

THE EFFECT OF EMPLOYEE PERFORMANCE ON SERVICE QUALITY IN CENTRAL CIGUGUR VILLAGE, CENTRAL CIMAHI DISTRICT CIMAHI CITY

By

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Abstrak

It aims to examine the Effect of Employee Performance on Service Quality in Cigugur Tengah Village, Cimahi Tengah District, Cimahi City.

The variables studied in this study are Employee performance (as a Free Variable) Service Quality (as a Bound Variable).

The dimensions of Employee Performance are work quality, punctuality, initiative, ability, communication, while the Dimensions of Service Quality are Tangible, Reliability, Responseveness, Assurance, Empathy

The method used in this study is a descriptive method of analysis using a Quantitative approach, while the data collection technique carried out is the distribution of questionnaires to the community in Cigugur Tengah Village, Cimahi Tengah District, Cimahi City. What is related to Employee Performance, and Service Quality, Library Study, and Field Research.

From the results of the study, it shows the Effect of Employee Performance on Service Quality is to show that the number 0.695 is said to be (Strong), while t count 10.485 > t table 2,030 this means H_0 is rejected and H_1 is accepted.

Thus the Research Statement and the hypothesis that the author formulated at the beginning of his hypothesis are accepted.

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Abstract

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It can be said that the Effect of Employee Performance on Work Quality is 48.30%, while the Influence of other Variables that are not studied but affect the Quality of Service is 51.70%.

Keywords: Employee Performance, Quality of Service Influence Other variables that were not studied but affected by Service Quality were 51.70%.

Kata Kunci: Employee Performance, Quality of Service

INTRODUCTION

Employees are the main assets in an organization that have a strategic role in an organization, namely as planners, thinkers, and also as controllers of organizational activities. The performance possessed by an employee is obtained through effort and hard work and through a long process, for that every employee is required to have good performance in carrying out his duties. As stated in Law Number 43 of 1999 Article 3 paragraph (1) concerning the Principles of Personnel (1999:4) namely: "Civil servants are domiciled as elements of the State apparatus whose duty is to provide services to the community in an honest, fair, professional manner, and 2 evenly distributed in the implementation of a state, government, and development task." Pegawai performance plays a very important role in this progress, because basically the organization is run by humans, so the real performance is human behavior in carrying out its role in an organization. According to [Lopez-Cabrales, Valle, and Herrero \(2006\)](#) affirms that "Employee performance is the result of work (work performance) in quantity and quality that has been achieved by an employee in carrying out his duties in accordance with the responsibilities that have been given to him". Meanwhile, according to [Hatcher and Ross \(1991\)](#), employee performance is how much employees contribute to the company through the quantity of outut, quality of output, timeframe, presence at work and cooperative attitude.

The delivery of services is a unique problem because each individual has different characteristics. This difference arises because everyone has a different temperament. For this reason, professional abilities are needed in serving various types of people. Good and satisfying service is highly expected by the community, usually people will control the quality of service by comparing their expectations with their experience. A person must have experiences and also memories that are impossible to just get rid of, and will have an impact on the next cycle. Hence the care is needed in providing a service based on the quality of service. MENPAN Decree No. 63/2003 and has been regulated in Law No. 25 of 2009 concerning Public Services defines bringing service quality is any form of service carried out by government agencies both centrally, regionally and within State-Owned Enterprises or Regionally Owned Enterprises in the form of goods and

or services, both in the context of efforts to meet the needs of the community and in the context of implementing one of the existing public service institutions in Cimahi City is the Central Cigugur Village Office The Cigugur Tengah Village Office, Cimahi Tengah District, Cimahi Tengah City, serves its community consisting of 19 RW and 112 RT In carrying out service duties to the community, the Cigugur Tengah Village Office of Cimahi City has several sections and is assisted by staff of the Cigugur Tengah Village Office, the sections are as follows: Secretariat section of government, peace and order, Section 4 of community empowerment and people's welfare, Section of Economy and development and also certain functional position groups.

Based on observations made by researchers in the field, researchers found several facts in the field regarding the performance of employees of Cigugur Tengah Village which are still not optimal, for example, those related to the making of correspondence that is still slow and there are often errors in inputting data and lack of communication and initiative from village employees. Seeing this phenomenon, of course, it will affect 6 on the quality of community services, where the task of the village apparatus is to help the regional community (kelurahan) in all aspects of life, one of which is related to population administration activities. The importance of service quality will affect stakeholders (service users) which are none other than Cigugur Tengah Village, Cimahi Tengah District, Cimahi City. The community response is very important because the community is an object of service, where the main task of the kelurahan-level government apparatus is to serve the various needs of the community, especially those related to the population administration process.

