



Analysis of the Quality of Maritime Training Services and the Condition of Facilities and Infrastructure on the Performance of the Public Service Agency of Barombong Maritime Polytechnic

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Abstract. The research method used in this study was a descriptive quantitative approach, which included the type of research, identification of research variables, operational definitions, population and sample determination, data collection methods, research instruments, and data analysis techniques. This study aimed to reveal the research object and obtain in-depth information. Data were collected through direct observation, checklist completion, documentation studies, and in-depth interviews with participants of the seafarer training programs (DP-II, DP-III, DP-IV, and DP-V Advanced Training Programs) as well as employees of Barombong Maritime Polytechnic. In order to realize the implementation of reliable transportation services that are competitive and provide added value through excellent, professional, and ethical services, Barombong Maritime Polytechnic needs to improve the performance of its Public Service Agency (BLU). Therefore, to maintain the performance of BLU services, it is necessary to identify the weaknesses faced by the BLU and address them more effectively. Based on the results of statistical data processing, including the identification of research variables, validity and reliability testing, descriptive analysis, and regression analysis, it was found that in order to further improve the performance of the Public Service Agency of Barombong Maritime Polytechnic from a “good” to a “very good” category, improvements should be made to facilities and infrastructure that are currently categorized as “good” so that they can reach the “very good” category. Meanwhile, service quality has already been assessed as “very good”; therefore, it should be maintained and sustained.

Keywords: *Descriptive Quantitative, Public Service Agency, Validity Test, Reliability Test, Descriptive Analysis, Regression Analysis*

1. INTRODUCTION

Maritime education is a form of formal and non-formal training conducted in accordance with national and international standards, namely the Standards of Training, Certification and Watchkeeping (STCW) established by the International Maritime Organization (IMO) and the Quality Standard System (QSS) based on the joint decree

of three Indonesian ministers: the Minister of Transportation, the Minister of National Education, and the Minister of Manpower and Transmigration concerning the maritime quality assurance system (Palilingan & Wijaya, 2002; Tilaar, 2008).

In order to realize the provision of reliable transportation services that are competitive and capable of delivering added value through excellent, professional, and ethical service, it is necessary to improve the performance of Public Service Agency (BLU) services (Dwiyanto, 2008; Hasibuan, 2006). Therefore, to maintain the performance of BLU services, it is important to identify the weaknesses faced by BLUs so that they can be addressed and managed more effectively (Arikunto & Safruddin, 2008; Wirawan, 2011; Politeknik Pelayaran Barombong, 2021/2022; Politeknik Pelayaran Barombong, 2022/2023; Ministry, 2017).

2. METHODOLOGY

The research method employed in this study is descriptive quantitative research, which aims to describe the research object and obtain in-depth information. Data were collected through direct observation, checklist completion, documentation studies, and in-depth interviews with participants of the Seafarers Training Programs (DP-II, DP-III, DP-IV, and DP-V Upgrading Programs) as well as employees of Barombong Polytechnic of Maritime Studies.

According to Saifuddin Azwar, quantitative research emphasizes the analysis of numerical data processed using statistical methods. Basically, the quantitative approach is applied in inferential research, particularly in hypothesis testing, where conclusions are based on the probability of error in rejecting the null hypothesis.

This study is expected to identify the effects of the quality of maritime training services and the condition of facilities and infrastructure on the performance of the Public Service Agency (BLU) of Barombong Polytechnic of Maritime Studies.

The variables used in this study are (1) Independent Variables, represented by Maritime Training Service Quality (X_1) and Condition of Facilities and Infrastructure (X_2); (2) Dependent Variable: Public Service Agency (BLU) Performance, represented by Y .

The population of this study consisted of participants in the Seafarers Training Programs (DP-II, DP-III, DP-IV, and DP-V Upgrading Programs), Cohorts 2 and 3 of 2023, from the Nautical Department of Barombong Polytechnic of Maritime Studies, who were actively participating in the teaching and learning process on campus. The total population consisted of 148 trainees. Of the total population, 120 participants completed the questionnaire. Therefore, all training participants who completed the questionnaire were selected as the research sample.

