



# PUBLIC POLICY JOURNAL

## THE INFLUENCE OF EMPLOYEE PERFORMANCE ON SERVICE QUALITY IN BUNTULIA DISTRICT OFFICE

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### *Abstract*

*This study aims to determine the effect of employee performance on service quality at the Buntulia District Office. The research method used in this study is the quantitative method, where the sample in this study amounted to 30 employees and 30 people from the Buntulia District community using a research approach and research design. Data collection techniques were carried out by distributing questionnaires to research respondents. The data analysis technique used is simple regression analysis. The results of the regression analysis test showed that there was a significant effect on employee performance on service quality at the Buntulia District Office. The first hypothesis (H1) can be proven or accepted. The R Square value is 0.342 in other words 34.2% of the independent variables namely (X) Employee Performance contributes to the variable (Y) Quality of Service, while the remaining 65.8% is in the form of contributions from other variables not examined in this study.*

**Key Words:** *Employee Performance, Service Quality*

### INTRODUCTION

Indonesia is a unitary state with a presidential government system, the Indonesian government can refer collectively to the three branches of power, namely the executive, legislative and judicial branches. Vertically, the Indonesian government is further divided into several regional powers, namely provinces, cities/regencies, sub-districts, and sub-districts/villages. In the Indonesian government system, there are many government agencies, one of which is the sub-district office, therefore good service quality is needed in Indonesian government agencies. Smith and Bakker (in Wijaya et al., 2024) said that technological advances allow the government to provide services digitally, and the public has access to a variety of services. The public can take advantage of the service anytime, anywhere without having to come directly to the government office.

In law no. 25 of 2009 concerning public services, defines that public services are a series of activities to fulfill service needs by statutory regulations for every citizen and resident for goods, services, and administrative services provided by public service providers. Quoting in

the journal Abdussamad (2015:10) performance is a key factor in developing an organization effectively and efficiently. According to Wibowo (in Isa et al., 2022), performance comes from the notion of performance, namely as a result of work or work performance. Performance is related to doing work and the results achieved from a job. In addition, according to Armstrong and Baron, performance results from a strong relationship with the organization's strategic goals (Ladianto, 2018). Previous research (Potalau, 2020) concluded that the quality of service is still not good due to bureaucratic ethics and employee performance that is not optimal. Poor service quality will lead to a waste of time, money, and other resources as well as increase the risks of chain difficulties (Tui, 2018).

According to the results of the initial research observations, the researchers found that at the Buntulia District office, the quality of services provided in the sub-district was still not good, as seen from complaints from the public about the services received, indiscipline in providing services, and there were still employees who benefited the interests of the family over the interests of the community. In this study, researchers will analyze the dimensions put forward by Mathis and Jackson in (Silaen et al., 2021), namely: 1. Quantity, 2. Quality, 3. Timeliness, 4. Attendance, 5. Ability to cooperate with the variable quality of public services according to Zeithaml, Parassuraman & Berry (in Hendrayady et al., 2023)), namely: 1. Tangible, 2. Reliability, 3. Responsiveness, 4. Assurance, 5. Empathy.

## **RESEARCH METHODS**

This study researchers used quantitative methods. Researchers use quantitative methods because researchers want to get extensive information from a population and want to know how much influence employee performance has on service quality. Data collection techniques through questionnaires using a Likert scale. Data analysis techniques used research instrument tests, classic assumption tests, simple linear regression tests and hypothesis testing. This research was conducted from February 2023 to July 2023.

The population in this study were 30 employees of the Buntulia sub-district office and the people of the Buntulia sub-district. The sample used for variable X was 30 respondents with a total sampling technique which means taking the entire number of employees and for variable Y using saturated sampling which took respondents who were met during the study, namely as many as 30 respondents. The data taken comes from primary data in the form of observations and questionnaires, as well as secondary data in the form of documentation from the sub-district office. The theory used in this study is the theory from literature studies and

the results of previous research. The analytical methods used are validity and reliability tests, classic assumption tests, simple linear regression tests and hypothesis testing which are processed using the SPSS 20 software program .

