

## **The Influence of the Quality of Human Resource Management on Public Service Performance at the Karangpawitan Subdistrict Office, Karawang Regency**

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### **Abstract**

*This research is motivated by the low level of education of employees at the Karangpawitan Subdistrict Office, Karawang Regency, which has an impact on the activities of carrying out tasks in their services. The phenomenon that occurs is that in an effort to carry out public services, officials often make mistakes that should not occur, for example in complying with working hours regulations, many employees arrive late and do not come to work. This makes the performance of an organization hampered in completing work that should be done. has been determined by time. Basically, an entry schedule is very necessary to improve the employee's performance. The aim of this research is to find out whether the quality of HR management influences the quality of public services. The research methodology uses quantitative methods with associative techniques. The findings in the field show that there is an influence between the quality of HR management on public service performance of 34%, the remaining 66% is determined by other factors outside the Quality of HR Management. The originality of this research is that it was originally carried out by the researcher without plagiarizing from other research with the same theme.*

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## **1. INTRODUCTION**

Human resources are a very important factor in an organization, whether the organization is large or small scale. In large-scale organizations, human resources are a very important element in determining the business development process and quality services. Titin Supriyatin, Rudi Latief & Syafri (2021: 16) say that human resources have a big role both in an organization, the KarangPawitan Subdistrict Office and institutions to achieve a goal.

The importance of humans as a resource in organizations is increasingly recognized, thus increasingly encouraging the development of knowledge about how to utilize human resources to achieve optimal conditions. Various management approaches are used in managing human resources which develop following the development of the management philosophy that is being developed, namely human resource management. The success and successful performance of an organization is determined by the quality of its human resources. In a government organization, human resources are needed who have potential and ability so that the organization can run smoothly and can even achieve success. Quality human resources have an important role in improving the quality of service in an agency. The government will experience development if it is supported by quality state apparatus.

Quality public services are one of the characteristics of good governance. In Indonesia, public administration is still a problem that needs more attention and serious goals. This should be seen in the different demands for public administration as evidence of dissatisfaction with the services provided to the community. During this time, the services provided by the government to the community continue to experience updates and progress, both in terms of paradigm and service format in line with increasing community demands and changes that occur within the government itself. However, this still cannot satisfy the

public in terms of service.

According to Nur Ainun Zayani, Fahrur Rozi & Muhsin (2020: 769) Service quality is the key to the success of an organization operating in the service sector. The Karangpawitan Subdistrict Office, Karawang Regency, represents the government in serving as a public service organization that is close to the community. For this reason, the government must always provide the best and highest quality services to the community.

Improving the quality of public services can be done through various holistic and integrated strategies. One important strategy is to increase the accessibility of public services for the community. The government needs to ensure that public services can be accessed easily by all levels of society without obstacles. Apart from that, empowering the community in the decision-making process is also an important key in building a responsive government. In addition, strengthening ethics and service culture among government employees is also a crucial step in improving the quality of public services.

In more detail, the sub-district or sub-district office in the Karawang Regency area provides permits for arranging domicile certificates, NPWP processing, Good Behavior Letters, Move Out Votes, Certificates of Inadequacy, Business Certificates, Micro Business Certificates, and Poverty Statement Letters, temporary domicile letter and others.

Regarding population issues, there is also a need for services that provide satisfaction to the community. Not only that, the community also needs basic public administration services which must be fulfilled by the government. Because there are no other alternatives that the community can use, such as health and education services.

From the results of observations, it can be seen that the level of employee education is still low at the Karangpawitan Subdistrict Office, Karawang Regency, if it has an impact on the activities of carrying out tasks in their services. Education is one of the basics in knowing the abilities of each employee in carrying out their duties and functions. As in the following table:

**Education Level of Karangpawitan Village Employees, Karawang Regency**

No	Level of education	Amount	Percentage
1	SMA	2	33 %
2	DIII	-	0 %
3	AND	3	50 %
4	GIVE	1	17 %
5	SIII	-	0 %
Total		6	100 %

*Source: Karangpawitan Karawang District Office*

From the table above, it is known that the educational level of employees at the Karangpawitan Subdistrict Office, Karawang Regency is still low because none of the 6 employees have SIII graduates, 1 person has SII, 3 SI, none DIII and 2 have graduated from high school. Of course, it is very unfortunate, with human resources (HR) at a low level of education, this will result in a lack of effectiveness in carrying out tasks.

