

Analysis of the Quality of Human Resources and Quality of Services on Community Organizational Performance and Community Satisfaction at the Department of Population and Civil Record of Bogor District

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Abstract. The reason for this study is to dissect Underlying Condition Displaying, in the desire for knowing the variables of human asset quality and administration quality that influence authoritative execution, public trust, and local area fulfillment, which can be distinguished as critical elements and unimportant variables. At the Division of Populace and Common Vault in Bogor Rule. Research strategy with quantitative methodology. Information assortment methods utilizing polls on respondents, concentrate on documentation, and perception. The exploration infers that the nature of HR decidedly affects administration quality, hierarchical execution, and public trust. Administration quality emphatically affects hierarchical execution and public trust. Hierarchical execution decidedly affects public trust and local area fulfillment, and public trust emphatically affects local area fulfillment. This study shows that the nature of HR is the primary consider further developing assistance quality, authoritative execution, public trust, and local area fulfillment.

Keywords: human resources quality; service quality; community organization; community satisfaction

1 Introduction

HR are vital for each association so they should be made due, managed, and used to work gainfully to accomplish authoritative objectives. In like manner, the HR claimed by an association should be overseen expertly to accomplish a harmony between the requirements of workers and the requests and capacities of the association. The job of people as assets in associations is progressively accepted to be of significance, accordingly reassuring the advancement of information on the most proficient method to use these HR to accomplish ideal circumstances [1]. Different administration approaches are done in dealing with these HR which are creating following the improvement of the administration reasoning that is being grown, in particular human asset the executives. The achievement and outcome of an association's not entirely set in stone by the nature of its HR.

Human asset the board is essential for full scale administration that manages people or representatives in an association to accomplish an objective the association. HR or workers are the primary resources of any association or organization since representatives enormously decide the achievement or disappointment of the association in accomplishing hierarchical objectives [2]. To acquire the normal representatives, one of them is through the advancement of the nature of HR in view of the computation of necessities following the work examination and representative requirements investigation, to get really qualified representatives as per the requirements of the association. It is said that assistance can't be isolated from human existence. In this way, the administrations gave to the local area require specific characteristics. The administrations given by the director through their mechanical assembly, albeit not going for the gold, focus on the nature of administrations that are following the requests, assumptions, and necessities of the local area being served.

The state of society is progressively basic, the public organization is expected to have the option to change its situation and job (renewal) in offering public types of assistance. From the individuals who like to administer and run, they change to the people who like to serve. From the people who like to utilize a power approach, they change to being useful towards being adaptable, cooperative, and dialogical. From mottos to logical sensible approaches to working. Unfortunate public help has been one of the factors that have pushed the development of an emergency of public confidence in the public authority [3]. The emergency of public certainty is realized as fights and exhibitions that will generally be undesirable, showing public disappointment with their administration. In this manner, working on the nature of administrations, HR, and hierarchical execution is essential so the public's terrible picture of the public authority can be improved on the grounds that the improvement of administration quality and better HR, can influence public trust so open fulfillment with the public authority can be reconstructed. The capacity of HR to do the obligations and obligations relegated to them with sufficient schooling, preparing, and experience. The nature of HR in a help association can be the primary cradle as well as the main thrust of the association to understand the vision and mission as well as the objectives of the association.

The nature of HR is the capacity of workers to complete the review cycle as seen from an individual's abilities, instructive foundation, prerequisites that should be followed to have the option to do the examination interaction, bits of preparing, proficient issues, and socialization of evolving guidelines. Evaluating the nature of public administrations is certainly not an exceptionally simple action, particularly the arrangement of public administrations of a help or managerial nature, however aside from these issues, the issue of the nature of public administrations is right now the focal point of consideration in different popularity based nations, particularly Indonesia in light of the fact that the arrangement of public administrations is as of now a benchmark [4]. To gauge the nature of a country that is supposed to be falling flat or great, to quantify the nature of public administrations in some cases scientists give clarifications about the significance of administration quality from different specialists.

