

Analysis of Works Ability and Entrepreneurial Spirit to Service Quality of Government Officials in Banda Aceh

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ABSTRACT

The aims of study are not only to gain an overview of the phenomenon that is supported by empirical evidence but also to find clarity and conclusions about the relationship between work ability and entrepreneurial spirit factors of government officials' services quality in Banda Aceh, Aceh. The study is expected to contribute to developing the organizational and human resource management theory, particularly on governance, performance of agencies related to public service. The research using random sampling stratified proportional techniques, with 50 respondents using verification method, while Path Analysis is used as analysis tool. The results showed the total amount of direct and indirect influence of variable work ability and entrepreneurial spirit to service quality of government officials for 48.67 percent. Therefore we can conclude, there is a significant influence of the factor work ability and entrepreneurial spirit to ward the excellent service quality of government officials.

Keywords: SKPD, Work ability, Entrepreneurial spirit and Public Service Quality

INTRODUCTION

Background of study

Human resource management (HRM) should be the driver of change to management practices in the organization, because HRM has a strategic role in setting up the organizational structure, building organizational culture, setting up the staffing strategy, arrange training and development programs, compiling employee appraisal system and reward employees.

There are three reasons that cause HRM should be the driver to increase performance, namely; (1) Intensive competition requires organizations to be able to lower cost and speed. Reducing the cost and speed can be done by eliminating non-value added work. So far, the Human Resources Department has executed more administrative work. Administrative work is non-value added work that requires a lot of manpower and consuming much time. (2) Intensive competition requires the organization to provide a higher service quality. Higher service quality should be supported by the increasing of service quality in all parts of the organization. Department of Human Resources shall provide quickly and precisely services to another department within the organization, and (3) Traditional management practices which tend to be bureaucratic should be changed to support the success of organizational transformation. Traditional management emphasizes control, consistency, and certainty. All planning were made by emphasized financial achievement and risk is something that should be avoided by management.

In Local Government scope, in a State Government, the role of employees either individually or in a group is very important and decisive. Because employees as assets and the key element that drives activity to achieve the goals of organization. In each activity must be timely and acceptable under the work plan established or in other words to have the effectiveness and high performance. Without the good performance of the government official, it is difficult for an organization in the process of achieving the goal. Steers (1985) stated, without a good performance at all levels of the organization, achieving goals and success of the organization become very difficult and even impossible. As a prerequisite to creating the ideal personnel resources, according to Idrus (1998) is high knowledgeable apparatus that, professional, far-sighted vision, broad-minded, responsible, clean and dignified, disciplined, dedicated, creative and innovative, and has a soul entrepreneurship.

With the enactment of the Law of the Republic of Indonesia (ACT) No. 22, 1999, which is enhanced by ACT No. 32, 2004 on Regional Government, the central government and regional organizations should be rearranged and adapted to the affairs of the authority given by the central and received by the Region. Concurrency and the authorization by the center have been accompanied by the personnel, equipment and funding so that local government officials will lead to increase in number. Similarly, the content ACT No. 33/2004, on Financial Balance between Central and local government, stating that SKPD, can be the Agency, Department, Office and other units, should develop Work Plan and Budget SKPD which was then called RKA SKPD. Realization of the budget, RKA SKPD is the basis for managers (leaders of apparatus) SKPD in carrying out his responsibilities.

SKPD is an instrument of development regional management, led by a SKPD head. Aspects of the development regional management are embodied in one or more on SKPD. Preparation and coordination of policy contained in the Secretariat, supervision facilitated by the inspectorate, planning contained in form of body, supporting elements in the formulation and implementation of policies in specific areas contained in the regional technical institutions, while implementing aspects contained in the regional affairs of the local agencies. Performance management and service carried out by SKPD determines the performance in every aspect of development regional management, which in turn, determine the performance area.

Establishment of Offices in the area or units of the new agency will take effect on the local government apparatus, where the number of personnel will increase as much as the large of regional offices institutions were established so that regional autonomy will backfire if it is not accompanied by proper preparation. Local Government will be in trouble if the ability of officers is inadequate.

Determination Act No. 32, 2004 and Act No. 33, 2004 of the Local Government and Financial Balance between Central and Local Government, have implications for the demands of greater autonomy and accountability in the public service. Thus two laws have changed accountability or responsibility of local government from vertical accountability (to the central government) to horizontal accountability (to the public through Parliament).

If judged by the Human Development Index published by the Central Statistics Agency (BPS) of the Republic of Indonesia (accessed January 24, 2010), during the years 1997 to 2010, HDI Aceh province ranged from 65 to 71. This means it is still in the low category, moreover, Aceh after being hit by the earthquake and tsunami and very long conflict. Severe

impact on the readiness and capability of personnel in the service and implement development.

