

The influence of professionalism, work culture and competence on the quality of services at the personnel and training agency of Lampung Province

Andi Surya¹, Holdin Sagita², Armalia Reny Madrie WA³, Yudhinanto CN⁴, Hasbullah Hasbullah⁵, Yulistina Yulistina⁶

Mitra Indonesia University, Indonesia^{1,2,3,4,5,6}

holdinsagita.student@umitra.ac.id², armalia.reni@umitra.ac.id³, yudhi@umitra.ac.id⁴,

hasbullah@umitra.ac.id⁵, yulistina@umitra.ac.id⁶



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Abstract

Purpose: This study aimed to examine whether professionalism, work culture, and competence, both partially and simultaneously, significantly influenced the quality of service at the Lampung Province Personnel and Training Agency.

Methodology: This study employed a survey method using questionnaires as the main research instrument. The population consisted of 13,906 Civil Servants (PNS) who were service recipients at the Lampung Province Personnel and Training Agency Office (Central Statistics Agency of Lampung Province, 2024). A proportional random sampling technique was applied, and the data were analyzed using multiple regression to test the partial and simultaneous effects. The independent variables were professionalism (X1), work culture (X2), and competence (X3), and the dependent variable was service quality (Y).

Results: The findings show that professionalism, work culture, and competence positively and significantly affect service quality. Moreover, when tested simultaneously, these three variables significantly improved service quality, thereby confirming all the proposed hypotheses.

Conclusion: The study concludes that professionalism, supportive work culture, and competence are crucial for improving public service quality in the Lampung Province Personnel and Training Agency.

Limitations: This study is limited to cross-sectional data and a single agency, restricting generalization. Future research should apply longitudinal and comparative approaches across different government institutions.

Contribution: This research provides theoretical evidence of the determinants of service quality in regional institutions and offers practical guidance for policymakers in developing training, organizational culture, and competency-building programs.

Keywords: *Competence, Professionalism, Service Quality, Work Culture*

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1. Introduction

In line with the rolling of regional autonomy in Indonesia, it has not only brought major changes to the implementation of the Central Government, but also at the level of Regional Government, both Regional

and Regional or City Government (Zein, Yunanto, Nurhayati, Setiawan, & Samudra, 2022). The transition from a centralized to a decentralized system was exemplified by Law Number 5 of 1974, followed by Law Number 22 of 1999, Law Number 32 of 2004, and Law Number 23 of 2014. Law Number 23 of 2014 completed the transition from a monolithic and centralistic Central Government to a local democracy in the Regional Government.

On the one hand, receiving greater authority from the regional government is a form of empowerment; on the other hand, the regional government must be ready to accept this authority. This result must also be recognized together with the freedom of the region, authority, and the obligations of its organizers. Various problems have hampered the freedom of the region to be responsible for implementing regional independence (Mulyadi et al., 2024; Zein et al., 2022). However, the fundamental issue in regional independence is related to the arrangement of a solid foundation, the development of quality human resources, and the availability of a work system that is in line with local demands. Due to its dynamic and active nature, human resources are one of the strategic issues of regional autonomy that play an important role in efforts to achieve regional independence (Burhanuddin, Syufri, Asriani, Hartawan, & Saputra, 2024).

Civil Servants (PNS), who serve as implementers and government apparatus, are one example of human resources in the government. With the aim that strengthening PNS is also important in implementing regional independence (Zulkarnaini, Yahya, Majid, & Din, 2020). The duties and responsibilities of PNS have been influenced by Law Number 43 of 1999, which amended Law Number 8 of 1974 concerning the Principles of Civil Servants. Professional Civil Servants are needed as evidence of the implementation of Law Number 43 of 1999 in the context of carrying out government and development tasks effectively and efficiently. To realize this, human resources must be prepared in terms of knowledge, expertise, and behavior in the workplace so that they can be responsible and have a competitive advantage in providing community services. To realize quality civil servants, it is necessary to implement coaching based on a combination of an objective performance and career system. There are quite complex obstacles in the cycle of regional government administration, for example, allowances that are often slow, expensive, not on time, and procedures that are long and complicated. Therefore, civil servants and state apparatus must meet the community's demands. In line with these changes, regional governments must improve the competence and professionalism of employees, as well as the quality of service, competence, and work culture. However, this difficult task will be neglected if it is not accompanied by better performance (Apriyanti, Ruhana, & Ahmad, 2023).

