life. The mandate implies that the state is obliged to meet the needs of every citizen through a government system that supports the creation of excellent public service delivery in order to fulfill the basic needs and civil rights of every citizen for public goods, public services, and administrative services. (Setyobudi, 2009). Service is an intangible activity, product, service that cannot be owned, does not last long, but is experienced and felt by the recipient of the service. Based on the Decree of the Minister for Empowerment of State Apparatus Number 63 of 2003, the definition of public services is all forms of services carried out by government agencies at the center, in the regions, and within the State-Owned Enterprises or Regional-Owned Enterprises in the form of goods and or

services, either in the form of goods or services. in the context of efforts to meet the needs of the community as well as in the context of implementing the provisions of laws and regulations for every citizen and resident of goods, services and or administrative services provided by public service providers (Nurmasitha & Hakim, 2019).

Conditions in Makassar today, there are still many buildings that do not meet the requirements of building reliability which is marked by the number of incidents of building collapses, fires, and so on. In Makassar City, which acts as the executor of the government in the field of spatial planning is the Spatial Planning Office. The Makassar City Spatial Planning Service has several fields, each of which consists of several sections. Each field and section has its own duties and functions (Indriana et al).

As a result, public services become very complex, through very long procedures, and full of various illegal levies/extortion. In this case, improving the quality and transparency of licensing services is a strategic step that needs to be managed and developed in a planned and sustainable manner by the Government and all Regional Governments. One of them also occurred at the Makassar City Investment and One Stop Integrated Service (PTSP). Maximum service to the community, so that people feel dissatisfied with the services provided. In addition, in serving the community who want to administer IMB and Function-worthy Certificates (LFS), prepare a link so that people can perform online services through the link provided (<https://dpmptsp.makassarkota.go.id>) (Meilani, 2022).

Function-worthy Certificate (LFS) is a form of government control over the strength of building construction before it is used. If the building is to be erected, it must have a Building Permit (IMB), then after the building is erected and before being used, it must have an SLF. As mandated in Article 37 of Law Number 28 of 2002 concerning Buildings (hereinafter referred to as the Building Law). Organizations providing public services are still lacking in carrying out their duties and functions. One of the factors is the low quality of service. Service is said to be of high quality or satisfactory if the service can meet the needs and expectations of the community. If the community is not satisfied with a service provided, then the service can be said to be of poor quality or inefficient. The concept of service quality can be understood through consumer behavior in finding, buying, using and evaluating a product or service that is expected to satisfy their needs.

Nowadays, the implementation of public services related to applications for certificates of SLF function eligibility does sometimes take a lot of time with fairly complicated requirements that must be completed by the developer or building owner. If you don't want the hassle of taking care of the certificate, you can ask for help from management services in practice. Basically, to achieve good quality public services, a government organization needs to consider several factors. Where these factors influence each other in order to achieve a good quality of public service. Some of the factors include employee competence and work environment. Where competence is the ability that a person has including knowledge, skills, creativity, attitude to do his job well based on work standards and procedures for providing services that have been set. Based on the background described above, the problems in this study can be formulated as follows: (1) How big is the influence of employee competence on service quality at the Makassar City DPMPTSP Office.

Human Resource Management

Human resource management (HRM) is one of the most important and dynamic resources to mobilize other resources such as: money, materials, methods, machines, markets, minutes, which are managed in management functions to achieve organizational goals. (Nurmasitha & Hakim, 2019). In an effort to achieve organizational goals, the problems faced by management are not only found in raw materials, work tools, machines, money and the work environment, but also involve employees (human resources) who manage other non-human resources. However, keep in mind that human resources themselves as a resource, like other resources, are inputs that are processed by the organization and produce outputs (Murti et al., 2015).

Organizations and people are open systems because they are influenced by their environment. HR management is also an open system that is influenced by the external environment. The main reason for improving the quality of human resources in organizations is mainly because of the strategic role of HR as the executor of management functions, namely planning, organizing, staffing, leadership, controlling, coordinating (larasati). The success of an organization in achieving its goals in carrying out management functions is highly dependent on the quality of its human resources. Thus, how important is the strategic role of developing and improving the quality of human resources in an organization that continues to grow in line with the demands of the times (Meilani, 2022).

Some notions of human resource management such as the opinion of Griffin and Ebert (Zahera Mega Utama, 2020). Human Resource Management is the development and administration of programs to improve the quality and performance of the people who work within an organization. Human resource manager who is responsible for recruiting, training, evaluating and compensating his employees.