## RESULTS AND DISCUSSION

### Research result

This study uses questionnaires to obtain all questionnaire data from respondents. Respondents in this study were grouped into three parts, namely based on gender, age, and last education. The following is the result of grouping the characteristics of the respondents.

**Table 1. Characteristics of Gender Variable X**

		frequency	percent	Valid Percent	Cumulative Percent
Valid	Man	11	36.7	36.7	36.7
	Woman	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

**Table 2. Characteristics of Gender Variable Y**

		frequency	percent	Valid Percent	Cumulative Percent
Valid	Man	9	30.0	30.0	30.0
	Woman	21	70.0	70.0	100.0
	Total	30	100.0	100.0	

**Table 3. Characteristics of Age Variable X**

		frequency	percent	Valid Percent	Cumulative Percent
Valid	20 - 30 Years	5	16.7	16.7	16.7
	31 - 40 Years	17	56.7	56.7	73.3
	41 - 50 Years	7	23.3	23.3	96.7
	Over 50 Years	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

**Table 4. Characteristics of Age Variable Y**

		frequency	percent	Valid Percent	Cumulative Percent
Valid	20 - 30 Years	5	16.7	16.7	16.7
	31 - 40 Years	16	53.3	53.3	70.0
	41 - 50 Years	6	20.0	20.0	90.0
	Over 50 Years	3	10.0	10.0	100.0
	Total	30	100.0	100.0	

**Table 5. Characteristics of the Latest Education Variable X**

		frequency	percent	Valid Percent	Cumulative Percent
Valid	SLTA / SMA	6	20.0	20.0	20.0
	D-3	7	23.3	23.3	43.3
	S-1	15	50.0	50.0	93.3
	S-2	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

**Validity test**

A validity test is useful to determine the appropriateness of the questionnaire used in measuring and obtaining research data from respondents. The basis for decision-making for validity testing refers to 2 things: 1) comparing the count value with  $r_{table}$  (if the  $r_{count}$  value  $> r_{table}$  = valid and vice versa with the  $r_{table}$  value with respondents (N) 30 at a significant 5% in the distribution of the  $r_{table}$  statistical value is 0.361, and 2) look at the sig value (if the sig value  $< 0.05$  = valid).

**Table 6. Employee Performance Validity Test**

No	Pearson correlation	$r_{table}$ significance 5%	Sig. Value	Significance Level 0.05 (5%)	Information
1	0,731	0,361	0,000	0,05	Valid
2	0,702	0,361	0,000	0,05	Valid
3	0,779	0,361	0,000	0,05	Valid
4	0,702	0,361	0,000	0,05	Valid
5	0,734	0,361	0,000	0,05	Valid
6	0,827	0,361	0,000	0,05	Valid
7	0,843	0,361	0,000	0,05	Valid
8	0,823	0,361	0,000	0,05	Valid
9	0,825	0,361	0,000	0,05	Valid
10	0,942	0,361	0,000	0,05	Valid
11	0,801	0,361	0,000	0,05	Valid
12	0,738	0,361	0,000	0,05	Valid
13	0,894	0,361	0,000	0,05	Valid
14	0,864	0,361	0,000	0,05	Valid
15	0,856	0,361	0,000	0,05	Valid
16	0,820	0,361	0,000	0,05	Valid
17	0,716	0,361	0,000	0,05	Valid
18	0,676	0,361	0,000	0,05	Valid
19	0,762	0,361	0,000	0,05	Valid
20	0,796	0,361	0,000	0,05	Valid

Sumber : data diolah SPSS 20

Based on the table above, it is known that all statements have rcount (pearson correlation) which is greater than rtable (0.361), with a significance value (Sig. 2-tailed) of 0.000 ( $<0.05$ ), so it is said to fulfill the validity test and can be used for collect research data.