Civil servants who are part of the government apparatus and play a strategic role in carrying out general government tasks and developing them need to have many skills and knowledge so that they can easily provide services that are in line with established standards (Pratama et al., 2015). These abilities are greatly needed to contribute to employee performance in carrying out their duties. However, the challenges faced by state apparatus today are quite concerning, especially since some of them still ignore moral values and work culture (Karepesina, 2023). Therefore, to realize welfare and good public services, a work culture needs to be built immediately. One of the regional technical institutions of Lampung Province, the Personnel and Training Agency, was formed to ensure the smooth implementation of administrative services for civil servants and the management of regional civil servants.

The Lampung Regional BKD, as a special institution in charge of the administration of civil servant institutions in the Lampung Provincial Government, carries out its obligations and authorities in accordance with Ministerial Decree Number 159 of 2000 concerning the BKD Rules of Procedure. Considering the complexity and majority of employee conditions in the Lampung Provincial Government, the Lampung Provincial BKD in carrying out its obligations should always be based on ethical, moral, trustworthy nature, and of course followed by the development of good skills and responsibilities based on a sense of responsibility based on a sense of trust and sincerity in providing services to the community. Another element that influences employee organizational assistance is work culture and ability, which are supporting variables in providing extraordinary assistance. In line with the rolling of regional independence in Indonesia, it has not only brought major changes to the

implementation of the Central Government, but also at the Provincial Government level, both Level I Regions and Regency/City Regions.

The shift from an integrated government system to a decentralized government system, marked by the change from Law Number 5 of 1974 to Law Number 22 of 1999, and then to Law Number 32 of 2004, which was idealized by Law Number 23 of 2014, has changed the general government system from the original centralized system in the Central Government to a system based on regional voices in the Regional Government. On the one hand, the acceptance of greater authority from the regional government is a form of empowerment; on the other hand, the regional government must be ready to accept this authority. This result must also be recognized together with the freedom of the region, authority, and obligation to implement it. Various problems have hampered the freedom of the region to play a role in the implementation of regional independence. However, the main problem in regional independence is generally related to the arrangement of solid institutions, the development of quality human resources, and the availability of work methods that are in line with the demands of the local region.

Human resources, as one of the main issues of regional independence, play an important role in efforts to realize regional autonomy with their dynamic nature (Ernalis, 2015). In the government, these human resources are reflected in Civil Servants (PNS) as government apparatus/executors. Therefore, the empowerment of PNS plays an important role in the implementation of regional autonomy. The enactment of Law Number 43 of 1999 concerning amendments to Law Number 8 of 1974 concerning Civil Servant Standards has impacted the obligations and responsibilities of civil servants. Professional Civil Servants are needed as evidence of the implementation of Law Number 43 of 1999 in the context of carrying out government and development tasks effectively and efficiently. Therefore, human resources must be prepared in terms of knowledge, expertise, and behavior in the workplace to be accounted for and have a competitive advantage in providing services to the community.

To obtain the character of these government employees, it is necessary to provide guidance that is oriented towards a combination of the implementation of main tasks and functions and the professional system. There are quite complex issues in the regulatory cycle felt by the regions, for example, services that tend to be slow, expensive, less than optimal, long, and complicated procedures. Therefore, government employees as state and regional apparatus must be able to answer regional demands. Regional governments must be in line with the demands of change, improve employee competence and professionalism, service quality, competence, and work culture. However, this difficult task will be in vain if it is not accompanied by improved performance. Civil servants, as government apparatuses who play an important role in implementing and creating the main tasks of government, must have high abilities and competencies so that they can provide various services in line with the provisions that have been set (Ibrahim, 2017).