Employee Competence

Competence concerns the authority of each individual to perform tasks or make decisions in accordance with their role in the organization that is relevant to their expertise, knowledge, and abilities. The competencies possessed by individual employees must be able to support the implementation of organizational strategies and be able to support any changes made by management. In other words, the competencies possessed by individuals can support a team-based work system, (Nurmasitha & Hakim, 2019).

From competence, performance or service quality is produced, then from performance or service quality it produces work performance and the realization of effectiveness and efficiency. So it is clear that competence is the independent variable in this study. Employee competence is an important factor and has an effect on the implementation and completion of jobs in an organization. (Puspitawaty, 2020). Employee competence is defined as the correct work method or procedure carried out by employees. Thus, to realize the success of the programs that have been set by an organization, every employee in it is required to have the required competency standards (Zuhry & Sugiyarti, 2018).

Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Thus, competence shows skills or knowledge that are characterized by professionalism in a particular field as the most important thing, as superior in that field. (Zuhry & Sugiyarti, 2018).

The indicators of human resource competence according to Hutapea and Nurianna, in (Puspitawaty, 2020) is as follows:

1. Knowing and understanding knowledge in their respective fields concerning their duties and responsibilities at work.
2. Knowing knowledge related to regulations, procedures, techniques that are new in the company.
3. Have the ability to be creative at work.
4. There is a high morale.
5. Have the ability in planning/organizing

After discussing the definition of human resource competence, the researcher will discuss further about indicators of human resource competence. According to Spencer and Spencer (Fadilah & Soemitra, 2022) states that to measure a person's competence, indicators are needed that cover all elements. namely: 1) Motives 2) Innate traits 3) Self-concept 4) Knowledge 5) Skills

Service quality

The provision of quality services to the community is one of the obligations that must be carried out by every state administrator. It can even be said that the success of the government in providing public services to the community is the success of governance (Indahningrum et al., 2020).

Service quality affects customer expectations and the reality they receive. If in fact the customer receives service that exceeds his expectations, the customer will say the service is of high quality and if in fact the customer receives less or the same service as his expectation, the customer will say the service is not of good quality or unsatisfactory (Fadilah & Soemitra, 2022). As stated in Law Number 25 of 2009 concerning Public Services, are "activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided provided by public service providers (Fadilah & Soemitra, 2022). From the various opinions of the experts above, the quality of service can be measured by five service indicators, namely direct evidence, reliability, capture power, assurance, and empathy, so that the benchmark level of service quality can be taken.

There are five dimensions of service quality Zeithaml et al (Fadilah & Soemitra, 2022). namely:

1. Physical evidence (tangibles), namely in services such as physical facilities
2. Reliability, namely the company's ability to provide services as promised accurately and reliably. Performance must be in accordance with customer expectations which means timeliness, the same service for all customers without errors, a sympathetic attitude, and with high accuracy.
3. Responsiveness, which is a policy to help and provide fast (responsive) and appropriate service to customers, with clear information delivery. Leaving consumers waiting for negative perceptions of service quality.

4. Assurance, namely the knowledge, ability, and courtesy of the company's employees to foster a sense of belonging.

Function-worthy Certificate (SLF)

Building is a physical form resulting from construction work that is integrated with its domicile, partially or wholly located above and/or in the land and/or water, which functions as a place for humans to carry out their activities, either for housing or residence, religious activities, business, social, cultural and special activities. (Presiden Republik Indonesia, 2002). Buildings have a strategic role in character building, embodiment of productivity, and human identity. For that every building must ensure the reliability of the building. In order to guarantee the reliability of the building in terms of safety, health, comfort, and ease of use of the building, before the building is used, a Building Function Feasibility Certificate is required (Nuh et al., 2017).

As for the meaning of the Function-worthy Certificate, it is a certificate issued by the regional government except for buildings with special functions by the central government, to declare the function-worthiness of a building as a condition for its use (Priyanta, 2019).

The purpose of the Function-worthy Certificate is to declare the function-worthy of the building in terms of administrative requirements and technical requirements before the building is used/functioned, which will later support the realization of the reliability of buildings in Makassar City in terms of security, comfort, health, and convenience. The expected results with the existence of a Function-worthy Certificate, are:

1. The creation of a building that is functional and fulfills the administrative requirements and technical requirements, prior to the use of the building.
2. The realization of buildings that have building reliability that provides security, comfort, health, and convenience for building users.

