

The Influence Work Culture and Work Quality on Service Quality in the Governments of Padang Pariaman Regency, West Sumatera Province

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ABSTRACT

The Problem in this research is regarding the quality of service provided by employees in local government. The variables that influence it in this study are work culture and work quality, for that we need an analysis in this study to reveal "is there an influence between work culture and employee work quality on service quality?". This research uses a quantitative approach. The research was conducted at several regional apparatus organizations of Padang Pariaman Regency, West Sumatra Province. The sampling technique used simple random sampling. The number of respondents in this study were 77 respondents. The data that has been collected, were analysed using multiple regression, t test. From the results of the output above, it is explained that the coefficient of determination of the variable work culture and work quality on service quality of the Adjusted R Square is 0.443, then this value is 44.3%. it means that the variables of work culture and work quality affect service quality by 44.3% while the remaining 55.7% have an effect on other studies that are not included in this study.

Keywords: *Work culture, Work quality, Service quality.*

1. INTRODUCTION

In the process of improving the quality of services to community members and stakeholders, an optimal work culture and quality of work is needed. The quality of work in public organizations is the answer to the success or failure of an organization in creating and fostering employee behaviour to see whether the duties, functions and responsibilities in achieving goals can be carried out in line with the interests of increasing the welfare of society. With the reliability of work quality in the execution of tasks, the resulting service is easy, quality, on time, and with simple procedures.

The quality of work of employees in every public organization in the service sector affects the service side to be achieved which then leads to the quality of public services. So, we need quality work in every service management to the community. Good service management will bring benefits and value to all parties. In this connection, the problem formulations in this research article are; (1) "is there an influence of work

culture on service quality in local government organizations of Padang Pariaman regency? (2) is there an effect of work quality on service quality in local government organizations of Padang Pariaman district? (3) Is there a joint influence on work culture and quality of work on service quality in local government organizations of Padang Pariaman Regency?

1.1. Literature Review

1.1.1. Work Quality

Work quality can be seen from the perspective of employees and the public using the services of an institution or company. From various studies, the results of the quality assessment of the two perspectives are different, sometimes they are the same, sometimes there are the same and some are different. In addition, understanding the quality of work can be seen from various dimensions as an aspect of measurement.

According to [1] the quality of an employee's work is an employee who meets the qualitative requirements

required by his job, so that the job can actually be completed". [2] argues about the quality of work as follows: Although every organization has different views about the standards of the quality of employee work, in essence effectiveness and efficiency are common measures. Starting from the definition given by [2], it can be said that the essence of work quality is an outcome that can be measured by the effectiveness and efficiency of a job performed by human resources or other resources in achieving company goals or objectives. good and efficient.

According to [3] that work quality is a physical standard that is measured because of the work done or carried out by employees on their duties. Indicators of the quality of employee work, namely: (1) Self Potential, (2) Optimal Work Results, (3) Work Process (4) Enthusiasm.

Work quality which is more often called Quality of Work Life (QWL) is one form of philosophy applied by management in managing the organization in general and human resources in particular. [4] argues that the quality of human resources can refer to: 1. Knowledge (Knowledge), which is the ability of employees who are more oriented towards intelligence and thinking power as well as mastery of broad knowledge of employees. 2. Skill, capability and operational technical mastery in certain areas owned by employees. 3. Abilities, namely abilities that are formed from a number of competencies possessed by an employee which includes loyalty, discipline, cooperation and responsibility.

The quality of work life is determined by the compensation received by employees, the opportunity to participate in the organization, job security, work design and the quality of interaction between organizational members [5]. Quality of work life (QWL) is a form of philosophy applied by management in managing organizations in general and human resources in particular. As a philosophy, it can be said that the quality of work life is a management perspective on humans, workers and organizations.

[6] Argue various factors need to be met in creating work quality programs, including work restructuring, reward systems, work environment, pride, career development, conflict resolution, communication, occupational health.

1.1.2. Work Culture

Work culture of government employees, which should put more emphasis on public services, doesn't provide satisfaction to society. This condition is more due to the cultural feudalistic bureaucracy of the existing value system that the government apartment is a party that is respected by the community. The value system that has existed in government organizations assumes that the bureaucracy does not provide services to the community. Attitudes of officials who do not dare

to criticize their leaders, or hierarchical-bureaucratic patterns of government that are rigid and not responsive to demands for change.

The work culture of employees is a value perspective, understanding how to work, rules, norms, patterns thought and behaviour of every employee or group of employees as well as their leadership in carrying out a job [7]. Emphasizes the formation of a work culture in government organizations when several variables are fulfilled as follows [8]: (1) Commitment from organizational leadership; (2) The values for positive and productive behaviour that have been formulated, understood, understood and can be applied easily by all employees and leaders; (3) Leaders at each level become role models / examples in the application of values within the organization; (4) Between leaders and employees, mutual trust, mutual openness and acceptance of policy changes and new, more effective working methods; (5) Work culture must be directly related to the interests of the implementation of tasks, work and problems faced by organizational units; (6) Work culture is applied consistently, discipline and sustainably.