The ability of employees to provide services to their superiors includes these abilities. However, in reality, the obstacles faced by state apparatus are concerning, especially because there are still state apparatus who do not heed the values and work culture. Therefore, it is important to immediately foster a work culture of state apparatus to improve public and community services. For the smooth running of the government of state civil service organizations and the implementation of regional government apparatus, the General Personnel and Training Agency was formed, which is one of the special provincial institutions in Lampung. In line with Presidential Decree Number 159 of 2000, Regarding Guidelines for the Establishment of the Personnel and Training Agency, the Lampung Province BKD is a technical institution that organizes personnel administration services within the Lampung Provincial Government.

Given the complexity and many problems that occur in the Lampung Provincial Government environment, the Lampung Provincial BKD in carrying out its duties must always be based on ethics, morals, trust, and of course, followed by increasing skills and good responsibilities based on a sense of devotion based on trust and sincerity in providing services to the community. Work culture and

competence, which are supporting factors in providing excellent service, also impact personnel administration services.

Table 1. Characteristics of Employees at the Lampung Province BKD Considering Classes, 2024

No	GOL. IV				GOL. III				GOL. II				GOL. I				JML
	D	c	b	a	d	c	B	A	D	c	b	a	d	c	b	a	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
JML			2	15	19	21	15	14	8	1	1	-	-	-	-	-	96

Source: Lampung Province Personnel and Training Agency, 2024

Table 2. Characteristics of Employees at the Lampung Province BKD Considering Echelon, 2024

NO	JENIS								Grand Total
	Echelon Iia	Echelon Iib	Echelon IIIa	Echelon IIIb	Echelon IVa	Echelon IVb	Functional	Executor	
1	2	3	4	5	6	7	8	9	10
JML	-	-	1	5	8	41	3	38	96

Source: BKD Provinsi Lampung, 2024

Table 3. Characteristics of Lampung Province BKD Employees, Considering Education, 2024

N O	EDUCATIONAL LEVEL															GRAND TOTAL
	01 Eleme	02 GENE	03 VOC	04 GENE	05 VOC	06 TEAC	07 DIPL	08 DIPL	09 DIPL	10 DIPL	11 BACH	12 EDUC	13 POST	14 SPESI	15 DOCT	
JML	-	13	-	10	3	-	1	-	3	2	34	-	42	-	-	96

Source: Lampung Province BKD, 2024

2. Literature Review

HR professionals are individuals or groups of people who are tasked with acquiring, retaining, and developing employees so that they can meet the knowledge and skill requirements needed by an organization to be effective in carrying out its vision and mission. Finally, HR experts certainly want to understand a noble goal, namely, justice, equity, and success for workers, so that organizational development becomes an incentive for organizational partners. (Book: Complete Guide to Indonesian HR Experts) According to Ahmad and Shahzad (2011) awesome skills are the ability of individuals from a calling to complete their obligations appropriately and accurately and focus on working on mastering their calling. Awesome skills can also be interpreted as work that depends on professional education (Hafeez, Yingjun, Hafeez, Mansoor, & Rehman, 2019). According to Balasundran et al. (2021) awesome skills are a disposition driven by someone who does work in line with their mastery in a particular field and can minimize errors in reviewing financial reports.