Based on the conceptual and theoretical description above, it can be described the framework of thought as follows:

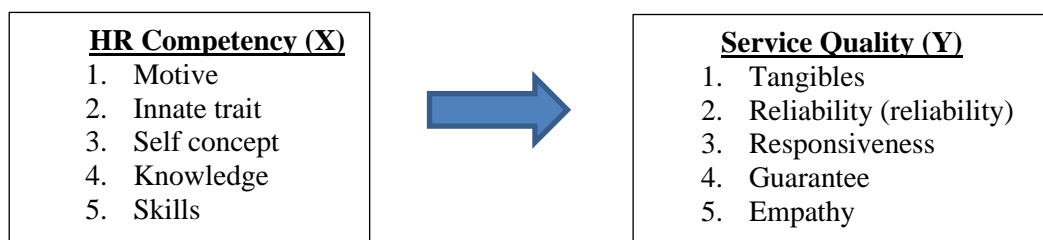


Figure 1. Framework of thought

METHOD

The research approach used is a quantitative research approach. By survey method The type of data used in this research is quantitative data, primary data sources and secondary data. The population in this study were 79 people who carried out the maintenance of Functional

Eligibility Certificates (SLF). The sampling method used is purposive sampling so that the samples taken as respondents are 79 people. Instruments of Data Collection, Observation, Questionnaire (Questionnaire) and Documentation. Data Analysis Techniques Test the validity of something that will be measured by the questionnaire. Significance test. The reliability test was carried out on the question items that were declared valid. In this study, multiple linear regression analysis was used using the Statistical Program for Social Science (SPSS) application software for windows.

RESULTS AND DISCUSSION

Validity and Reliability Test

Validity test

Validity test is used to measure the validity or validity of a questionnaire. A questionnaire is said to be valid if the statement on the questionnaire is able to reveal something that will be measured by the questionnaire. In order to test the validity of the instrument, Sugiyono (Ohyver, 2022) stated that the Construction Validity test (Construct Validity) was carried out by looking at the correlated total item number through SPSS statistics with a significance level of 5%.

$$d(f) = n - 2$$

$$d(f) = 79 - 2$$

$$d(f) = 77$$

Information :

d(f) = degree of freedom (r table)

n = number of respondents

Table 2. HR Competency Questionnaire Validation (X)

Variabel	Item	r table	R count	Information
<i>Service</i>	Motive	0.2882	0.894050	Valid
	Innate Traits	0.2882	0.722549	Valid
	Self concept	0.2882	0.430330	Valid
	Knowledge	0.2882	0.722549	Valid
	Skills	0.2882	0.508887	Valid

SPSS 2022 Data Processing Results

Based on the results of the calculation of the validity of the first variable in the form of HR Competency (X) it is declared valid because the results of r count > r table (r table, 0.2882 with a total of n = 79). Therefore, in the research questionnaire data X as many as 5 statements are valid.

Table 3. Service Quality Questionnaire Validation (Y)

Variabel	Item	r table	R count	Information
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Community Satisfaction	Tangibles	0.2882	0.465771	Valid
	Reliability	0.2882	0.243388	Valid
	Responsiveness	0.2882	0.670366	Valid
	Assurance	0.2882	0.389600	Valid
	Empathy	0.2882	0.447649	Valid

SPSS 2022 Data Processing Results

Based on the results of the calculation of the validity of the first variable in the form of service quality (Y) is declared valid because the results of r count > r table (r table, 0.2882 with a total of n = 79). Therefore, in the Y data research questionnaire, 5 statements are valid.

Reliability Test

Table 4. Research Variable Reliability Test Results

No	Variabel	Crombach's Alpha	Nilai Standar	Ket
1	HR Competency(X)	0.788	0.6	Reliabel
2	Service Quality (Y)	0.772	0.6	Reliabel

SPSS 2022 Data Processing Results

Based on the results of the reliability test of the Competence and Service Quality variables in table 4, it produces an alpha coefficient (Cronbach's Alpha) > 0.60 so it can be concluded that the instrument used is reliable.