That the nature of administration is an examination between the truth of the help got and the assumption for the help to be gotten [5]. Administration quality is the examination that customers expect with the help they get. From the comprehension of these different specialists, it tends to be perceived that the local area in giving an evaluation of administration quality depends on a correlation of involvement that has been felt with what is generally anticipated of the help. As made sense of before that in an association, the idea of administration quality turns into a proportion of hierarchical achievement, the outcome of the association being referred to both in business associations and furthermore in associations whose obligation is to offer public types of assistance.

In the execution of public administrations, the public authority in the Law on open administrations Number 25 of 2009 and the Pronouncement of the Pastor of State Contraption Strengthening Number 63/KEP/M.PAN/7/2003 has formed what are the standards, standards, and guidelines of public administrations. intends to work on the nature of public administrations. Notwithstanding, from the perceptions of specialists that the standards and norms of public administrations illustrated by the public authority are extremely challenging to operationalize to gauge the nature of public administrations in light of the fact that fundamentally in quantitative exploration a reasonable idea is required as a reason for scientists to lead examination to portray all the more genuine estimations as per the circumstance and circumstance conditions in the field [6]. In estimating the nature of public administrations, scientists utilize the hypothesis proposed by Parashurama, et.al. In estimating the degree to which the nature of public administrations is given by the public authority.

Assessing administration quality still up in the air by the public authority yet in addition by the local area. That the nature of administration and the not set in stone by the party who fills in as well as is served more since they are the ones who partake in the help so they can gauge the nature of administration in light of their assumptions in satisfying their fulfillment. Execution can mean accomplishment. Execution is a method that incorporates: setting execution principles, assessing the real presentation of representatives concerning these norms, and giving criticism to workers to rouse the individual to dispose of another elite exhibition droop [7]. So to figure out the degree of the exhibition of an administration association, completing a presentation assessment activity is considered significant. The significance of assessing the presentation of an association for each association, execution evaluation is a vital action, the evaluation can be utilized as a proportion of the outcome of an association inside a specific time. The appraisal can likewise be utilized as contribution for additional improvement or improvement of hierarchical execution. There are two fundamental measures to survey the presentation of government associations.

2 Research Methods

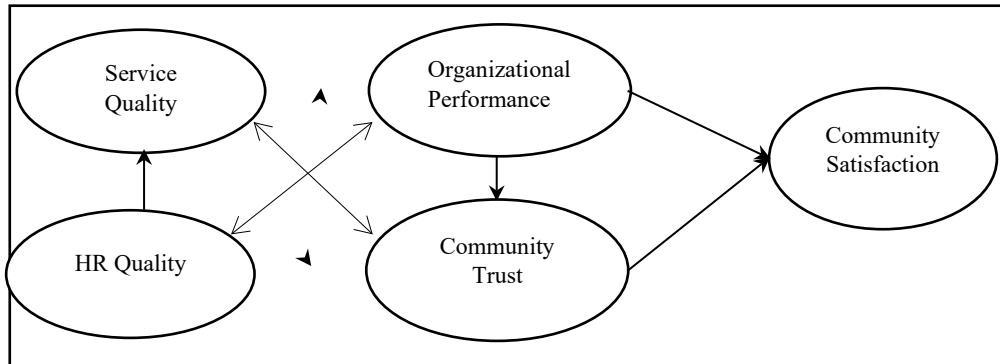


Figure 1 Thinking Framework

2.1 Population

The population of all data is the specified scope and time. So the population associated with the data, each respondent provides data, or the size of the population will be equal to the number of people [8]. that the population is the total number of samples. 550 people had taken care of population documents at the Department of Population and Civil Registry for one month.