Based on the description of the problem above, the researcher is interested in conducting research which is poured in the form of a Thesis with the title of this study "The Effect of Employee Performance on Service Quality at the Cigugur Tengah Village Office, Cimahi Tengah District, Cimahi City"

THEORITICAL AND RESEARCH FRAMEWORK

Theoretical Review

1. Kinerja Pegawai

(Utin & Yosepha, 2019) "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him."

According to Garengo, Biazzo, and Bititci (2005) "Performance is the result of a process that refers to and is measured over a period of time based on predetermined terms or agreements."

With Employee Performance Indicators according to Thalib and Manda (2016) Namely Work Quality, Punctuality, Initiative, Ability and Communication

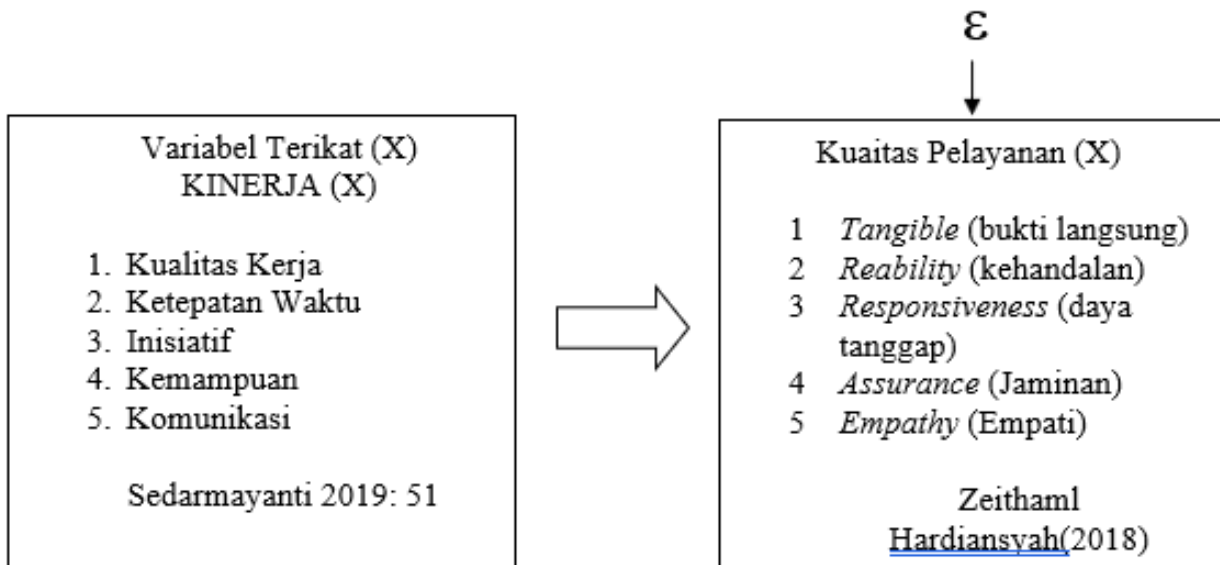
2. Kualitas Pelayanan

According to Zeithaml, Berry, and Parasuraman (1988), service quality is a strategic and integrative management system that involves all managers and employees and uses qualitative and quantitative methods to continuously improve organizational processes in order to meet and exceed customer needs, desires and expectations

Indikator Quality of Service According to [Binsar Kristian P and Panjaitan \(2014\)](#) :yaitu Tangible (direct evidence), Reability (reliability), Responsiveness (responsiveness), Assurance (assurance) and Empathy (Empathy).

Research Framework

Gambar 2.1



Gambar 2.1
Model Penelitian

Research Framework

Hypothesis

Based on the theoretical framework, a research hypothesis can be formulated as follows: "There is an Influence of Employee Performance on Service Quality in Cigugur Tengah Village, Cimahi Tengah District, Cimahi City"

RESEARCH METHOD

In accordance with the research objectives stated, the research method used in this study is a descriptive method of quantitative analysis. According to [Khan \(2014\)](#) who stated that the descriptive method of analysis is a research method that describes, describes or describes an ongoing situation based on the data and information obtained, then compiled systematically to be further processed and analyzed to find other variables, until a conclusion is obtained."