**Table 7. Validity Test of Service Quality**

No	Pearson correlation	rtable significance 5%	Sig. Value	Significance Level 0.05 (5%)	Information
1	0.632	0.361	0.000	0.05	Valid
2	0.600	0.361	0.000	0,05	Valid
3	0,611	0,361	0,000	0,05	Valid
4	0,606	0,361	0,000	0,05	Valid
5	0,625	0,361	0,000	0,05	Valid
6	0,617	0,361	0,000	0,05	Valid
7	0,604	0,361	0,000	0,05	Valid
8	0,606	0,361	0,000	0,05	Valid
9	0,642	0,361	0,000	0,05	Valid
10	0,639	0,361	0,000	0,05	Valid
11	0,542	0,361	0,001	0,05	Valid
12	0,715	0,361	0,000	0,05	Valid
13	0,697	0,361	0,000	0,05	Valid
14	0,607	0,361	0,000	0,05	Valid
15	0,669	0,361	0,000	0,05	Valid
16	0,517	0,361	0,001	0,05	Valid
17	0,675	0,361	0,000	0,05	Valid
18	0,518	0,361	0,001	0,05	Valid
19	0.649	0.361	0.000	0.05	Valid
20	0.591	0.361	0.001	0.05	Valid

*Source: data processed by SPSS 20*

Based on the table above, it is known that all statements have rcount (pearson correlation) which is greater than rtable (0.361), with a significance value (Sig. 2-tailed) of 0.000 ( $<0.05$ ), so it is said to fulfill the validity test and can be used for collect research data.

### Reliability Test

The reliability test aims to see whether the questionnaire has consistency if the measurement is carried out with the questionnaire being carried out repeatedly. The basis for making decisions on the reliability test with reference to Cronbach Alpha, the questionnaire is said to be reliable or can be trusted if the Cronbach Alpha value is  $> 0.6$  . The following are the results of the reliability test

**Table 8. Employee Performance Variable Reliability Test**

Reliability Statistics	
Cronbach's Alpha	N of Items
.968	20

*Source: data processed by SPSS 20*

Based on the table above, the employee performance variable obtains a Cronbach Alpha reliability coefficient value that is greater than the predetermined benchmark value, namely 0.6 . This shows that employee performance instruments are reliable or can be trusted and can be used for further research.

**Table 9. Service Quality Reliability Test**

Reliability Statistics	
Cronbach's Alpha	N of Items
.908	20

*Source: data processed by SPSS 20*

Based on the table above, the service quality variable obtains a Cronbach Alpha reliability coefficient value that is greater than the predetermined benchmark value of 0.6 . This shows that the service quality instrument is reliable or can be trusted and can be used for further research.

### **Assumption Test Classic**

#### **Test Normality**

The normality test aims to determine whether the residual values are normally distributed or not. A simple statistical test that is often used to test the normality assumption is to use the Kolmogorov Smirnov normality test (KS test). A good regression model is to have normally distributed residual values. The basis for making a decision for the normality test is if the Sig value is  $> 0.05$  , then the residual value is normally distributed and vice versa).

**Table 10. Kolmogorov Smirnov Normality Test Results**

		Unstandardized Residuals
N		30
Normal Parameters <sup>a,b</sup>	Means	.0000000
	std. Deviation	3.96237479
Most Extreme Differences	absolute	.158
	Positive	.153
	Negative	-.158
Test Statistics		.865
asyp. Sig. (2-tailed)		.443 <sup>c,d</sup>

Source: Data processed by SPSS 20

From the output above it is known that the significant value (Asymp.Sig.2-Tailed) is 0.443. Because it is greater than 0 .05 ( $0.443 > 0.05$ ) so that the data that has been tested is normally distributed.

### Simple Linear Regression

Simple regression analysis was used in this study with the aim of determining whether there is influence of the independent variable in this case employee performance (X) on the dependent variable, namely service quality (Y).

