

The Influence of Leadership Behavior of Employee Service Quality in the Employee Office and Human Resources Development in South Pesisir District

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Abstract

This study aims to study and explain leadership behavior on employee service quality in the Employee Office and Human Resources Development South Pesisir District. The study population was 49 people. The technique of collecting data in this study uses a proportional random sampling technique. The data analysis technique used is a linear regression analysis model with validity test and reliability test. Quantitative research with research uses a linear regression analysis model, showing a direct influence on the leadership of staffing services at the Human Resources Development and Human Resources Agency of the South Coast Regency at 22.3% with a significance of 0,000. This article is part of the final project or thesis of the researcher.

Keywords: leadership behavior, service quality, staffing

Introduction

Since the enactment of Law Number 23 of 2014 concerning Regional Government, it was later amended by Law Number 9 of 2015 concerning the Second Amendment to Law Number 23 Year 2014 concerning Regional Government, so that for continuity of leadership in the Province both in District / City is required transition of regional leadership transfer mechanisms in their democratic tenure to guarantee development and service to the community. For this reason, Government Regulation Number 18 of 2016 concerning Regional Offices was issued, the Regional Government Offices of the South Coast Regency formed a Regional Regulation Number 8 of 2016.

According to Article 3 of the Regional Regulation of Pesisir Selatan District Number 8 of 2016 concerning the Formation and Composition of Regional Equipment, it is necessary to stipulate the Regulations of the Pesisir Selatan District Head on Position, Organizational Structure, Main Tasks, Functions, Work Procedures, and Description of Structural Job Duties of Personnel and Development Humans, is one of the Regional Organizations / Work Units in the South Coastal District Government that has a Vision and Mission that is aligned with the Vision and Mission of the South Coastal District Government in order to integrate the implementation of government tasks and assistance tasks in the Field of Staff and is required to continuously improve service from year to year led by the Head of the Agency who is domiciled under and responsible to the Regent through the Regional Secretary. As established in the Regent of South Coastal Regulation Number 35 of 2016 concerning Position, Organizational Structure, Main Tasks, Functions, Work Procedures and Short Description of Structural Position of Human Resources Development and Human Resources Development (BKPSDM), formerly called the Regional Personnel Agency (BKD).

The State Civil Apparatus abbreviated as ASN based on Law Number 5 of 2014 concerning State Civil Apparatus in Articles 1 and 2 ASN is a profession for civil servant and government employees with work agreements that work for government agencies. Furthermore, the ASN is appointed by a staffing official and is assigned another country's duties and is paid according to the laws and regulations. The task in question is the task of public services, government duties, and certain development tasks. Thus to realize this goal in accordance with Article 3 that ASN employees as a

profession must be based on principles, one of which is moral integrity and responsibility for public service.

In terms of staffing services held by the BKPSDM apparatus of the South Coastal District which can be interpreted according to services (Barata, 2003: 9) said a service will be formed due to a service delivery process to the parties it serves and he also added that a service usually occurs between people with someone else, someone and also with a group, or also a group with someone as well as people who are in an organization and also provide services to people who are around who also need an information organization itself.

While staffing comes from the word employee / apparatus, namely people who work in government, so staffing is someone who is related to personal data both status, rank and position as well as income received while working in government including pension rights in accordance with applicable laws and regulations. Means that staffing services can be interpreted as a service delivery process for people who work in government and can relate to personal data both status, rank and position as well as income and rights received in accordance with applicable regulations. While staffing services associated with leadership are of concern to researchers in the field of human resources.

Management of government management, staffing and community needs reliable human resources in the framework of the planning process, administration process, implementation process and accountability process. These changes can be carried out in the optimal empowerment of human resource management, staffing and community management at BKPSDM, South Coastal District. Without the quality support of human resources contained in it, the role of the leader towards his subordinates will influence the success or failure of an organization's goals.

