

## **THE INFLUENCE OF EMPLOYEE PERFORMANCE ON SERVICE QUALITY AT THE 20 ILIR D2 DISTRICT OFFICE KEMUNING DISTRICT, PALEMBANG CITY**

**Nyimas Artina**

Faculty of Economics and Business, Multi Data University, Palembang  
[nyimas-artina@mdp.ac.id](mailto:nyimas-artina@mdp.ac.id)

**Abstract:** Government must be effective and innovative in improving service quality to eliminate the perception of an unfriendly bureaucracy. The purpose of this research is to describe how much influence the performance of public service employees has on community satisfaction at the 20 Ilur D2 Subdistrict office, Kemuning District, Palembang. The sample size was 100 community respondents who used public services at the 20 Ilur D2 Subdistrict office, Kemuning District, Palembang. This research uses a survey as the main research design, which is a type of quantitative research and documentation at the research site. The technique used is Simple Regression Analysis which uses the Partial t-test. The conclusion of the test level (5%) is sufficient evidence that employee performance (X) influences service quality (Y) and then the results of a simple regression analysis show that the employee performance regression is work quality of 0.225, communication of 0.144 and speed of 0.220, the better the results. service quality is also high. In order to improve the quality of service in administering services, facilities and infrastructure must be improved so that the quality of service is a symbol of success through the provision of public services.

**Keywords :** Quality of work, communication, speed, quality of employees, quality of service.

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### **INTRODUCTION**

In the current era of globalization, the development of science, technology and economics is experiencing rapid progress. This is marked by increasingly rapid changes in the field of life, increasingly progressive thinking and increasingly critical society demanding optimal services. To anticipate the impact and changes in these advances, every organization must be able to increase its role and capabilities in all aspects to achieve its goals. In addition, rapid advances in science, technology and communications require highly skilled and knowledgeable personnel to survive and compete in carrying out key functions and tasks. Without the support of a highly professional human resources department, an organization can hardly hope to operate successfully.

Their duties and functions are so important and complex that employees must have adequate knowledge, skills and attitudes to carry out these duties and functions, supported by highly qualified employees. The performance of these employees is important. Because through this performance, employees can achieve superior performance. Therefore, improving the quality of employee resources is very important in this case and must be carried out in a planned, targeted and sustainable manner to improve performance and professionalism. Furthermore, high employee performance reflects a strong commitment to completing daily tasks more efficiently, effectively and productively according to their respective responsibilities and roles. In order to properly mobilize employees to achieve the goals set within the organization or direct them to work more efficiently, the human element in the organization, especially employees and government officials, must be taken seriously. One of the keys for an organization to achieve its goals is determined primarily by the performance of its employees themselves.

Employee performance is the result achieved by an employee in working according to certain standards applied to a particular activity. Performance comes from the word performance. Some people define achievement as the result of work or work performance. However, performance actually has a broader meaning and does not only include work

results but also how the work process is carried out(Wibowo, 2016). Performance is defined as the results of work in relation to organizational goals such as quality, efficiency and other effectiveness criteria(Gibson, 1989).

Performance can also be interpreted as the quality and quantity of work results that employees can achieve when carrying out their duties in accordance with the responsibilities given(Mangkunegara, 2005). Especially regarding employee performance issues in the sub-district 20 Ilir D2 which have not met expectations and still have an impact on less than optimal results in terms of service quality. Therefore, all employees are required to be able to work optimally in order to provide maximum quality to the community. However, in reality this hope has not been realized, because employees in the sub-district do not have a high sense of responsibility towards their work, and not all employees who have work have to relax during working hours. In fact, what happens is that the sense of responsibility towards work is still weak, and it is clear that the employee is unable to carry out certain tasks.

However, weak leadership supervision also has a negative impact on employee performance. Poor employee performance results in less than optimal quality of service provided to the community. In this context, employee performance is closely related to service quality. From this explanation it can be concluded that the employees are in their best condition with good performance.

## METHODS

The research method in this research is quantitative descriptive(Sugiyono, 2017)and the independent variable (Independent Variable) is employee performance (indicators: work quality, communication, speed). The dependent variable is now an indicator of service quality: Direct evidence (tangibles), responsiveness, reliability, assurance and empathy. This research uses a Likert scale to measure attitudes, opinions and perceptions of individuals or community groups towards social phenomena. The population of this study consisted of residents of Kelurahan 20 Ilir D2 who were users of public services, and the sample was 100 respondents.

The type of data studied includes quantitative and qualitative data. To determine the magnitude of the influence of employee performance on the quality of population management services in Subdistrict 20 Ilir D2, in percentage terms, the coefficient of determination or coefficient of determination (KD) is used. The hypothesis proposed is as follows. "Employee Performance Has a Significant Influence on the Quality of Population Management Services in Subdistrict 20 Ilir D2.