Regarding employee assessment data at the Karangpawitan District Office, Karawang Regency, it can be seen from the following table:

Year	Number of	Criteria
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	sub-district office staff	Very good	Good	Enough	Bad
2020	5	1	1	2	1
2021	5	1	2	1	1
2022	6	2	2	1	1
2023	6	2	2	2	0

**Karangpawitan Village Employee Assessment Data, Karawang Regency**

*Source: Karangpawitan Karawang District Office*

However, in an effort to carry out public services, officials often make mistakes that should not occur, for example in complying with working hours regulations, many employees arrive late and do not come to work, this makes the performance of an organization hampered in completing work that should have been determined. by time. Basically, an entry schedule is very necessary to improve the employee's performance. By strengthening this discipline, it is hoped that things will run smoothly as expected by the community so that the quality of human resource management and employee public service performance can be achieved.

**2. RESEARCH METHOD**

This research uses a quantitative approach with associative techniques because it aims to determine the influence of the quality of HR management on public service performance at the KarangPawitan Karawang sub-district office. The data collection technique uses a survey and the instrument used is a questionnaire. The analysis used is simple linear regression and *product moment Pearson correlation*.

**3. RESULT AND DISCUSSION**

1. Based on the results of the descriptive statistical tests above, we can describe the distribution of data obtained by researchers, namely the HR Management Quality (X) variable. From this data, it can be described as having a minimum value of 26 while a

maximum value of 45, an average value of 36.40, standard deviation. amounting to 4.49. Based on the results of the descriptive statistical tests above, we can describe the distribution of data obtained by researchers, namely the Public Service Performance (Y) variable. From this data, it can be described as having a minimum value of 27 while a maximum value of 49, an average value of 40.8, standard deviation of 4.98

2. Based on the calculation results shown in table 4.10, a correlation coefficient of  $r = 0.583$  and a determination coefficient of  $R = r^2 = 0.340$ . Testing the significance of the correlation obtained  $t$  count  $3.795 > t$  table  $1.683$  at  $\alpha=0.05$ , indicating that the correlation coefficient is significant. Thus, the research hypothesis which states that there is a relationship between the Quality of HR Management and Public Service Performance can be accepted. This means that the better the HR Management Quality of the KarangPawitan Subdistrict Office will be followed by higher Public Service Performance. Meanwhile, the coefficient of determination of  $0.340$  shows that  $34\%$  of the variation in Public Service Performance can be explained by variations in the Quality of HR Management, the remaining  $66\%$  is determined by other factors outside the Quality of HR Management.
3. Based on the results of calculations to develop a regression equation model between HR Management Quality (X) and Public Service Performance (Y), the constant  $\alpha = 18.270$  and the regression coefficient  $\beta = 0.619$  are obtained. Thus, the influence between the independent variable X and the dependent variable Y can be expressed in a multiple linear regression equation model as follows:  $\hat{Y} = 18.270 + 0.619$

#### 4. CONCLUSION

##### Conclusion

1. There is an influence between HR Management and Public Service Performance which is obtained with a correlation coefficient of  $r = 0.583$  and a coefficient of determination of  $R = r^2 = 0.340$ . Testing the significance of the correlation obtained  $t$  count  $3.795 > t$  table  $1.683$  at  $\alpha=0.05$ , indicating that the correlation coefficient is significant. Thus, the research hypothesis which states that there is a relationship between the Quality of HR Management and Public Service Performance can be accepted. This means that the better the HR Management Quality of the KarangPawitan Subdistrict Office will be followed by higher Public Service Performance. Meanwhile, the coefficient of determination of  $0.340$  indicates that  $34\%$  of the variation in Public Service Performance can be explained by variations in the Quality of HR Management, the remaining  $66\%$  is determined by other factors outside the Quality of HR Management.
2. Apart from the large contribution of the influence between HR Management Quality and Public Service Performance, the influence of HR Management Quality on Public Service Performance can be seen from the regression equation between HR Management Quality (X) and Public Service Performance (Y), obtained by the constant  $\alpha = 18.270$  and the regression coefficient  $\beta = 0.619$ . Thus, the influence between the independent variable X and the dependent variable Y can be expressed in a multiple linear regression equation model as follows:  $\hat{Y} = 18.270 + 0.619$

##### Suggestion

###### 1. Suggestions for Village Heads

The village head needs to implement a policy for sub-district office staff to implement HR Management Quality so that Public Service Performance can be further improved because HR Management Quality can influence Public Service Performance. Efforts to implement this policy are as follows: (1) The subdistrict head needs to provide rewards for subdistrict office staff who improve the quality of human resource management. (2) The village head also needs to provide *punishment* for sub-district office staff who do

not try to improve the quality of HR Management. (3) Village heads also need to improve their leadership competence to improve the quality of sub-district office staff in implementing HR Management Quality in order to improve Public Service Performance.

## 2. Suggestions for Further Research

Optimizing the Quality of HR Management is an interesting study topic because the Quality of HR Management has a significant influence on Public Service Performance. By exploring and understanding the meaning and significance of HR Management Quality, it is hoped that strengths can be developed to improve Public Service Performance. In the next stage, research needs to be carried out to determine the influence of other variables besides HR Management Quality in order to improve Public Service Performance.

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