[9], states that organizational culture is a form of beliefs, values, ways that can be learned to cope with and live in an organization, organizational culture tends to be manifested by members of the organization. [10], states that corporate culture or Management culture or also known as work culture are dominant values that are disseminated within the organization and are referred to as the work philosophy of employees. [11], the form of culture that appears in work groups in companies comes from various sources, including: from the stratification of the social class of origin of workers / employees, from technical sources and types of work, the psychological climate of the company itself that is created. employers, directors and managers who set the background for the culture of the workers in small informal groups. [12] provides an overview of work culture as a philosophy based on a view of life as values that become traits, habits and driving force, cultured in the life of a community group.

Work culture is concerned with how an organization perceives the culture, not whether they like culture or not. Work culture is a philosophy that is based on a view of life as values that become traits, habits and driving force, entrenched in community groups or organizations, then reflected in attitudes into behaviour, beliefs, ideals, opinions, and action. According to [13], the definition of work culture is the values of belief and behaviour that an employee has and is described through the applications practiced by them during or during their work.

1.1.3. Service Quality

Service quality is an overall evaluation of service functions that are actually received by customers (technical quality) and how the service is delivered (functional quality) [14]. If the service received and felt is in accordance with customer expectations, the quality of the service is considered as good quality, and vice versa if the quality of service received is not as expected by the customer, the quality of the service is perceived as bad. Good and bad service quality is seen from the perspective of the customer, not the service provider.

Service quality is a crucial issue for every company, regardless of the form of product produced. Service quality can simply be interpreted as a measure of how well the level of service provided is in accordance with customer expectations [15]. Quality of service in the public sector is also the most important part because in a democratic government system, people consider themselves to have a strong stake because they have cast their votes through general elections to government mandate holders, one of which is to obtain optimal public sector service quality.

Quality is a dynamic condition related to products, services, people, processes and the environment that meet or exceed expectations. Regional government organizations that provide public services must improve the quality of their work in addition to work culture in order to achieve public accountability that meets the expectations of all parties. Basically, all citizens have the right to evaluate the quality of the services they receive. It is very difficult to assess the quality of a service without considering the role of the community as the service recipient and the service implementing apparatus. According [16] service is any action or activity that a party can offer to another party, which is basically intangible and does not result in any ownership.

2. METHOD

This research uses quantitative methods. The research location was conducted at several regional apparatus organizations in Padang Pariaman Regency, West Sumatra Province. The samples were determined using the Technique Simple Random Sampling. Data collection was carried out by means of a questionnaire. After distributing questionnaires and collecting questionnaires, the number of questionnaire respondents that were completely filled in and could be processed was 77 respondents. Data analysis used multiple regression analysis by performing T test and F test. The research variables included X1= Work Culture, X2= Work Quality, and Y = Service Quality.)

3. RESULTS AND DISCUSSION

3.1. Results

3.1.1. Normality Test

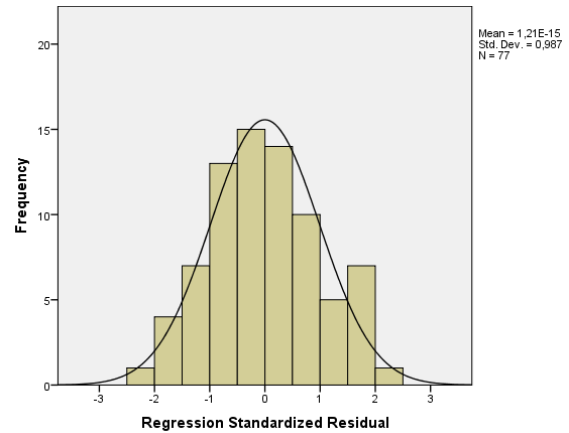


Figure 1. Normality test

Based on the image above, it can be known that the data in this study was distributed normally, because the distribution of data forms a normal curve

3.1.2. Linearity Test

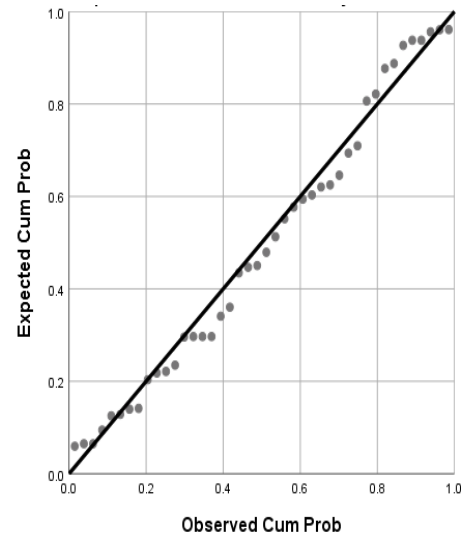


Figure 2. Linearity test

In the output results above, we can see that the dots along the diagonal line are a form of distribution in this study distributed well and normally. With the results of the P-Plot image on the normality test

3.1.3. Multicollinearity Test

From the output results bellow, we can see that the tolerance value has a value greater than 0.10. Meanwhile, the VIF value of this study has a small value of 10. Therefore, it can be explained that in this study there is no multicollinearity problem. This can

state that there is no perfect correlation between research variables.