Reliability Test

Multiple Linear Regression Analysis

Table 5 Output of Multiple Linear Regression Test of HR Competencies on Service Quality (Y)

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.318	2.709		2.332	.001
	Service Quality	.568	.153	.390	3.712	.000

a. Dependent Variable: HR Competency
 SPSS 2022 Data Processing Results

Based on the Coefficientsa table above, it can be explained that: Multiple linear regression coefficient: $Y = a + b \times X$ What has been found between HR Competence (X) on Service

Quality (Y) is: $Y = 6.318 + 0.568X$ It can be concluded that, there is a positive influence between HR Competence (X) on Service Quality (Y).

The constant (b) = 0, = 6.318 means that if the HR Competency P (X) increases by one unit, the value of Service Quality will increase = 0.568 units.

Hypothesis test

F Uji test

Using the F test with the aim of measuring and knowing how much influence the independent variable has on the dependent variable. If the significant value is less than 0.05 (< 0.05), then the independent variable simultaneously affects the dependent variable. The hypotheses for the simultaneous F test include:

Ha : HR Competence (X) has a significant effect on Service Quality (Y)

Ho : HR Competence (X) has no significant effect on Service Quality (Y)

The results of the F test from multiple linear regression statistical tests in the table include:

Table 6. Hypothesis test

		ANOVA ^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	31.583	1	31.583	13.779	.000 ^b
	Residual	176.492	77	2.292		
	Total	208.076	78			

a. Dependent Variable: HR Competency

b. Predictors: (Constant), Quality Of Service

Hasil Pengolahan Data SPSS 2022

Based on the following table shows that the obtained F value of 13,779 with a significant level of 0.000 compared to the significant level ($\alpha = 5\%$) or 0.05, then the value of $\text{sig} < 0.000 < 0.05$ because $\text{sig} <$ it can be concluded that Ho is rejected, which means that the HR Competency variable (X) has a significant effect on the dependent variable

Coefficient of Determination

The value of the coefficient of determination ranges from $0 \leq R^2 \leq 1$. If the value of the coefficient of determination is close to 1, it is an indicator that shows the stronger the influence of changes in X variables on changes in Y variables. in explaining Y or the dependent variable. It can be seen from the value of the coefficient of determination (R Square).

Table 7. Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

1	.390 ^a	.152	.141	1.51397
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a. Predictors: (Constant), Quality Of Service

Sumber : SPSS 2022 Data Processing Results

Based on the Summary model and shows that the amount of Adjusted R Square is 0.141 or 14.1%. So it can be concluded that Service Quality (Y) is influenced by the HR Competency variable < (X) of 0.141 or 14.1% and the rest is explained by other variables, namely 0.859 or 89.9% outside the model.

The Influence of Human Resource Competence on Service Quality for Functional Appropriate Certificates (LFS) at the Makassar City DPMPTSP Office

In this study, researchers have obtained results that show that the factors of the HR Competency variable have a positive and significant effect on Service Quality in Managing Functional Eligibility Certificates (LFS) at the Makassar City Investment and One Stop Integrated Service (DPMPTSP). This can be seen based on the regression results that have been obtained by researchers, namely T count 2.332 > T table 0.2882 with a significance level of 0.000, which means it is smaller than 0.05. Licensing Services for Functioning Eligibility Certificates (LFS) at the Investment Service and One Stop Integrated Services (DPMPTSP) with a level value of Sig 0.001 < 0.05, it can be concluded that the HR Competency variable has a positive and significant effect on the dependent variable Quality of Service Management permit Management Function Feasibility Certificate (LFS) at the Makassar City Investment and One Stop Integrated Service (DPMPTSP). Quality of Service The management of permits for the Management of Function-worthy Certificates (LFS) at the Makassar City Investment and One Stop Service (DPMPTSP) Office is carried out to examine how much an indicator can meet community satisfaction with service quality.

CONCLUSION

Based on the results of the analysis and discussion that have been described previously, the following conclusions can be drawn: 1) HR competence has a positive and significant effect on. Quality of Service Management of Licenses for the Management of Function-worthy Certificates (LFS) at the Makassar City Investment and One Stop Integrated Services (DPMPTSP) Office. smaller than 0.05. Licensing Service for Feasibility Certificate Management (LFS) at the Investment Service and One Stop Integrated Services (DPMPTSP) with a Sig level value of 0.001 < 0.05, 2) Community satisfaction in managing the Function-worthy Certificate (LFS) permit at the Makassar City One Stop Integrated Service and Investment Service (DPMPTSP) is positively affected. Service quality (Y) is influenced by the HR Competency variable < (X) of 0.141 or 14.1% and the rest is explained by other variables, namely 0.859 or 89.9% outside the model. and variables in this study.

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