

The Influence of Human Resources Development and Governance on the Quality of Public Services in Tellulimpoe District

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Abstract

The aim of this study is to determine the influence of human resource development and administrative governance capabilities on the quality of public services provided by village officials in Tellulimpoe District, Sinjai Regency. High-quality public services are essential for meeting community needs effectively, and both human resource development and governance play crucial roles in achieving this goal. This study employs a quantitative research method, with a sample consisting of 53 village officials selected through purposive sampling. The data collection process was conducted using structured questionnaires, ensuring comprehensive responses from the participants. The collected data were then analyzed using multiple linear regression techniques with SPSS version 25 to determine the relationships between the variables. The findings of this study reveal that human resource development has a positive and significant impact on the quality of public services. This suggests that well-trained and skilled village officials are more capable of delivering efficient and effective services to the community. On the other hand, administrative governance capabilities were found to have a negative and insignificant effect on service quality. This indicates that governance-related factors alone may not be sufficient to enhance public service quality without corresponding improvements in human resource capacity. Overall, the study highlights the importance of investing in human resource development to improve public service quality. Future research could explore additional factors that influence service quality, such as leadership, organizational culture, and technological advancements, to provide a more comprehensive understanding of public service improvement strategies.

Introduction

Public service is a series of activities aimed at fulfilling service needs in accordance with laws and regulations for every citizen and resident, covering goods, services, or administrative services provided by public service providers or the government. According to Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, this law is intended to provide legal certainty in the relationship between society and service providers in the implementation of public services.

According to Government Regulation of the Republic of Indonesia Number 96 of 2012 on the Implementation of Law Number 25 of 2009 concerning Public Services, public service providers include state institutions, cooperatives, and independent institutions

established based on law to conduct public service activities, as well as other legal entities solely formed for public service purposes. Public service executors consist of officials, employees, personnel, and individuals working in organizations tasked with providing public services.

From the explanation above, it is evident that the government is obligated to provide proper services to the community. Government officials must work professionally in delivering services, as the government functions as a service provider while the public is the recipient of these services. As stipulated in Sinjai Regency Regional Regulation Number 3 of 2013 concerning Public Services, "The community consists of all individuals who receive the benefits of public services, whether directly or indirectly."

In an effort to improve public services, the Sinjai Regency Government urges all government entities under its jurisdiction, both at the regency and village levels, to enhance service delivery. Public services in Tellulimpoe District, Sinjai Regency, have been implemented following existing procedures. Service officers in Tellulimpoe District provide efficient services, ensuring that the public does not have to wait long to receive assistance.

Public service providers in Tellulimpoe District generally offer services based on referral letters issued by public service providers at the village level. If an individual does not have a referral letter, they are directed back to the village to obtain one. The village government itself is defined as a government institution responsible for managing governance at the village level. The village government is regulated under Government Regulation No. 72 of 2005 concerning Village Governance, which was issued to implement Article 216(1) of Law Number 32 of 2004 on Regional Governance.

Public Service Quality in 10 Villages of Tellulimpoe District

No.	Village Name	Public Service System
1	Bua	Services are still manual; residents must visit the village office with required identity documents.
2	Erabaru	Services are still manual; residents must visit the village office with required identity documents.
3	Kalobba	Services are still manual; residents must visit the village office with required identity documents.
4	Lembang Lohe	A public service website exists but is not utilized properly, so services remain manual.
5	Massaile	Services remain manual; the village website is only used

		to provide information.
6	Pattonoko	In addition to manual services, an alternative service via WhatsApp or phone is available. The village website is only used to provide information.
7	Samaturue	Services are still manual; residents must visit the village office with required identity documents.
8	Saotengah	Services are still manual; residents must visit the village office with required identity documents.
9	Sukamaju	Services are still manual; residents must visit the village office with required identity documents.
10	Tellu Limpoe	Services are still manual; residents must visit the village office with required identity documents.

Findings and Solutions Based on the table above and research observations, it is found that the quality of public service provided by village officials is still lacking. This is mainly due to the limited human resources and inadequate administrative governance in village governments, which slows down the service process. To address this issue, this study suggests the development of human resources in village governments and the improvement of administrative governance capabilities.