Table 1. Multicollinearity test results

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	30.222	9.184		3.291	0.002	
	Work Culture	0.347	0.237	0.212	1.464	0.151	0.645
	Work Quality	1.313	0.355	0.538	3.704	0.001	1.550

a. Dependent Variable: Service Quality

3.1.4. Heteroscedasticity Test

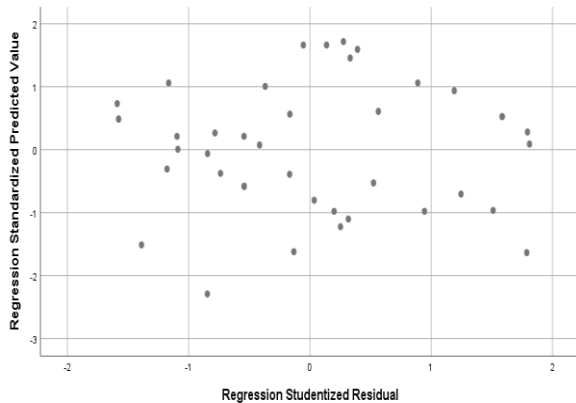


Figure 3. Heteroscedasticity test scatterplot

Note: Dependent Variable: Service Quality

From Figure 2 above, it can be seen that the results of this research data are illustrated with points, where these points are located at over zeros on the Y axis. this point also does not form a particular pattern. Of course, this means that the research data does not have a problem in heteroscedasticity.

3.1.5. Partial Test (Hypothesis Test)

3.1.5.1. t-Test for X1 to Y

Table 2. Partial test result X to Y

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	43.379	9.723		4.461	0.000
	Work Culture	0.870	0.219	0.533	3.980	0.000

a. Dependent Variable: Service Quality

In the output results above, it can be seen that the significance value of the work culture variable is 0.000 less than 0.05. This states that the work culture variable has a significant effect on service quality.

3.1.5.2. t-Test for X2 to Y

Table 3. Partial test result X2 to Y

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	37.032	8.031		4.611	0.000
	Work Quality	1.622	0.289	0.664	5.617	0.000

a. Dependent Variable: Service Quality

From the output data above, it can be seen that the significance value of the work quality variable is 0.000 less than 0.05. This suggests that there is an effect of work quality on service quality

3.1.6. Simultaneous Test (F) Variables X1 and X2 to Y

Table 4. F test of variables X1 and X2 to Y

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1048.475	2	524.237	17.298	0.000 ^b
	Residual	1181.930	39	30.306		
	Total	2230.405	41			

a. Dependent Variable: Service Quality
b. Predictors: (Constant), Work Culture, Work Quality

In the output results above, it can be seen that the significance value of work culture and work quality variables is 0.000, this value is small than 0.05. This explains that all variables have a significant effect simultaneously on service quality simultaneously. Conclusion H0 is rejected and Ha received. This means that work culture and work quality variables have a positive effect on service quality.

3.1.7. The Coefficients of Determination (R2)

Table 5. Result of the coefficient of determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0.686 ^a	0.470	0.443	5.50508	1.974

a. Predictors: (Constant), Work Culture, Work Quality
b. Dependent Variable: Service Quality

From the results of the output above, it is explained that the coefficient of determination of the work culture variable and work quality on the work quality of Adjusted R Square is 0.443, then this value is 44.3%. it means that the variables of work culture and work quality affect service quality by 44.3% while the remaining 55.7% have an effect on other studies that are not included in this study. Furthermore, based on the results of data processing using the total respondents' achievements (TCR), it is presented in the following table.

Table 6. TCR work culture

No	Mean	TCR	N	Information
1	3.79	75.8	77	High / Fairly Good
2	2.17	43.4	77	Low / Less Good
3	3.71	74.2	77	High / Fairly Good
4	4.40	88	77	High / Good
5	4.07	81.4	77	High / Good
6	2.74	54.8	77	Medium / Less Good
7	4.07	81.4	77	High / Good
8	4.05	80	77	High / Good
9	4.21	84.2	77	High / Good
10	3.90	78	77	High / Good
11	3.69	73.8	77	High/ Fairly Good
12	3.45	68	77	Fair/ Fairly Good

From the table above, it can be seen that the highest Mean value is found in the statement indicator number 4: "I look neat and polite while working". While the lowest Mean value is in the statement indicator number 2: "I see a relationship between leaders and subordinates as having too far a distance".