**Table 11. Results of Simple Linear Regression Analysis**

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	33,253	11,885		2,798	.009
	Employee Performance	.500	.131	.585	3,818	.001

a. Dependent Variable: quality

Source: Data processed by SPSS 20

From the output of the Coefficients table above, it is known that the Constant value ( $\alpha$ ) is 33,253, while the employee performance value (b/regression coefficient) is 0,500, so the regression equation is written:  $\hat{Y} = \alpha + bX = \hat{Y} = 33,253 + 0,500X$ . This equation can be translated: 1) a constant of 33,253 means that the consistent value of the participation variable (quality) is 33,253; 2) the regression coefficient X of 0.500 states that for every 1% addition to the value of employee performance, the value of participation in this case the

quality of service will increase by 50.0%. Based on the positive regression coefficient, it can be concluded that the employee performance variable (X) has a positive effect on the service quality variable (Y).

### Hypothesis testing

#### T Test (Significant Test)

The T-test aims to determine whether the employee performance variable (X) partially has a significant effect on service quality (Y). The basis for making this analysis decision is that if the significance value is  $<0.05$  or the  $t_{\text{count}}$  value is  $> t_{\text{table}}$ , then there is an influence of variable X on variable Y. The  $t_{\text{table}}$  value which refers to the distribution of statistical  $t_{\text{table}}$  values from respondents (N) 30 is 1,699.

**Table 12. T Test (Significant Test)  
Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	33,253	11,885		2,798	.009
	Employee Performance	.500	.131	.585	3,818	.001

Dependent Variable: quality

Source: Data processed by SPSS 20

Based on the output, it is known that the  $t_{\text{count}}$  is greater than  $t_{\text{table}}$  ( $3,818 > 1,699$ ), with a significance value (Sig.) of  $0.001 < 0.05$ , indicating that employee performance has a significant effect on service quality.

#### Coefficient of Determination

The value of the coefficient of determination ( $R^2$ ) aims to measure how far the model's ability to explain the variation of the dependent variable. The value of the coefficient of determination ranges between zero and one.

**Table 13. Results of the Coefficient of Determination**

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.585 <sup>a</sup>	.342	.319	6.044

a. Predictors: (Constant), kinerja pegawai

Dependent Variable: Kualitas

Sumber: Data diolah SPSS 20



Based on the summary model output above, the results of the test for the coefficient of determination (R<sup>2</sup>) are obtained which can be concluded as follows: 1) The R value is 0.585, meaning that the relationship between employee performance variables and service quality variables at the Buntulia District office is 58.5%; 2) The value of R Square is 0.342. This shows that the service quality variable can be explained by employee performance of 34.2%. This figure means that employee performance has a significant influence on service quality, namely 34.2%.

## **Discussion**

### **The Effect of Employee Performance on Service Quality**

employee performance influential in a manner positive and significant to service quality. This is proven based on the results of simple regression analysis, the value of the regression coefficient is positive, so employee performance has a positive effect on service quality. Meanwhile, the results of the T-test show that the significance value is 0.001 < 0.05 so it can be concluded that employee performance has a significant effect on service quality. From the results of this study, it was revealed how far the application of performance in work can have a positive and significant influence on the quality of service itself. Employees who have good performance can also get good service quality.

## **CONCLUSION**

### **Conclusion**

The results of this study indicate that employee performance has a positive and significant effect on service quality at the Buntulia sub-district office. The result of the coefficient of determination is 0.342. This shows that the quality variable can be explained by employee performance of 34.2 %. This implies that employee performance has an influence on service quality that is equal to 34.2 %, and the rest is explained by other variables not examined in this study, such as leadership style, environment, organizational culture, and incentives or benefits.

### **Suggestion**

To improve public services from tangible (tangible) indicators, the researcher would like to suggest the local government, especially the Buntulia District government, carry out a training program or technical guidance to improve employee performance in terms of quality and quantity. To improve employee performance on timeliness indicators, the researcher wants to provide suggestions for problems that exist in the local government, especially the

leadership of the Buntulia District to intensify supervision of the employees of the Bantulia sub-district office on discipline when arriving and leaving the office, as well as the time of completion of tasks so as to minimize delays or accumulate them the duties of employees in the Buntulia District office.

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