The data collection method was carried out by distributing questionnaires through a link to respondents for completion. The scale used in this study to measure the quality of maritime training services, the condition of facilities and infrastructure, and the performance of the Public Service Agency (BLU) of Barombong Maritime Polytechnic was the Likert Scale as follows:

Table 1. Likert Scale

Respondents' Answers	Score
Very poor	1
Poor	2
Good	3
Very good	4

Source: Pasolong (2013:153)

The research instrument used in this study was a closed-ended questionnaire in the form of a checklist. The researcher employed a closed-ended questionnaire because the number of data sources in this study was relatively large. Therefore, the use of a closed-ended questionnaire was expected to make the data collection process more effective and efficient.

All collected data were processed and analyzed through validity testing, reliability testing, descriptive analysis, and regression analysis.

Instrument Validity Test

To measure the validity of the research instrument (questionnaire), the Pearson Product-Moment Correlation (r) was used. If the significance value (Sig.) was less than 0.05, the questionnaire item was considered valid.

Reliability Test

To test the reliability of the research instrument, Cronbach's Alpha coefficient (α) was employed. If $\alpha > 0.60$, the instrument was considered reliable.

Descriptive Analysis

Descriptive analysis was used to describe the mean value of each questionnaire item. To determine the category of the mean score, the following class interval formula was applied:

$$\text{Class Interval Length} = \frac{\text{Value Range}}{\text{Number of Class Intervals}}$$

Where:

Value Range = Highest Value – Lowest Value

Number of Class Intervals = 4

Based on the formula:

$$\text{Class Interval Length} = \frac{4-1}{4} = 0,75$$

The interpretation of the Likert Scale used in this study is presented below:

Table 2. Interpretation of the Likert Scale

No	Score Range	Interpretation
1	1.00 – 1.75	Very Poor
2	1.76 – 2.50	Poor
3	2.51 – 3.25	Good
4	3.26 – 4.00	Very Good

Regression Analysis

Based on the conceptual framework of this study, the mathematical model in the form of multiple regression is as follows (Sugiyono, 2008:114):

$$Y = b_0 + b_1X_1 + b_2X_2 + e$$

Where:

Y = Public Service Agency (BLU) Performance

b_0 = Constant value

b_1, b_2 = Regression coefficients

X_1 = Quality of Maritime Training Services

X_2 = Condition of Facilities and Infrastructure

e = Error term

Furthermore, to determine the simultaneous effect of the independent variables, namely the Quality of Maritime Training Services (X_1) and the Condition of Facilities and Infrastructure (X_2), on the dependent variable, namely Public Service Agency Performance (Y), an **F-test** was conducted.

To determine the partial effect of the Quality of Maritime Training Services (X_1) and the Condition of Facilities and Infrastructure (X_2) on Public Service Agency Performance (Y), a **t-test** was performed.

This study employed a significance level (α) of 5%. To test the significance of the effect of the independent variables on the dependent variable at the 5% significance level, the significance value (Sig.) was used with the following criteria:

- If **Sig. < 0.05**, the research hypothesis is accepted (significant effect).
- If **Sig. > 0.05**, the research hypothesis is rejected (no significant effect).

This study examined three variables: the Quality of Maritime Training Services (X_1) as the first independent variable, the Condition of Facilities and Infrastructure (X_2) as the second independent variable, and Public Service Agency Performance (Y) as the dependent variable. The operational definitions are as follows:

1. The quality of maritime training services refers to the extent to which the expectations of training participants are fulfilled through the activities and actions carried out by training providers in improving participants' knowledge and skills. This variable was measured using the following indicators:
 - a. Tangibles
 - b. Reliability
 - c. Responsiveness
 - d. Assurance
 - e. Empathy
2. The condition of facilities and infrastructure refers to the quality and adequacy of all resources and supporting elements used in the implementation of training activities within the Public Service Agency. This variable was measured using the following indicators:
 - a. Suitability of training materials to participants' needs
 - b. Availability of reference books, handouts, and learning modules
 - c. Condition of facilities
 - d. Condition of infrastructure
3. Public Service Agency performance refers to the success of maritime training programs conducted by the Public Service Agency of Barombong Maritime Polytechnic in improving participants' knowledge and skills. This variable was measured using the following indicators:
 - a. Improvement in knowledge
 - b. Improvement in skills
 - c. Improvement in attitude (behavior)