Research Focus Given the findings and observations, this study aims to analyze:

1. The impact of human resource development on the quality of public service provided by village officials in Tellulimpoe District, Sinjai Regency.
2. The effect of administrative governance capabilities on the quality of public service provided by village officials in Tellulimpoe District, Sinjai Regency.

Research Objectives

Based on the research focus, the objectives of this study are:

1. To examine and analyze the impact of human resource development on the quality of public service in Tellulimpoe District, Sinjai Regency.
2. To examine and analyze the impact of administrative governance capabilities on the quality of public service provided by village officials in Tellulimpoe District, Sinjai Regency.

Research methods

Research Approach

This study employs a quantitative research method with a descriptive approach. According to Hardani et al. (2020), quantitative research is a systematic scientific investigation of various components and phenomena, as well as their interrelationships. The primary goal of quantitative research is to develop and apply mathematical models, theories, and/or hypotheses related to natural phenomena.

Research Location and Duration

1. Location

This research was conducted in ten village offices across Tellulimpoe District, Sinjai Regency.

2. Duration

The research was planned to take place over two months, from January to February 2024.

Population and Sample

1. Population

According to Hardani et al. (2020), a population refers to the entire set of research objects, which may consist of humans, objects, animals, plants, phenomena, test scores, or events that serve as data sources with specific characteristics within a study. The population in this research includes all village officials in Tellulimpoe District, Sinjai Regency, which comprises ten villages.

The total number of village officials is 113, as detailed in the following table:

No	Village	Village Officials
1	Bua	13
2	Erabaru	12
3	Kalobba	13
4	Lembang Lohe	13
5	Massaile	12
6	Pattongko	13
7	Samaturue	11
8	Saotengah	11
9	Sukamaju	13
10	Tellu Limpoe	13
Total	113	

(Source: Sinjaikab.go.id, 2023)

2. Sample

According to Hardani et al. (2022), a sample is a subset of the population selected using a sampling technique, often calculated using the Slovin formula. The Slovin formula is commonly used to determine the appropriate sample size with a chosen significance level of 5% or 1%. The formula is as follows:

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

Where:

- **n** = Sample size
- **N** = Population size
- **e** = Margin of error (10%)

Given a total population of 113 village officials ($N = 113$) and a margin of error of 10% ($e = 0.1$), the sample size is calculated as follows:

$$n = \frac{1 + 113(0.1)^2}{113}$$

Thus, the sample size for this research is 53 village officials, distributed among the villages as follows:

No	Village	Sample Size
1	Bua	5
2	Erabaru	5
3	Kalobba	5

4	Lembang Lohe	5
5	Massaile	6
6	Pattonko	6
7	Samaturue	5
8	Saotengah	5
9	Sukamaju	5
10	Tellu Limpoe	6
Total	53	

(Source: Slovin Formula Calculation)

Data Collection Methods

1. Types of Data

This research employs a quantitative approach using a survey method. According to Ilmiyah Nurul et al. (2021), quantitative research is used to examine and reveal a phenomenon, apply treatments to an event for improvement, or test a hypothesis, thereby producing quantitative data or other measurable data that can be analyzed statistically. Meanwhile, Hardani et al. (2020) state that survey research involves collecting information from a sample by using questionnaires or interviews to describe various aspects of a population.

2. Data Sources

The data sources in this study consist of primary and secondary data obtained through questionnaire distribution. Primary data is collected directly from the research subjects, whereas secondary data includes information that has already been collected by other parties or obtained indirectly through intermediaries.

3. Data Collection Techniques

The data collection techniques used in this study include:

- **Observation**, which involves examining or testing specific objects to obtain facts, data, and values.
- **Closed-ended questionnaires**, as defined by Sudaryono (2019), are a method of data collection in which the researcher does not directly interact with respondents. These

structured questionnaires consist of main statements along with sub-statements.

- **Literature review**, which involves analyzing books, literature, records, and various reports relevant to the research topic.