Therefore leaders are the main characters who can improve the quality of staffing services both within and outside the Government Offices of the South Coast Regency. The potential of every apparatus resource in the agency must be utilized as well as possible so as to provide maximum output. The achievement of the objectives of government agencies is not only dependent on modern equipment, facilities and infrastructure are complete, but rather more dependent on the people who carry out the work. The success of an organization, the service of individual employees, each regional apparatus and work units will always strive to improve service to employees, with the hope that what is the goal of the regional apparatus or work unit will be achieved.

In January 2019 the author made preliminary observations of both staffing and office administration services based on a field activity program and annual activity plan, in 2018 at the BKPSDM South Coastal District. in 2018 there are only 15 (fifteen) office and administrative services based on the field activities program set forth in the annual activity plan and have been held and there are several problems including: there are still incomplete file proposals (BTL) or not fulfilling the requirements (TMS) Due to the lack of supporting files and files that do not meet the applicable conditions, BTL consists of staffing services, among others: the service of assigning ranks and adjusting ASN degrees such as: legalized photocopies of diplomas, final rank SK, position SK and SKP last two years other requirements, as for the service of granting PNS pensions, civil servants widows / widowers and pensions at their own request (APS) such as: original DPCP, legalized copy of marriage book and child birth certificate, last rank decree, position decree, original letter not sentenced to discipline and conditions another for the service of publishing karpeg and karis / karsu ASN such as: photo pass y less, photocopy of legalization of the last rank SK and marriage certificate and other requirements. While staffing services whose files do not meet the requirements (TMS) consist of: ASN assignment services to attend education (study permits and study assignments) as well as certificates of having a diploma and services giving promotion and ASN degree adjustments. The relevance of this research to apparatus resources which consists of: high-ranking officials, administrator officials, supervisory officials and executing officials / staff and functional officials at the Human Resources Development and Human Resources Agency of South Coastal District, based on observations and observations of the authors in

the field still not yet the maximum attention of the leadership to motivate the work of subordinates in order to improve the performance of the apparatus to improve quality services.

In the case we work as apparatus or servants of the state need to be considered by the leadership both in the form of work motivation, as well as in the matter of leadership attention to the performance of the apparatus in order to improve their performance. because if there is attention or influence of the leadership to motivate the apparatus it will also be able improve the performance of the apparatus and will also improve the quality of staffing services optimally.

Regarding the annual program of activities that have been implemented in the form of staffing services at BKPSDM, the South Coastal District has been carried out quantitatively but has not yet been realized both optimally and effectively and efficiently, the need for increased leadership attention in terms of service quality, especially staffing. Starting from these problems, the authors are interested in conducting research with the title "The Influence of Leadership Behavior on the Quality of Personnel Services at the Human Resources Development and Human Resources Agency of the South Coast Regency".

Based on the background of the problems described above, the researcher can identify the problems that occur in the BKPSDM of the South Coastal District in this writing, among others: the quality of staff services is still not optimal, there are still incomplete files (BTL) in the implementation of services, there are still files that do not meet the requirements (TMS) in the implementation of services, are still lack of attention or motivation of the leadership towards subordinates who have an impact not yet optimal service. Whereas based on the identification of problems as described, the researcher formulates the problem, as follows: is there any influence of leadership behavior on the quality of staffing services at the BKPSDM in the South Pesisir District.

Method

Based on various studies of problems and research objectives, the method used by researchers is a quantitative method using a research model of linear regression analysis with the aim of knowing the direct effect. The thinking of this study will be clearer by looking at the flowchart diagram in Image.