3. RESULT AND DISCUSSION

3.1 RESULT

General Overview of Facilities and Infrastructure. The following table presents the current facilities and infrastructure of Barombong Maritime Polytechnic:

Table 3. facilities and infrastructure of Barombong Maritime Polytechnic

No.	Description	Quantity		Capacity (People)
1	Classroom	67	class	2910 people
2	Office Room	1	room	±100 people
3	Hall	1	room	±450 people
4	Meeting Room	1	room	50 people
5	Library Room	1	room	30 people
6	Dormitory	84	rooms	564 people
7	Cargo crane	5	units	15 people
8	Student Computers	46	units	45 people
9	LCD Projector	23	units	15 people
10	Language Laboratory	1	unit	15 people
11	Maritime Laboratory	1	unit	15 people
12	Cargo handling laboratory	1	unit	15 people
13	Automatic Control Laboratory	1	unit	15 people
14	Boiler Laboratory	1	unit	15 people
15	Generator/Electrical Laboratory	1	unit	15 people
16	Model Laboratory	1	unit	15 people
17	Computer Laboratory	2	units	15 people
18	Sea Survival Laboratory	1	unit	60 people
19	Tanker Laboratory	1	unit	60 people
20	Ship Operation Laboratory	1	unit	20 people
21	Fire Grounding Laboratory	1	unit	30 people
22	Workshop Laboratory	1	unit	15 people
23	Marine Engine Laboratory	1	unit	15 people
24	Marine Pollution/Rear Oil Spill Laboratory	1	unit	30 people
25	Ship Laboratory	1	unit	15 people
26	Engine Drawing laboratory	1	unit	30 people
27	Training Ship	1	unit	15 people
28	Simulator Oil Spill	1	unit	15 people
29	Radar / ARPA Simulator	2	units	15 people
30	Steering Simulator	1	unit	15 people
31	Bridge Full Mission 360 Simulator	1	unit	15 people
32	Engine Graphic Simulator	1	unit	15 people
33	Full Mission Integrated Bridge Simulator	1	unit	15 people
34	Ship Engine Full Mission Simulator	1	unit	15 people
35	GMDSS INSS Simulator	1	unit	15 people
36	GMDSS METI Simulator	1	unit	15 people
37	ECDIS Simulator	1	unit	15 people
38	Navigation / Chart Room Simulator	1	unit	15 people

The number of respondents based on the type of training can be seen in the following table:

Table 4. Distribution of Respondents Based on Training Type

Type of Training Program	Frequency	Percent
DP-II Upgrading	10	8.3
DP-III Upgrading	37	30.8
DP-IV Upgrading	54	45.0
DP-V Upgrading	19	15.8
Total	120	100

Validity and Reliability Testing of Research Instruments

Validity Test. A questionnaire item is considered valid if the significance value (sig) of the correlation between the item and its variable is less than 0.05. The results (output) of the validity test for the service quality questionnaire items (instrument) are shown in the following table

Table 5. Correlation of Questionnaire Items with the Service Quality Variable

X2.8	Pearson Correlation	,740**
	Sig. (2-tailed)	,000
	N	120
X2.9	Pearson Correlation	,811**
	Sig. (2-tailed)	,000
	N	120
X2.10	Pearson Correlation	,946**
	Sig. (2-tailed)	,000
	N	120
X2.11	Pearson Correlation	,965**
	Sig. (2-tailed)	,000
	N	120
X2.12	Pearson Correlation	,958**
	Sig. (2-tailed)	,000
	N	120
X2.13	Pearson Correlation	,958**
	Sig. (2-tailed)	,000
	N	120
X2.14	Pearson Correlation	,968**
	Sig. (2-tailed)	,000
	N	120
X2	Pearson Correlation	1
	Sig. (2-tailed)	
	N	120
X1.10	Pearson Correlation	,944**
	Sig. (2-tailed)	,000
	N	120
X1.11	Pearson Correlation	,845**
	Sig. (2-tailed)	,000
	N	120
X1.12	Pearson Correlation	,917**
	Sig. (2-tailed)	,000
	N	120
X1.13	Pearson Correlation	,939**
	Sig. (2-tailed)	,000
	N	120
X1	Pearson Correlation	1
	Sig. (2-tailed)	
	N	120