Operational Definitions and Variable Measurement

The research variables are defined and measured as follows:

N o	Variable	Definition	Indicators
1	Human Resource Development (X1)	Efforts to improve the abilities of village officials in carrying out their duties as assistants to the village head in local development.	1. Understanding, 2. Technical skills, 3. Training, 4. Initiative at work, 5. Employee code of ethics (Wayan I & Ni Komang, 2021)
2	Administrative Governance Ability (X2)	The systematic ability to record all activities and processes within governance, along with information obtained in government registers.	1. Policy, 2. Directing, 3. Controlling, 4. Influencing (Sajaya Edi, 2022)

3	Quality of Public Services (Y)	The level of service excellence and control expected by the village government in serving the community.	1. Tangibles, 2. Reliability, 3. Responsiveness, 4. Assurance, 5. Empathy (Silvyana et al., 2021)
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The measurement scale used in this study is an **ordinal scale**, specifically the **Likert scale**, which is designed to measure perceptions, attitudes, or opinions regarding a specific event or social phenomenon. The Likert scale includes both **positive** statements (to measure favorable attitudes) and **negative** statements (to measure unfavorable attitudes).

The Likert scale used in this study is as follows:

Response	Score
Strongly Agree (SS)	5
Agree (ST)	4
Neutral (KS)	3
Disagree (TS)	2
Strongly Disagree (STS)	1

Instrument Testing

To detect potential data fraud in the questionnaire responses, respondent willingness and accuracy in answering each question are crucial. The validity of the responses depends on the measurement tools used. Therefore, this study conducts **validity and reliability tests** using **SPSS software**.

1. Validity Test

Validity ensures the accuracy of the measurement scale used to define variables and relationships between events or phenomena. An instrument is considered valid if:

- The correlation coefficient is ≥ 0.30 .
- The correlation value is **statistically significant**.

2. Reliability Test

Reliability refers to the extent to which a measurement scale produces consistent and stable results over repeated trials.

Research Results and Discussion

Validity and Reliability Testing

a. Validity Testing

The validity test in this study was conducted using Pearson Product-Moment with the aid of SPSS 25 for Windows. A statement is considered valid if the coefficient (r -count) is ≥ 0.30 . The results of the validity test for the three variables are presented in Table 4.12.

Table 4.12 shows that all questionnaire statement items for the variables of Human Resource Development (X1), Government Administrative Management Capability (X2), and Public Service Quality of Village Officials (Y) have a coefficient value of ≥ 0.30 . Therefore, it can be concluded that all items in the questionnaire are valid and can be used for further data processing.

b. Reliability Testing

After the validity test, a reliability test was conducted to determine the feasibility of the data collected from respondents. The reliability test in this study was performed using the reliability coefficient method (Cronbach's Alpha). The criterion for determining whether an instrument is reliable is if it produces a Cronbach's Alpha (α) value greater than 0.60. The reliability test results for the variables of Human Resource Development (X1), Government Administrative Management Capability (X2), and Public Service Quality of Village Officials (Y) are presented in Table 4.13.

Based on Table 4.13, the Cronbach's Alpha (α) values for both independent and dependent variables exceed 0.60. This indicates that all statements in the questionnaire are reliable and

demonstrate consistency in measuring the variables in the research model.

Classical Assumption Test

a. Normality Test

The normality test is used to determine whether a regression model for independent and dependent variables, or both, follows a normal distribution or is close to normal. In this study, data were tested using the Kolmogorov-Smirnov normality test. The results of the Kolmogorov-Smirnov normality test can be seen in the table below:

Table 4.14 Kolmogorov-Smirnov Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
Unstandardized Predicted Value		
N	52	
Normal Parameters ^{a,b}	Mean	68.3269231
	Std. Deviation	3.79819996
Most Extreme Differences	Absolute	.114
	Positive	.101
	Negative	-.114
Test Statistic	.114	
Asymp. Sig. (2-tailed)	.088 ^c	
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
Source: SPSS 25.0 output for Windows based on research findings, 2024		

Based on Table 4.14, the results of the Kolmogorov-Smirnov normality test show a significance value of 0.088, which is greater than

0.05. This indicates that the regression model in this study meets the normality assumption, meaning that the dependent and independent variables are normally distributed.