According to the Big Indonesian Dictionary, professionalism means a profession, professionalism, and the ability to act professionally. The terms profession and professionalism are closely related. Professionalism comes from the word "calling, " which means "able or mastering a task." Professional skills are related to a person's character or behavior that is in line with their calling. (1) Skills are the ability or potential to master a skill that is innate or the result of training or practice and is used to do something that is manifested through their actions. (2) The indicators of professionalism are quality, facilities, infrastructure, number of human resources, and information technology (Ryan & Deci, 2000). (2) Quality is a condition that is effective in relation to goods, services, people, processes, and conditions that are sufficient or exceed assumptions. (3) Facilities and infrastructure are a collection of facilities used in an activity process, including both main and supporting facilities that help an organization or company achieve its goals. (4) Human resources are people who have the potential to help an organization or company with their skills and abilities. (5) Information technology is a collection of tools that makes it easier to process data and complete tasks related to processing. Moreover, (6) reliability is the consistency of a series of estimates or estimation instruments. All of these can be compared, and estimates from similar estimation instruments will yield similar results.

Work culture is the way we work here or the mentality and behavior of employees in fulfilling their obligations. Therefore, every work cycle or job must have differences in working, which results in the emergence of various qualities that are worthy of being possessed in the framework of authoritative work. Sulakso in 2020 Meanwhile, according to Mangkunegara (2020), work Culture is a series of desires or frameworks of beliefs, values, and norms created in an organization that can be used as a basis for employee behavior, to overcome problems of external change and internal change. Work Culture can be interpreted as the result of human creativity, feelings, and will developed in an organization with the aim of aligning attitudes, behaviors, and activities that take place in the organization (work environment) until a positive (friendly) atmosphere is created in the workplace. This conclusion can be drawn from the various definitions of Work Culture that have been explained above.

According to Ndraha (2003;346), culture (B) shows (=) how a value (N) is expressed by means or tools (symbols, vehicles, V) repeatedly (X as a multiplication sign, not X as a letter) until N can be felt and observed. Hasibuan (2008) stated, "What is meant by responsiveness is the sacrifice of physical and mental services to produce goods or services by obtaining certain achievement rewards. Work culture, as stated by Sedarmayanti and Pd (2001), is "an attitude to life (development + power = culture) and a way of life of humans that is based on a way of life that is based on commendable behavioral values that are mutually recognized and have become a nature, tendency, and driving force that gives positive abilities to humans to always work".

Work culture is human capital and must be used as a reference in assessment, both as a human resource management decision-maker and as a policy maker. Work culture is also a self-carrier in various assistance programs. According to Herzberg, Mausner, and Snyderman (2011), "A philosophy based on a view of life as values that become characteristics, habits, and driving forces, becomes part of the culture of a group of people or organizations, then reflected in attitudes that become behavior, beliefs, ideals, opinions, and actions that are manifested as work or work. According to Triguno et al. (2004:8), the characteristics of work culture can be separated into three parts: (1) attitude towards work, especially the tendency to work in contrast to other exercises, for example, relaxing or really getting satisfaction from the busyness of one's own work or feeling driven to help the goal of resilience. (2) Behavior in the Workplace: For example, diligent, dedicated, responsible, careful, thorough, and careful; have a strong desire to learn one's responsibilities; and have a desire to help other employees or vice versa. (3) Work discipline can be interpreted as an attitude of respect, obedience, and compliance with established rules.

According to Bernstein and Turban (2018), competence is a quality based on a person's individual skills in carrying out their main tasks in line with reference criteria. A person's competence is defined as their knowledge, abilities, personality traits, or other factors that directly affect their performance in carrying out their work. Every worker in a company has different skills. Ability is a rule that can be used by an organization to show its workers good results. Skills are the ability to complete or work in a field (Noe, 2020). In an organization, human life plays an important role because the results of an organization are greatly influenced by the character of its members. Every organization is founded with certain goals, and if these goals are achieved, the organization can be considered successful. To achieve progress, areas of strength are needed for a position, as the abilities possessed by an employee (Permata & Nurjanah, 2017). Work ability is a description of an employee's ability in line with the quality of the work he/she does and is a collection of abilities, capacities, experiences, productivity, effectiveness, and progress in completing his/her tasks (Schein, 2010). Law Number 13 of 2003 concerning Entrepreneurship states that work skills are work abilities that include knowledge, skills, and work attitudes that are in line with the norms set for each individual.