2.2 Sample

The sample is part of the number of characteristics possessed. while sampling is the process of choosing from a statistically sufficient population so that the sample will be known to the state of the population. Determination of the sample using the Slovin formula to determine the minimum sample size (n) if it is known that the population size (N) at the significance level is:

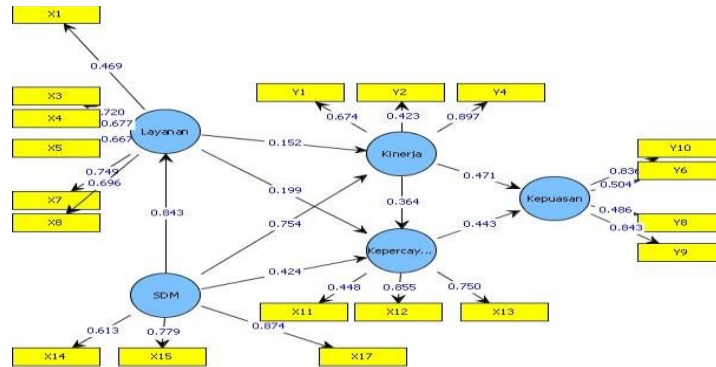
$$n = \frac{N}{1 + Ne^2}$$

$$N = \frac{550}{1 + 550 \times 0.0025} = 232 \text{ Respondent}$$

3 Results and Discussion

The data on the questionnaire that has been filled out by the respondent is combined as a data tabulation that has been programmed in SmartPLS. so that in this process the shape of the

model, loading factor, and significance of each latent variable can be known. Then the results of the value test (calculate) of each indicator are as follows:



Then, at that point, it is realized that the marker is said to have great dependability assuming the stacking esteem is somewhere around 0.40. The consequences of the examination utilizing the PLS program bundle found that the underlying condition planned in this exploration model showed that there was a positive impact of the Nature of HR on Help Quality at 84.3%, Hierarchical Execution at 75.4%, and Public Trust at 42.4. This shows that the Nature of HR assumes a significant part in further developing Help Quality. Since with the nature of HR improving, the nature of administration and hierarchical execution will be better as well, for this situation, there are rules and norms for the nature of HR not entirely set in stone for this situation the officials or officials should move on from secondary school/professional school who have skill in the field of PCs [9]. This likewise upholds the consequences of computations utilizing direct relapse examination which shows that the nature of HR emphatically affects administration quality [10]. It is not the same as confidence in this review, the connection between the nature of HR and public trust is 42.2%, demonstrating that trust is decidedly and essentially affected by the nature of HR.

3.1 Coefficient of Determination R2

Table 1. Coefficient of Determination R2

No	Test	R ² (R-Square)
1	Service	0,710
2	HR	
3	Performance	0,750
4	Trust	0,880
5	Satisfaction	0,790

3.2 Reliability Test (Composite Reliability)

Table 2. Reliability Test

No	Test	Composite reliability
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1.	Service	0.830
2.	HR	0.805
3.	Performance	0.720
4.	Trust	0.740
5.	Satisfaction	0.770

The table above shows that the composite unwavering quality worth of each build is entirely dependable on the grounds that it has high composite dependability above 0.70. In like manner, every pointer is critical at 0.40 so the table above shows that all develops in the assessed model meet the rules for concurrent and discriminant legitimacy.

The highest composite reliability value is found in the Service Quality construct of 0.830.

3.3 The Average Variance Extracted (AVE)

Table 3. The average variance extracted (AVE)

No	Variable Latin	AVE
1.	Service	0.450
2.	HR	0.580
3.	Performance	0.480
4.	Trust	0.495
5.	Satisfaction	0.475

3.4 Model Fit Test (Goodness of Fit Model)

The purpose of the Goodness of Fit test is of course to find out whether a variable can be approached using a distribution or not [11]. The distribution tested here is only Q-square. As explained in the research method above, the Qsquare value > 0 indicates the model has predictive relevance; conversely, the value of Q-Square 0 indicates the model lacks predictive relevance. The Q-Square value that can be said to be valid for making relevant predictions is if the Q-Square value is close to one. The prediction model used in this study produces a value referring to