## RESULTS AND DISCUSSION

### Multiple Linear Regression Test

Multiple linear regression analysis is linear regression to analyze the magnitude of the influence of more than two independent variables. The following are the results of the multiple linear regression test in this study:

**Table 1: Multiple Linear Regression Test Results**

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	Std. Error	Beta		
1 (Constant)	4,521	2,462		1,916	,057
Work quality	,265	,084	,225	3,158	,003
Communication	,217	,109	,144	1,928	,034
Speed	,274	,090	,220	3,014	,007

a. Dependent Variable: Service Quality  
Source: Processed Primary Data (2023)

Based on table 1 above, it can be seen that the multiple linear regression equation model is:  $Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$  so Service Quality = 4.521 + 0.265 Work Quality + 0.217 Communication + 0.274 Speed + e.

### T test

In this study, a T test was carried out to determine the partial significance of the independent variable on the dependent variable. The t test results can be seen in the table *coefficients* in the sig column. with the criterion that if  $t\text{-count} > t\text{-table}$ , then the independent variable has a significant effect on the dependent variable (Bungin, 2015). Below is a table of results from the T test:

**Table 2: T Test Results**

		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	Sig.
1	(Constant)	4,521	2,462		,057
	Work quality	,265	,084	,225	,003
	Communication	,217	,109	,144	,034
	Speed	,274	,090	,220	,007

a. Dependent Variable: Service Quality  
Source: Processed Primary Data (2023)

In this study the T table was 1.97445. Based on table 2 above, the results of the T test are known which will be explained as follows:

- The work quality variable has a calculated T of 3.158 > T table of 1.97445 and a significance value of 0.003 < 0.05. So it can be stated that the work quality variable has a significant effect on the service quality variable.
- The communication variable has a calculated T of 1.928 > T table of 1.97445 and a significance value of 0.034 < 0.05. So it can be stated that the communication variable has a significant effect on the service quality variable.
- The speed variable has a calculated T of 3.014 > T table of 1.97445 and a significance value of 0.007 < 0.05. So it can be stated that the speed variable has a significant effect on the service quality variable.

### F test

In this study, an F test was carried out to determine the effect of the independent variables together (simultaneously) on the dependent variable. If  $F_{\text{count}} > F_{\text{table}}$ , then there is a simultaneous influence of variable

Below is a table of the F test results as follows:

**Table 3: F Test Results**

		ANOVAa				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2047.204	4	503.273	68,151	,000b
	Residual	1235.773	96	7,417		
	Total	3251.869	100			

a. Dependent Variable: Service Quality

- b. Predictors: (Constant), Speed, Communication, Quality of Work  
Source: Processed Primary Data (2023)

In this study the F table was 2.43. Based on table 3 above, it is known that the results of the F test are 68.151. It can be seen that F count > F table: 68.151 > 2.43 with a significance level of 0.000 which shows that the F count significance rate is smaller than the significance level value of 0.05. So it can be concluded that the variables of work quality, communication and speed simultaneously or together have a significant influence on service quality.

### **Coefficient of Determination (Adjusted R square)**

R Square analysis or coefficient of determination is used to find out how big the percentage contribution of the influence of the independent variables together is on the dependent variable. The greater the coefficient of determination value can be interpreted as the greater the ability of the independent variable to explain the dependent variable and vice versa. The results of the coefficient of determination of this research are shown below:

**Table 4: Coefficient of Determination Test Results  
Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.785a	.623	.612	2,721

a. Predictors: (Constant), Speed, Communication, Quality of Work

Source: Processed Primary Data (2023)

Based on table 4 above, it can be seen that the R value is 0.785 and is close to 1. A value close to 1 means that it can be explained that the relationship between the dependent and independent variables is strong so it is suitable to be used. Then the R Adjusted R Square coefficient value is 0.612 or 61.2%.

So it can be concluded that the magnitude of the influence of work quality, communication and speed variables on service quality is 0.612 (61.2%). Meanwhile, the remaining 38.4% is influenced by other variables outside this research. Then the value of the Standard Error of the Estimate is 2.721 and it can be seen that the smaller the value of the Standard Error of the Estimate, the more precise the regression model will be in predicting the dependent variable.

### **CONCLUSION**

Based on the results and discussions discussed in the previous section, it can be concluded:

- Analysis shows that employees perform optimally and maximize service quality. Therefore, it is recommended to strengthen the sense of responsibility of every employee of Kelurahan 20 Ilir D2 in the environment and improve communication and coordination between colleagues.
- Apart from employee performance, so that service quality can be achieved, it is recommended that sanctions or punishments be given to be increased for the future progress of the organization.
- Apart from improving employees, the role of the community is also involved in the progress of the organization, so it is recommended that the community take a more firm stance towards violations that occur.

## **SUGGESTION**

It is recommended to the leadership of Subdistrict 20 Ilir D2 to pay attention to and continue to improve the quality of service in Subdistrict 20 Ilir D2, Kemuning District, Palembang by improving all aspects related to this, including discipline, cooperation and community satisfaction.

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