Multicollinearity Test

The multicollinearity test aims to determine whether there is a correlation between independent variables in a regression model. A regression model is considered free from multicollinearity if the VIF value is ≤ 10 or the tolerance value is ≥ 0.1 . The results of the multicollinearity test on the two independent variables are shown in the table below:

Table 4.15 Multicollinearity Test Results

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Human Resource Development	.675	1.481
Administrative Governance Capability	.675	1.481
a. Dependent Variable: Quality of Public Service of Village Officers		
Source: SPSS 25.0 output for Windows based on research findings, 2024		

Based on Table 4.15, it is evident that the regression model is free from multicollinearity, meaning that the two independent variables do not have a correlation with each other. This is indicated by the VIF values not exceeding 10 and tolerance values above 0.1.

Heteroscedasticity Test

The heteroscedasticity test aims to determine the variance equality of each independent variable concerning the dependent variable. In this study, the heteroscedasticity test was conducted using the Glejser test. The results displayed in the table below indicate that the

significance probability of all independent variables is above the confidence level of 0.05. Thus, it can be concluded that there is no heteroscedasticity in this regression model. The results of the heteroscedasticity test for the two independent variables are presented in the following table:

Table 4.16 Heteroscedasticity Test Results

Coefficients ^a	
a. Dependent Variable: RES2	
Source: SPSS 25.0 output for Windows based on research findings, 2024	

Based on the results in Table 4.16, it is shown that residual (error) in the regression equation for the variables of human resource development, administrative governance capability, and the quality of public services of village officers has equal variance. This is because the heteroscedasticity test results using the absolute value of residuals (errors) are not significant, as indicated by the p-value (sig) $\geq$ 0.05, namely 0.171 for the human resource development variable and 0.322 for the administrative governance capability variable. Thus, the regression test can proceed.

Autocorrelation Test

The autocorrelation test aims to determine whether there is a correlation between one period and another. In this study, the autocorrelation test was conducted using a plot and Durbin-Watson analysis. The results of the autocorrelation test can be seen in the table below:

Table 4.17 Autocorrelation Test Results

Model Summary ^b	
a. Predictors: (Constant), Administrative Governance Capability, Human Resource Development	
b. Dependent Variable: Quality of Public Service of Village Officers	
Source: SPSS 25.0 output for Windows based on research findings, 2024	

Based on Table 4.17, the Durbin-Watson (d) value is 2.218. This value is compared with the

Durbin-Watson table at a 0.05 significance level using the formula $(k'; N) = (2; 52)$. From the Durbin-Watson distribution table, the dL value is 1.4741 and the dU value is 1.6334, while the regression model's Durbin-Watson (d) value is 2.218. Since the Durbin-Watson value is greater than dU and dL, it can be concluded that there is no autocorrelation.

Research Analysis

Descriptive Statistical Analysis

Descriptive analysis is used to analyze data by describing or depicting the collected data without making general conclusions. Descriptive statistical analysis is used to illustrate respondent demographics and variable descriptions in the study. The analysis used includes mean, median, mode, max, min, range, and standard deviation. The results are presented in the following table:

Table 4.18 Descriptive Analysis Results

Statistics	Human Resource Development	Administrative Governance Capability	Quality of Public Service of Village Officers
N Valid	52	52	52
Missing	0	0	0
Mean	49.35	66.21	68.33
Median	50.00	67.00	72.00
Mode	50	66	75
Std. Deviation	3.955	6.838	9.258
Variance	15.643	46.758	85.715
Range	14	35	60
Minimum	41	40	15
Maximum	55	75	75
Sum	2566	3443	3553
Source:			

SPSS 25.0 output for Window s based on research findings, 2024			
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Based on Table 4.18, the observed data (N) consists of 52 respondents. The minimum values for human resource development, administrative governance capability, and quality of public services of village officers are 41, 40, and 15, respectively. The maximum values for these variables are 55, 75, and 75, respectively, with total sums of 2,566, 3,443, and 3,553.

For the mean values, human resource development is 49.35, administrative governance capability is 66.21, and quality of public services of village officers is 68.33. The ranges for each variable are 14, 35, and 60, respectively. Standard deviations for human resource development, administrative governance capability, and quality of public services of village officers are 3.955, 6.838, and 9.258, respectively, with mode values of 50, 66, and 75.