Formula :

$$Q^2 = 1 - (1-0.710)(1-0.790)(1-0.880)(1-0.790)$$

$$Q^2 = 0.995.$$

The Q-Square number in the model of 0.995 is close to one, so the prediction of the influence relationship between the research variables above can be said to be valid (valid). Furthermore, for testing the reliability of the instrument used to measure the latent variables in this study, convergent validity was used based on a loading value of 0.50 to 0.60 which was considered sufficient with the number of indicators of latent variables ranging from 3 to 10, and discriminant validity recommended AVE values greater than 0.40 [12]. In Table 4.8, each of the two indicators is shown for each latent variable.

Table 4. Instrument Reliability Test Data

No	Variable Laten	Number of Indicators	AVE	Composite Reliability	R ² (R-Square)
1	Service	10	0.450	0.825	0,710
2	HR	4	0.580	0.805	
3	Performance	5	0.480	0.720	0,750
4	Trust	3	0.495	0.740	0,880
5	Satisfaction	5	0.475	0.770	0,790

Based on the information from Table 4. above, it can be said that the measurements made through the indicators forming the latent variable are said to be reliable. Furthermore, to test the hypothesis of this study, Table 5 can present a resume from the results of calculations that have been carried out previously.

Table 5. Recapitulation of Research Hypothesis Testing Results

No	Hypothesis	T Statistic	Sig	Information
1	H1: The quality of human resources has a positive and significant effect on service quality	34.525	0.000	Received
2	H2: Quality of Human Resources has a positive effect and is significant to Organizational Performance	17.550	0.000	Received
3	H3 : Quality of Human Resources has a positive effect and significant to Public Trust	8.270	0.000	Received
4	H4 : Service quality has a positive and positive effect significant to public trust	3.820	0.000	Received
5	H5: Service quality has a positive effect and is significant to Organizational Performance	3.380	0.000	Received
6	Accepted H6: Organizational Performance has a positive and significant effect on Public Trust	9.770	0.000	Received
7	H7: Organizational performance has a positive effect and Significant to Community Satisfaction	6.150	0.000	Received
8	H8: Public trust has a positive effect and is Significant to Community Satisfaction	5.695	0.000	Received

Based on the information from Table 5, it is revealed that all hypotheses can be accepted. As in the previous explanation that the quality of resources has a very high influence with a coefficient of 0.845, this proves that service quality is strongly influenced by the quality of human resources.

4 Conclusion

Based on the analysis and discussion above, several conclusions can be drawn as follows:

1. The quality of human resources has a positive and significant effect on service quality by about 85%, so the better human resources, the better the service quality.
2. The quality of Human Resources has a positive and significant effect on Organizational Performance of about 75%, this shows that if the quality of HR is getting better, the performance of the apparatus will be better.

3. The quality of human resources has a positive and significant effect on public trust of about 40%, so good human resources will also make people trust the authorities.
4. Service quality has a positive effect on public trust by about 20% so that with good service quality it will lead to good trust. Service quality has a positive effect on organizational performance by about 15% so organizational performance will be better with good service quality as well.
5. Organizational performance has a positive and significant effect on public trust about 35%, this shows that the performance of the apparatus is good and following procedures will make public trust also get better.
6. Organizational performance has a positive and significant effect on community satisfaction about 45%, with better organizational performance, the community will be satisfied with the results it receives.
7. Public trust has a positive and significant effect on community satisfaction about 45% so if people believe in the services they receive, they will automatically feel that satisfaction.
8. Based on the information from Table 4. above, the measurements made through the indicators forming the latent variable are said to be reliable. Furthermore, to test the hypothesis of this study, Table 5 can present a resume from the results of calculations that have been carried out previously.

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