Research Subject and Object

The population of this study was people who visited the Cigugur Tengah Village office, Cimahi Tengah District, Cimahi City. Sample determination is carried out by selecting those who at the time of the research are at the research location (accidental sampling). In this study, researchers took a sample of 35 respondents according to the number of people who would carry out services at the Cigugur Tengah Village Office, Cimahi Tengah District, Cimahi City

RESULT AND DISCUSSION

Cigugur Tengah Village is one of the villages of 6 (six) villages in Cimahi Tengah District, Cimahi City, which carries 19 Community Pillars (RW). And is the leading Executive Institution (government) that confronts society.

In the aspect of government, Cigugur Tengah Village is administratively located in the Central Cimahi District area and is one of the 15 Villages in the city of Cimahi.

Research and Analysis

To prove the temporary answer that has been set by the researcher, based on the results of data analysis using *Spearman Rank Correlation*. The following is the result of the *Spearman Correlation Efficiency* calculation with the help of *SPSS Software version 26 for windows*.

Tabel 4.13. Non Parametric Corelations

		VAR00001	VAR00002
Spearman's rho	VAR00001	Correlation	1.000
		Coefficient	.695**
		Sig. (2-tailed)	.
	N	35	35
	VAR00002	Correlation	.695**
		Coefficient	1.000
		Sig. (2-tailed)	.000
	N	35	35

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

$$KD = (0,695)^2 \times 100\% = 48,30\%$$

The influence of other variables that were not studied obtained a result of 51.70% which can be categorized as Medium. So that the research hypothesis found by the researcher, namely "There is an Influence of Employee Performance on Service Quality in Cigugur Tengah Village, Cimahi City, Cimahi Tengah District, Cimahi City, can be accepted because it is supported by facts from the field.

CONCLUSION

Based on the results of the analysis and discussion carried out in the previous chapter, in the previous chapter, several things can be concluded including:

1. Employee Performance in Cigugur Tengah Village, Cimahi Tengah District, Cimahi City, this variable has five dimensions with an average percentage of 59.94% categorized (Sufficient). For the highest dimension, it is found in the initiative dimension by getting 66.00%. With his statement, the biggest indicator is in serving the community, employees always offer assistance and for the lowest indicator in the ability of employees to solve problems with a percentage of 58.29%. As for the lowest dimension, namely the Punctuality dimension with a percentage of 58.86%, with the highest indicator, namely in carrying out employee duties, it does not often delay work with a percentage of 51.43%, while for the lowest indicator, namely in

completing work, employees always complete quickly, precisely according to the percentage with a percentage of 50.29%.

2. Service Quality in Cigugur Tengah Village, Cimahi Tengah District, Cimahi City, this variable gets a percentage of 61.49% which can be categorized as High, for the highest dimension, which is found in the Assurance dimension with a percentage of 71.71%. With the highest indicators, employees have knowledge related to their respective fields of work with a percentage of 74.86%, for the lowest indicators, namely employees are able to grow a sense of percya to stakeholders (stakeholders) with a percentage of 68.57% while for the lowest dimension, namely contained in the dimension of Responsiveness (responsiveness) with a percentage of 60.86% the highest indicator is with how to convey clear and easy-to-understand information with a percentage of 64.00%, for the lowest indicator, namely the speed of employees in serving the community with a percentage of 57.71%.

3. The magnitude of the effect of employee performance on service quality in Cigugur Tengah Subdistrict, Cimahi Tengah District, Cimahi City is 0.695, so it can be categorized as having a strong relationship with a positive direction, and the effect of Employee Performance on service quality, which is 48.30%, can be categorized as Medium, while the influence of other variables that are not studied is 51.70%. With the result of t counting 14,715 and t table 2,030, the t count is greater than t table so that H_0 is rejected means that there is an Effect of Employee Performance on Service Quality in Cigugur Tengah Village, Cimahi Tengah District, Cimahi City

Saran

Based on the results of the analysis and discussion, the suggestions that researchers can give are:

1. Employee performance must be improved again in completing their work quickly and precisely so that the community feels satisfied with the quality of service provided by employees
2. In the quality of service, employees should be given the opportunity to take part in training to better know how good service is expected by the community.
3. Employees must be more responsive to what the community expects. So that the quality of service can be achieved properly.

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