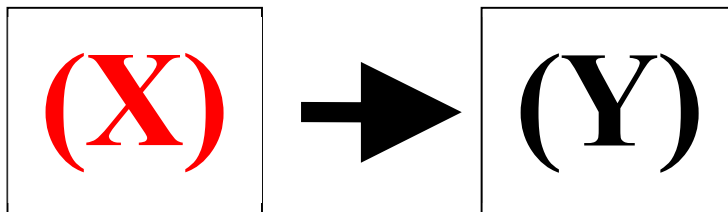


Figure 1. Linear Regression Analysis Model

Research methods	Quantitative, with the method of Linear Regression Analysis Model
Data collection technique	Using the questionnaire method, quantitative research emphasizes data collection in the form of numbers.
Research Variables and Indicators	Research indicators are derived from several expert opinions and used as indicators of compliant research by the author.
Research Instrument	Using a Likert Scale, with validity and reliability tests
Data analysis technique	Descriptive Analysis and Clasdical Assumption Test and Linear Regression Analysis Model, with Validity Test and Reliability Test using SPSS Version 16 and Hypothesis Test
Hypothesis testing	Using Partial Test (t test)

Results and Discussion

From testing the hypothesis that the researcher has done, in getting the results that the hypothesis can be accepted, this can be seen in the explanation of the hypothesis. From the analysis of the influence of leadership behavior on the quality of staffing services, it was obtained the research t number of 3.845 > t table of 2.041. That is, there is an influence between leadership behavior and the quality of staffing services at the Human Resources Development and Human Resources Agency of South Coastal District. The magnitude of the influence of leadership behavior on staff service quality is 22.3% and significance ($0,000 < 0,05$), thus the hypothesis is accepted.

Based on the results of the analysis of testing the regression analysis model hypothesis illustrated in the figure of the linear regression analysis model, below:

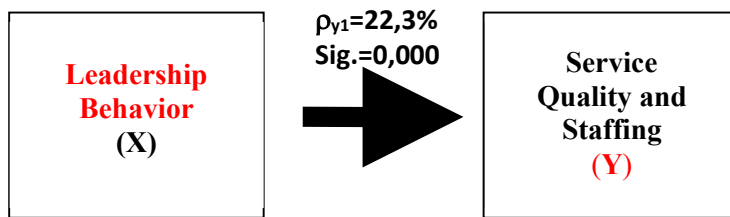


Figure 2. Results of the Linear Regression Analysis Model

The Direct Influence of Leadership Behavior on the Quality of Personnel Services at the Human Resources Development and Human Resources Agency of South Coastal District. Based on the results of the research that the researchers did at the Human Resources Development and Human Resources Agency of the South Coastal District, it was shown that leadership behavior had a direct effect on the quality of staffing services. Based on these results, leadership behavior influences the quality of staffing services in the Human Resources Development and Human Resources Agency of the South Coastal District and is able to significantly influence the quality of staffing services. This means that the better the leadership behavior will be able to improve the quality of staffing services, on the contrary, if the leadership behavior is low then the quality of staffing services will be low on the Human Resources Development and Human Resources Agency of the South Coast Regency.

Conclusions

Based on the objectives and results of the hypothesis testing of this study is to find out and explain the influence of leadership behavior on the quality of staffing services at the Human Resources Development and Human Resources Agency of South Coastal District. After obtaining the results of data processing and discussion in this study, it can be concluded that there is an influence of leadership behavior on the quality of staffing services at the Human Resources Development and Human Resources Agency in South Coastal District. In other words, leadership behavior can affect the quality of staffing services, while increasing the quality of staffing services at the Pesisir Selatan District Human Resources and Human Resources Development Agency requires attention and improvement in leadership behavior as well.

Based on the conclusions above in this study, researchers tried to give suggestions, as follows:

- 1) For the leadership of the Human Resources Development and Human Resources Agency of the South Coast District to pay more attention to leadership behavior, so that the quality of staffing services at the Human Resources Development and Human Resources Agency of the South Coast Regency can be increased more optimally.
- 2) For further researchers, it is recommended to carry out further research regarding the quality of staffing services by adding new theories and examining other factors that can affect the quality

of staffing services such as work environment, job satisfaction, work discipline, work culture and compensation and other factors.

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