Regarding to the speciality status of Aceh now and in the future as well as efforts to accelerate the development process, the legality of local government in Aceh, in addition to using the foundation of Law No. 32, 2004 and Law No. 33, 2004. Similarly, the enacted of Law No. 11, 2006, on the Governing of Aceh, where are the areas in Aceh province of Indonesia which is a unit of community is special and is given authority to manage and administer self-government affairs and public interests. The other distinction is the implementation of Islamic Law in the government and social order. Based on these features, then there are some fundamental differences in the governance of local government management.

In the era of globalization which is shown by the presence of intense competition and the public expectations are highly increased, then the government, demanded to be taking the initiative in increasing its role in the implementation of development and provide a better public services, so as to address issues of development economy, such as; job opportunity and unemployment reduction, purchasing power, and increasing community satisfaction towards the service. In the optimization of the development activity, an agency needs a system that can carry out development activities and support services to the community.

Because of the government's public service is a public right that must be provided and fulfilled by the government as optimal as possible, this study only wanted to examine factors that related directly or indirectly to the creation of excellent service quality of SKPD Apparatus, by taking a case study in the Capital city of Aceh Province, Banda Aceh.

SCOPE OF STUDY

Considering the scope of topics on the analysis of the factors that related even influence directly or indirectly to the Government Apparatus excellent service quality (SKPD), so in this study the authors limit the study only to the analysis of work ability and the entrepreneurial spirit that is expected to improve the employees service quality to excellent level towards the community in Banda Aceh, Aceh province.

Hypothesis

Based on the research background, the problem statement can be formulated as follows:

How big is the influence of the ability of partial knowledge and expertise, and entrepreneurial spirit variable to the excellent service quality on SKPD.

How big is the simultaneous influence of the abilities of knowledge and expertise, and entrepreneurial spirit variable of the excellent service quality on SKPD personnel in Banda Aceh.

RESEARCH METHOD

Research Sample

Research carried out on a permanent employee performing services to the community, in this case wanted to measure the quality of service on SKPD of Banda Aceh, Aceh province. Therefore, the samples of this study are employees of SKPDs do a lot of community service

functions. In this case the researchers set five (5) SKPD, as follows: 1). Department of Education and Culture, 2). Department of Health, 3) Department of Social Service, 4). Department of Population, and 5). Office of Licensing and Integrated Services (KP2T). In addition, to determine the factors that affect the performance of the service sectors in the government apparatus of Banda Aceh, Aceh province, this study used a quantitative approach. The data is analyzed data from questionnaires filled out by the SKPD apparatus, from the Head of Department, Head of Division, Head of Sub-Division, to the officer to carry out services to the public (society), hereinafter referred on SKPD. The Information about the quality of service is refer to the perception of employees who provide services to the public. The sampling method used is Proporsionale stratistified random sampling method. Samples were set by the researcher. Researchers determined the numbers of respondents are 50 respondents. The determination of these respondents, consisting of the Head of Department level by 5 respondents, the Secretary of the Department by 5 respondents, Head of Division by 10 respondents, the level of Head of Sub-Section of 10 respondents, and A notch Head of Section of 10 respondents and staff by 10 respondents.

Methodology

The method used in this study using explanatory survey method, the survey tried to link the variables and test studied variables. The application of survey research methods in operations required an appropriate research design conditions of the depth of research that will be conducted. In addition, to determine the variables that affect the performance of services research on SKPD officials in Banda Aceh, this study used a quantitative approach. The data is analyzed data from questionnaires filled out by the community as recipients of services of SKPD in the city of Banda Aceh. The Quality of service is refer to the perception of employees.

Research Design Model

This research finds out the effect of the entrepreneurial spirit of the apparatus to apparatus excellent service quality. With the research design model as follows:

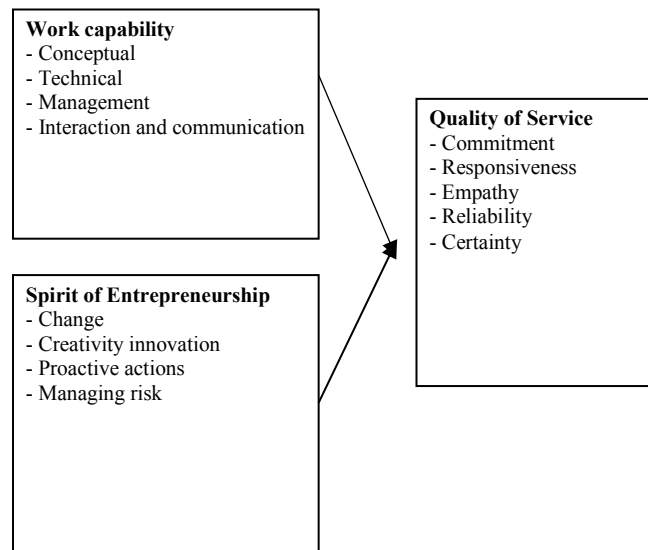


Figure 1. Study Design Model

Definition of Research Variable

The variable of this study consists of independent variables: Work Capability (X1), and Spirit of Entrepreneurship (X2); and dependent variable: Excellent Service Quality Apparatus (Y). Based on theoretical concepts, results of previous studies, and the applicable regulations, the operational research variables are as follows:

<i>Variables</i>	<i>Sub-Variables</i>	<i>Indicators</i>
<i>Work Capability (X1).</i>	1. Conceptual Ability	1) Understanding the vision, mission and strategic plan 2) The purpose of the institution
	2. Technical Capabilities	1) TOR and work program 2) Technical service
	3. Management Capabilities	1) Planning 2) Organizing 3) Implementation
	4. Interaction and communication Ability	1) Control 2) Perform a breakthrough 3) Management of risk management 4) Level of experience
<i>Spirit of Entrepreneurship (X2).</i>	1. To change	1) Willingness and Courage 2) Ability
	3. The existence of creativity and innovation	1) Courage 2) Ability 3) Support the environment
	3. Proactive actions	1) Courage 2) Ability 3) Market Accessibility 4) Accessibility of information
	4. The ability to manage risk	1) Courage 2) The ability of the mastery of risk management 3) Support the leadership and institutions
<i>Excellent Service Quality to Public (Y).</i>	1. Commitment to the task	1) Obey the principle 2) The ethics of the profession
	2. Aspects of Responsiveness	1) Understanding the Consumer Responsiveness 2) Handlers immediately
	3. Aspects of Intangibles,	1) Support facilities - infrastructure 2) Support the work tool
	4. Aspects of Empathy,	1) Awareness and Tolerance 2) Doing service
	5. Aspects of Reliability	1) Speed and Accuracy 2) Benefits
	6. Aspects of Certainty	1) In accordance with Rule 2) The satisfaction of Service 3) Direct Services

PLAN ANALYSIS

Based on the research paradigm and hypotheses that have been presented previously, the method of data analysis was used to test the hypothesis of path analysis. This path analysis follows the pattern of so-called structural or structural model. Structural model with the following equation: $Y = f(X1, X2)$.

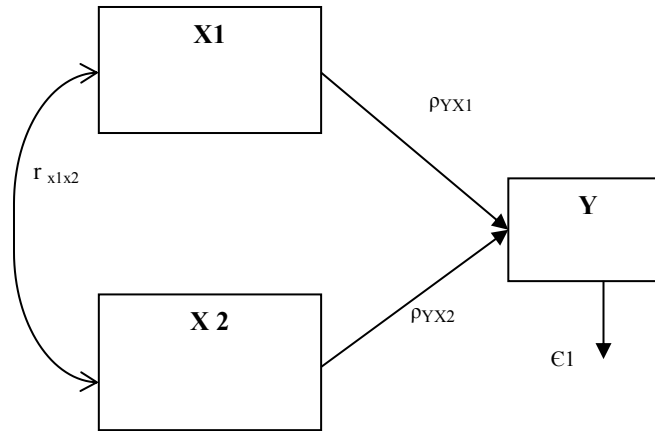


Figure 2. Analysis of pathways Variables

ANALYSIS AND DISCUSSION

Descriptive Analysis

The ability of knowledge and expertise among SKPDs Banda Aceh in providing services to the public are included either, which shows that the party is very concerned agencies and institutions of knowledge and skill abilities of employees. However, based on the respondent's answer, the ability or the knowledge of employees, there are still some things that become a weakness. Among them: lack of conceptual abilities and technical abilities possessed employees.

Entrepreneurial spirit of the apparatus in the city of Banda Aceh on education related to the public service in the category quite well. However, in the development of the entrepreneurial spirit of employees related to the activity of the task, there are still some things that the shortcomings, such as the willingness to make changes or breakthroughs, and the ability to exercise the creativity and innovation that is owned by its employees, is still considered low.

Verificative Analysis

Based on the answer to each question variable from 50 respondents, weighing scale 1 to 4, then after first examined the assumptions / requirements analysis, good validity, reliability, normality of the data, then the processed data are expressed relations ability variable (X1) with soul kewirausahaan (X2) obtained correlation coefficient of 0.352 Statistical test results support the existence of a positive relationship with the criteria of the relationship was. So the analysis of the problem under study needs to be done with the approach path analysis. Effect of Mental Ability and Quality of Service Excellence entrepreneurship against Apparatus in Banda Aceh on education, through statistical analysis, the approach path analysis between variables can dijelas in Figure 3 below:

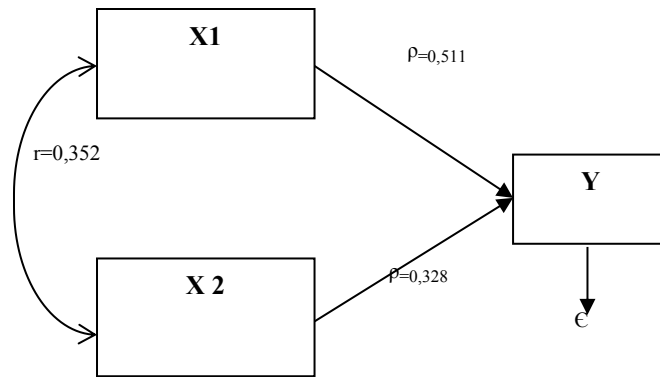


Figure 3. Work Ability and the Influence on the Quality of Life kewirausahaan Apparatus SKPDs excellent service

Pictured above, stating the path equation, $Y = 0.511 \text{ berbetuk } 0.328 X1 + X2$

From the equation above could mean that:

- 1) There is an associative relationship Keampuan Work with Quality of Service Apparatus magnitude 0.511 (ρ_{YX1})
- 2) There is an associative relationship with the Spirit of Entrepreneurship k Apparatus Service Quality magnitude 0.329 (ρ_{YX2})

The direct and indirect effect of simultaneously working ability (X1) and the entrepreneurial spirit (X2) on the Quality of Administrative Services (Y) is;

Direct Impact scale:

- a. Workability (X1) has a direct impact on Quality of Service Apparatus (Y) of 26.11% (R^2_{yx1}),
- b. Entrepreneurial spirit (X5) has a direct impact on Quality of Service Apparatus (Y) of 10.76% (R^2_{yx2})

Indirect Influence scale:

- a. The magnitude of the indirect effect of work ability (X1) through the entrepreneurial spirit (X2) on the Quality of excellent service apparatus (Y) equal to 5.90% ($R^2_{y \ x1x2}$).
- b. Similarly large indirect influence entrepreneurial spirit variable (X2) on the ability of labor (X1) on the Quality Excellent Service Apparatus (Y) equal to 5.90% ($R^2_{y \ x2x1}$).

Based on the above, it can be explained that the scale of the effects from all working ability (X1) and the entrepreneurial spirit (X2) variables, as follows:

1. The magnitude of the partial effect of the variables on the quality of work ability Apparatus Excellent service, either directly or indirectly, by 32.01%.
2. The magnitude of the partial effect of the variables on the Quality of Life Entrepreneurship Apartur Excellent service, either directly or indirectly, by 16.66%.

RESULT AND DISCUSSION

Theory and Phenomenon

In verification analysis of the studied factor analysis of the Quality of Service Apparatus for case studies on education Banda Aceh Province in 2012, to subsequent researchers need to conduct in-depth discussion about the conditions and phenomena related to the planning, management, development, services to be able to increase performance and institutional apparatus optimally. As we know that in today's era of development, the demands on the service of the higher officials of the society hence the need for increased capacity and commitment of personnel services. Besides, in this discussion will be explained thoroughly and comprehensively on the test model was built, the relationship between the independent variables, and the magnitude of the path coefficient of the independent variable on the dependent variable and the magnitude of the effect, directly or indirectly, of each of these variables. For more can be explained as follows:

Verification of Research Model Feasibility.

The test results show the feasibility of this model that our model meets *the goodness of an econometric model* or characteristic that can be expected. From *the theoretical plausibility*, our model shows that the test results in accordance with *ekspetasinya* and management theory, organizational behavior, performance of the apparatus becomes rationale. From *the accuracy of the estimates of the parameters*, our model produces accurate path coefficient estimator or unbiased and significant. Analysis assumptions are met and the statistical error probability of the model is very low or p-value <5%. Meanwhile, through the explanatory ability, our model has a high ability in explaining the relationship between management variables studied phenomenon. Because of the standard error is smaller than $\frac{1}{2}$ times the absolute value of the path coefficient ($SE < \frac{1}{2} \rho i$). As well as in terms of forecasting ability, our model has sufficient predictive ability for the behavior of the dependent variable as indicated by the high coefficient of determination models that exceed $\frac{1}{3}$ of the total effect, the amount of detail that the influence of exogenous variables (an entrepreneurial spirit working ability) that investigated for endogenous variable accounting for 48.67%.

CONCLUSIONS

The results of the survey with a sample case study on education Apartur Banda Aceh, said improvements in the ability of service work, the positive impact on the quality of Apparatus Excellent service. It is also in line with the factor of entrepreneurial spirit of the apparatus, both in terms of making changes, their creativity and innovation, proactive action apparatus in service, and the ability to manage risk. However, the magnitude of the effect, indicating that the ability of the existing work so far and the entrepreneurial spirit of the apparatus is not optimal, in the sense that they need Adaiiah efforts to improve, in order to achieve improved quality and service excellence of Banda Aceh SKPD Apparatus.

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