Source: Results of primary data processing in 2023 (Appendix 3)

The table above shows that all questionnaire items from 1 to 13 are valid in measuring the service quality variable.

Reliability Test

Valid question items are considered reliable if the Cronbach’s Alpha value is > 0.6 . The results (output) of the reliability test for the service quality questionnaire items (instrument) showed a Cronbach’s Alpha value of $0.782 > 0.6$, indicating that all questionnaire items (instrument) measuring service quality are reliable. Validity and Reliability Testing of the Instrument for the Infrastructure Condition Variable

Validity Test

The results (output) of the validity test for the questionnaire items (instrument) measuring infrastructure conditions are presented in the following table.

Table 6. Correlation of Questionnaire Items with the Infrastructure Condition Variable

		X2
X2.1	Pearson Correlation	,851**
	Sig. (2-tailed)	,000
	N	120
X2.2	Pearson Correlation	,792**
	Sig. (2-tailed)	,000
	N	120
X2.3	Pearson Correlation	,969**
	Sig. (2-tailed)	,000
	N	120
X2.4	Pearson Correlation	,910**
	Sig. (2-tailed)	,000
	N	120
X2.5	Pearson Correlation	,894**
	Sig. (2-tailed)	,000
	N	120
X2.6	Pearson Correlation	,949**
	Sig. (2-tailed)	,000
	N	120
X2.7	Pearson Correlation	,845**
	Sig. (2-tailed)	,000
	N	120

Source: Results of primary data processing in 2023 (Appendix 3)

The table above indicates that all questionnaire items from 1 to 14 are valid in measuring the infrastructure condition variable.

Reliability Test

The reliability test results for the infrastructure condition instrument showed a Cronbach’s Alpha value of $0.779 > 0.6$, indicating that all questionnaire items measuring infrastructure condition are reliable.

Validity and Reliability Testing of the Performance Variable Instrument of the Public Service Agency of Barombong Maritime Polytechnic.

Validity Test

The validity test results for the questionnaire items measuring the performance of the Public Service Agency of Barombong Maritime Polytechnic are shown in the following table:

Table 7. Correlation of Questionnaire Items with the Performance Variable of the Public Service Agency of Barombong Maritime Polytechnic

		Y
Y.1	Pearson Correlation	,997**
	Sig. (2-tailed)	,000
	N	120
Y.2	Pearson Correlation	,990**
	Sig. (2-tailed)	,000
	N	120
Y.3	Pearson Correlation	,997**
	Sig. (2-tailed)	,000
	N	120
Y	Pearson Correlation	1
	Sig. (2-tailed)	
	N	120

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Results of primary data processing in 2023 (Appendix 3)

The table above indicates that all questionnaire items from 1 to 3 are valid in measuring the performance variable of the Public Service Agency of Barombong Maritime Polytechnic.

Realibilty test

The reliability test results showed a Cronbach's Alpha value of $0.888 > 0.6$, indicating that all questionnaire items measuring the performance of the Public Service Agency of Barombong Maritime Polytechnic are reliable.

Description of the Service Quality Variable

The service quality variable consists of 13 questionnaire items used to measure service quality. The description of these items is shown in the following table.