Table 7. TCR work quality

No	Mean	TCR	N	Information
1	4.19	83.8	77	High / Good
2	4.10	82	77	High / Good
3	4.05	81	77	High / Good
4	3.67	73.4	77	Fair/ Fairly Good
5	2.05	41	77	Low / Less Good
6	2.14	42.8	77	Low / Less Good
7	3.29	65.8	77	Fair/ Fairly Good
8	4.17	83.4	77	High / Good

Based on the table above, it can be seen that the highest Mean value is found in the indicator statement number 1: "I can afford to spend a lot of time enough to do every job: "I feel pressured to work harder at my job. This proves that employees can take the time to do every job. Meanwhile. the lowest Mean value is found in the indicator statement number 5: "I feel pressured to work harder at work". This proves that employees feel pressured to work harder.

Based on the table below, it can be seen that the highest Mean value is in the statement indicators number 3 and 4 are: "I feel comfortable with the existence of facilities and infrastructure such as places

of worship and toilets in office environments and" Around the office environment there are clues that give members fish information such as information boards for visitors or people who come to the office location". Meanwhile. the lowest Mean value is found in the indicator statement number 19: "Employees are not friendly in providing services to visitors or the public.

Table 8. Service quality

No	Mean	TCR	N	Keterangan
1	4.24	84.8	77	High / Good
2	4.12	82.4	77	High / Good
3	4.38	87.6	77	High / Good
4	4.38	87.6	77	High / Good
5	4.31	86.2	77	High / Good
6	4.29	85.8	77	High / Good
7	4.24	84.8	77	High / Good
8	4.31	86.2	77	High / Good
9	4.21	84.2	77	High / Good
10	4.29	85.8	77	High / Good
11	4.33	86.6	77	High / Good
12	4.17	83.4	77	High / Good
13	4.02	80.4	77	High / Good
14	2.24	44.8	77	Low / Less Good
15	4.05	81	77	High / Good
16	4.07	81.4	77	High / Good
17	2.14	42.8	77	Low / Less Good
18	3.98	79.6	77	High / Good
19	1.86	37.2	77	Low / Less Good
20	4.07	81.4	77	High / Good
21	4.19	83.8	77	High / Good

3.2. Discussion

In the output results above. it can be seen that the significance value of work culture and service quality variables is 0.000. this value is small than 0.05. This explains that all variables simultaneously have a significant effect on work quality. Conclusion H0 is rejected and H3 is accepted. This means that work culture and service quality variables have a positive effect on work quality.

From the results of the output above. it is explained that the coefficient of determination of the variable work culture and work quality on the work quality of the Adjusted R Square is 0.443. then this value is 44.3%. it means that the variables of work culture and work quality affect service quality by 44.3% while the remaining 55.7% have an effect on other studies that are not included in this study. As previous research by [17] The Influence of Work Culture and Public Perceptions on the Quality of Public Services in the Office of Religious Affairs. Aluh Aluh District. Banjar Regency which states that there is an influence of work culture on service quality with an value of R square 0.613. which means that there is an influence of work culture on service quality of 61. 3%. [18] The Influence of Organizational Culture on Service Quality at Pts in South Kalimantan which states that there is a positive

influence between organizational culture on service quality [19] also conducted research with the title The Influence of Organizational Culture on Service Quality at the Centre for Development and Empowerment of Educators and Education Personnel (PPPPTK) for Business and Tourism Jakarta. the study stated that there was an influence of organizational culture on service quality by 71.6%.

The work culture that develops in an organization will shape the quality of employee work in the organization. The quality of work determines the quality of services provided to the community. For this reason, a positive work culture in government organizations is needed to improve the quality of employee work so that a better-quality service to the community is formed. With good service quality, it will have a good impact on the organization itself. By managing a work culture in a planned and sustainable manner, employees will be able to realize the habit of doing every job carried out in the best way and not carelessly. Work culture can develop self-existence in employees supported by efforts to build a quality work environment so that it can shape the values of a person's personality at work so as to produce conceptual and operational abilities that are creative and innovative.

4. CONCLUSION

Work culture and work quality in this study appear to affect the quality of services carried out by regional apparatus organizations. based on data on the results of respondents' total achievement (TCR), it is necessary to make efforts to increase employee awareness so that there is an increase in work quality so that there is an increase in service quality by building programs, awareness and understanding to be able to analyse people's expectations of the quality of public services provided.

The analysis obtained in this study shows that there is a positive correlation between work culture and employee work quality on service quality, so that the two independent variables have important reasons for the dependent variable in this study.

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