Discussion

Based on the analysis and hypothesis testing results, the following is the interpretation of this study's findings:

1. The Effect of Human Resource Development on the Quality of Public Services of Village Officials in Tellulimpoe District, Sinjai Regency

The first hypothesis examines whether human resource development has a positive and significant effect on the quality of public services provided by village officials in Tellulimpoe District, Sinjai Regency. The partial statistical test results show that the regression coefficient for the human resource development variable is

2,198, which is significant at a 0.30 significance level with a p-value of 0.033. Furthermore, this result is supported by the comparison of the t-value with the t-table, where the obtained t-value of 2,198 is greater than the t-table value of 2,009. Thus, this test result indicates that human resource development has a positive and significant effect on the quality of public services provided by village officials in Tellulimpoe District, Sinjai Regency. In other words, the first hypothesis is accepted.

This study indicates that if the human resources owned by the village government are developed, it will positively impact the quality of services provided by village officials to the community. Conversely, if human resources are not developed, the quality of public services provided by village officials will be less satisfactory.

This can be observed in the understanding indicator of the human resource development variable, which has the highest mean value of 4.73. This shows that if human resources understand their functions, duties, and responsibilities, they will provide better services to the community. On the other hand, the training indicator has the lowest mean value of 4.17. This finding aligns with Table 4.7, which shows that village officials have very limited participation in available training programs, and some of the training they attend is not aligned with their duties and responsibilities.

This study supports the findings of Herawati Puri (2022), which demonstrated a significant influence and strong correlation between human resources and service quality in the government office of Kutorejo District, Mojokerto Regency. Additionally, the study by Firman et al. (2023) highlighted the need for continuous training and development for village officials, as well as the limited access to technology, which hinders the provision of effective and efficient services.

2. The Effect of Understanding Government Administration Governance on the Quality

of Public Services of Village Officials in Tellulimpoe District, Sinjai Regency

The second hypothesis examines whether the understanding of government administration governance affects the quality of public services provided by village officials in Tellulimpoe District, Sinjai Regency. The partial statistical test results show that the regression coefficient for the variable understanding of government administration governance is 0.600, which is not significant at a 0.30 significance level with a p-value of 0.552. More precisely, this result is also supported by the comparison of the t-value with the t-table, where the obtained t-value of 0.600 is smaller than the t-table value of 2,009. This test result indicates that understanding government administration governance has a negative and insignificant effect (no effect) on the quality of public services provided by village officials in Tellulimpoe District, Sinjai Regency. In other words, the second hypothesis is rejected.

This study suggests that if village officials do not understand government administration governance, it does not necessarily affect the quality of public services provided to the community. This is because village officials prioritize service continuity for the community, even if government administration is not well-organized. Some villages even lack complete administrative records, one example being Pattongko Village. Moreover, the lack of supervision from the district authorities also results in village officials not maintaining proper and accurate administration.

This study contradicts the findings of Alhdar et al. (2023), which showed that understanding government governance in delivering public services improved in Polohungo Village, Limboto District, Gorontalo Regency. The difference in results is likely due to variations in the research locations, the sample sizes studied, and the research methods used.

Conclusion

1. Conclusion

This study aims to determine the influence of human resource development and understanding of administrative governance on the quality of public services provided by village officials. Based on the research findings presented in the previous chapters, the following conclusions can be drawn:

- Human resource development has a positive and significant effect on the quality of public services provided by village officials in Tellulimpoe District, Sinjai Regency. This means that an increase in the competence and understanding of village officials enhances the quality of services they provide.
- The ability to manage government administration has a negative and insignificant effect (no impact) on the quality of public services provided by village officials. This indicates that the administrative governance skills of village officials do not influence the quality of public services they provide. This is because village officials prioritize the continuity of service delivery over proper administrative governance. In some villages, such as Pattongko Village, administrative records are incomplete. Additionally, the lack of supervision from the regency government contributes to poor administrative practices among village officials.

2. Suggestions

The following recommendations are provided based on the findings of this study:

- Village officials are encouraged to take greater initiative in carrying out their tasks and responsibilities, even when there is no urgent demand to complete them. They should also improve their understanding of ethical codes related to public service.
- Village heads should ensure that village officials participate in training sessions relevant to their duties and responsibilities. Additionally, they should provide adequate

facilities to enable officials to deliver high-quality services to the community.

- c. Village heads should direct village officials to maintain complete administrative records to ensure proper governance and organization of village administration.

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