Table 8. Description of Service Quality Instrument

Question Item	N	Minimum	Maximum	Mean
X1.1	120	1	4	3.30
X1.2	120	3	4	3.27
X1.3	120	3	4	3.31
X1.4	120	3	4	3.32
X1.5	120	2	4	3.30
X1.6	120	3	4	3.30
X1.7	120	2	4	3.38
X1.8	120	3	4	3.32
X1.9	120	3	4	3.31
X1.10	120	3	4	3.32
X1.11	120	3	4	3.35
X1.12	120	2	4	3.30
X1.13	120	2	4	3.30
Variable Average				3.31

The table above shows that all measured items have mean values ranging from 2.26 to 4.00, placing them in the very good category. Therefore, the quality of training services is categorized as very good.

Description of the Infrastructure Condition Variable

The infrastructure condition variable consists of 14 questionnaire items used to measure infrastructure conditions.

Table 9. Description of Infrastructure Condition Instrument

Question Item	N	Minimum	Maximum	Mean
X1.1	120	2	4	3.26
X1.2	120	1	4	3.11
X1.3	120	2	4	3.23
X1.4	120	1	4	3.19
X1.5	120	2	4	3.19
X1.6	120	3	4	3.22
X1.7	120	2	4	3.28
X1.8	120	3	4	3.34
X1.9	120	2	4	3.24
X1.10	120	2	4	3.23
X1.11	120	2	4	3.22
X1.12	120	2	4	3.21
X1.13	120	2	4	3.21
X1.14	120	2	4	3.22
Variable Average				3.23

The table shows that questionnaire items numbered 2, 3, 4, 5, 6, 9, 10, 11, 12, 13, and 14 have mean values ranging from 2.51 to 3.25 and are categorized as good. Meanwhile, items 7 and 8 have mean values ranging from 3.26 to 4.00 and are categorized as very good. Overall, the average value is 3.23, which falls into the good category. Therefore, the infrastructure condition is categorized as good.

Description of the Performance Variable of the Public Service Agency of Barombong Maritime Polytechnic

This variable consists of 6 questionnaire items used to measure performance, and all items are valid.

Table 10. Description of Instrument for Performance of Public Service Agency at Barombong Maritime Polytechnic

Question Item	N	Minimum	Maximum	Mean
Y.1	120	3	4	3.22
Y.2	120	3	4	3.23
Y. 3	120	3	4	3.22
Variable Average				3.22

The table above shows that all measured items have mean values ranging from 2.51 to 3.25, which places them in the good category. Therefore, the performance of the Public Service Agency of Barombong Maritime Polytechnic is categorized as good.

Regression Analysis Model

The results of the multiple regression analysis are shown in Appendix 3.

Table 11. Regression Analysis Results

Model		Untandardized coefficients		Standardized coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.254	0.258	-	0.984	0.327
	X1	0.033	0.009	0.149	3.569	0.001
	X2	0.177	0.009	0.839	20.027	0.000

The regression equation model obtained is as follows.

Where:

X1 = Service Quality

X2 = Infrastructure Condition

Y = Performance of the Public Service Agency of Barombong Maritime Polytechnic

The regression equation shows that the constant value is 0.254, the coefficient of X1 is 0.033, and the coefficient of X2 is 0.177.

Hypothesis Testing

Based on the F-test in Appendix 3, the significance value is $0.000 < 0.01$. This indicates that the multiple regression model is fit for analyzing the effect of service quality and infrastructure condition on the performance of the Public Service Agency of Barombong Maritime Polytechnic. This also means that service quality and infrastructure condition simultaneously affect performance. Therefore, Hypothesis 1 is accepted.

Furthermore, the coefficient of determination shows an R Square value of 0.925. This indicates that 92.5% of the variation in performance is influenced by service quality and infrastructure condition. The remaining 7.5% is influenced by other variables not included in the model, such as cleanliness and security.

Based on the t-test:

- The service quality variable has a regression coefficient of 0.033 with a significance value of $0.001 < 0.05$. This indicates that service quality partially has a positive and significant effect on performance. Therefore, Hypothesis 2 is accepted.
- The infrastructure condition variable has a regression coefficient of 0.177 with a significance value of $0.000 < 0.05$. This indicates that infrastructure condition partially has a positive and significant effect on performance. Therefore, Hypothesis 3 is accepted.

The most dominant variable affecting performance is infrastructure condition, with a coefficient of 0.177.

3.2 DISCUSSION

Descriptive Analysis of Service Quality, Infrastructure Conditions, and the Performance of the Public Service Agency of Barombong Maritime Polytechnic

All items or elements assessed (surveyed) in the service quality variable are categorized as very good, and therefore should be maintained. There are 2 assessed items categorized as very good, while the other 12 elements fall into the good category. Elements that are already categorized as very good should be maintained, while those in the good category can still be improved to reach the very good category. All performance elements of the Public Service Agency of Politeknik Pelayaran Barombong are categorized as good, indicating that they can still be improved to achieve the very good category. The performance improvement of the Public Service Agency of Politeknik Pelayaran Barombong can be enhanced through improvements in infrastructure conditions, which are currently categorized as good. Analysis of the Effect of Service Quality and Infrastructure Conditions on the Performance of the Public Service Agency of Barombong Maritime Polytechnic.

Based on the research findings, service quality and the condition of facilities and infrastructure simultaneously influence the performance of the Public Service Agency of Barombong Maritime Polytechnic. This indicates that if service quality and the condition of facilities and infrastructure change simultaneously, it will result in changes in the performance of the Public Service Agency of Barombong Maritime Polytechnic.

Based on the R Square coefficient of determination, the variation in the performance variable of the Public Service Agency of Politeknik Pelayaran Barombong is determined (influenced) by the service quality and infrastructure condition variables. In addition, there are still other independent variables that influence the performance of the Public Service Agency of Barombong Maritime Polytechnic which were not included in the analysis model. Other variables that, according to the author, may also affect the performance of the Public Service Agency of Politeknik Pelayaran Barombong are cleanliness and security. Analysis of the Effect of Service Quality on the Performance of the Public Service Agency of Barombong Maritime Polytechnic.

The service quality variable partially has a positive and significant effect on the performance of the Public Service Agency of Politeknik Pelayaran Barombong, with an influence coefficient of 0.033. This indicates that the higher the service quality value, the higher the performance of the Public Service Agency of Politeknik Pelayaran

Barombong. If the service quality value increases by 1 unit, then the performance value of the Public Service Agency of Barombong Maritime Polytechnic will increase by 0.033 units. Therefore, improving the performance of the Public Service Agency of Barombong Maritime Polytechnic can be achieved through enhancing service quality. Based on the descriptive analysis results, service quality is already categorized as very good. Therefore, it is recommended that this very good level of service quality be maintained.

Analysis of the Effect of Infrastructure Conditions on the Performance of the Public Service Agency at Barombong Maritime Polytechnic

The infrastructure and facilities condition variable partially has a positive and significant effect on the performance of the Public Service Agency of Barombong Maritime Polytechnic, with an effect coefficient of 0.177. This indicates that the higher the value of infrastructure and facilities condition, the higher the performance of the Public Service Agency of Barombong Maritime Polytechnic. If the value of infrastructure and facilities condition increases by 1 unit, then the performance value of the Public Service Agency of Barombong Maritime Polytechnic will increase by 0.177 units. Therefore, improving the performance of the Public Service Agency of Barombong Maritime Polytechnic can be achieved through improvements in the condition of infrastructure and facilities. Based on the results of the descriptive analysis, service quality is already good. Therefore, the existing good service quality should be maintained and, if possible, further improved to achieve a very good level.

4. CONCLUSION

Based on the research conducted, the following conclusions can be drawn:

1. Service quality is categorized as very good, infrastructure condition as good, and performance of the Public Service Agency of Barombong Maritime Polytechnic as good.
2. Service quality and infrastructure condition simultaneously affect performance.
3. Service quality partially has a positive and significant effect on performance.
4. Infrastructure condition partially has a positive and significant effect on performance.

To further improve the performance of the Public Service Agency of Barombong Maritime Polytechnic from good to very good, it is recommended to improve infrastructure conditions that are still in the good category. Since service quality is already very good, it should be maintained and preserved.

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