Competence is the most important component or priority for a position. This is because competence is the main factor in working well, achieving targets, and fulfilling desires. In addition, competence "competence" is a behavioral characteristic that describes "personality luxury" which describes the nature, strength, intelligence, expertise, experience, and all the capital owned by an employee. According to Tetrick, Fisher, Ford, and Quick (2024), the importance of these characteristics is an abstract value exemplified by efficient, systematic, and measurable work methods. Integrity was also observed. According to Aisyah et al. (2021), the indicators of work skills are as follows: (1) Information

will become data that is connected to understanding and is likely embedded in the cerebrum. (2) Understanding is the mastery of something by utilizing the brain. (3) Skills are abilities that every employee must use to the maximum to complete the company's tasks and responsibilities. (4) Disposition is the psychological preparation of an individual to respond to items or conditions that influence and determine their actions. (5) Interest is an individual's sense of interest in something or an action.

According to Thoha in Sedarmayanti and Pd (2001), community service is defined as "an effort carried out by a person or group or certain agency to provide assistance and convenience to the community in achieving goals." On the other hand, Albrecht in Sedarmayanti and Pd (2001) defined service as "a total organizational approach that becomes the quality of service received by service users, as the main driver in business operations" Sedarmayanti and Pd (2001) Meanwhile, administration according to Peters and Waterman (1984) is "the most common way to meet needs with other people's activities directly" Announcement of the Minister of State Apparatus Strengthening Number 25 of 2004 characterizes public assistance as "all assistance activities carried out by public specialist cooperatives as work to meet the needs of service recipients, or concerning the implementation of regulatory arrangements and guidelines".

Meanwhile, argues that "the concept of administration combines processes, results (goods), and results (benefits). The end result of administration is called a "service". revealed that there are two things that are studied, namely "governance strategy (public and general administration) and governance culture. Governance strategy includes the implementation of strategies, regulations, principles, and implementers to support innovation. Culture includes procedures and systems for planting as early as possible. According to Hackman and Oldham (1976), "Government administration services or licensing services are all forms of pre-service services which in principle are the responsibility and are implemented by government agencies at the center, in the regions, and in the environment of State-Owned Enterprises or Regional-Owned Enterprises, both in the context of efforts to fulfill community needs and in the context of implementing provisions of laws and regulations, which are in the form of service products whose service quality indicators according to Notoatmodjo (2014) are: (1) Reliability. Reliability is the ability of a business to fulfill its promises on time, accurately, and consistently. (2) Responsiveness: So responsiveness means the ability to respond to customer complaints quickly and resolve them. (3) Trust. Confirmation is the process of estimating the capacity and friendliness of workers and the idea of reliable representatives. (4) Affection. Sympathy is offering sincere and individual consideration to customers by trying to understand the buyer's desires. (5) Physical assets. The effect is the existence of a real office and great equipment used to offer various types of assistance to buyers.

The hypothesis in this study is

1. It is suspected that partial professionalism positively and significantly influences the quality of service at the Lampung Province Personnel and Training Agency.
2. It is suspected that a partial work culture has a positive and significant influence on the quality of service at the Lampung Province Personnel and Training Agency.
3. It is suspected that partial competence has a positive and significant influence on the quality of service at the Lampung Province Personnel and Training Agency.
4. Professionalism, Work Culture and Competence are suspected to simultaneously have a positive and significant influence on the quality of service at the Lampung Province Personnel and Training Agency.

3. Research Methodology

This research uses quantitative methods to determine the influence of independent variables on related variables. The variables in this study were divided into three categories. The independent variables consist of three variables, namely (X1) Professionalism, (X2) Work Culture, and (X3) Competence, while the dependent variable (Y) consists of one variable, namely Service Quality. Given this description, the framework of thinking can be described as follows:

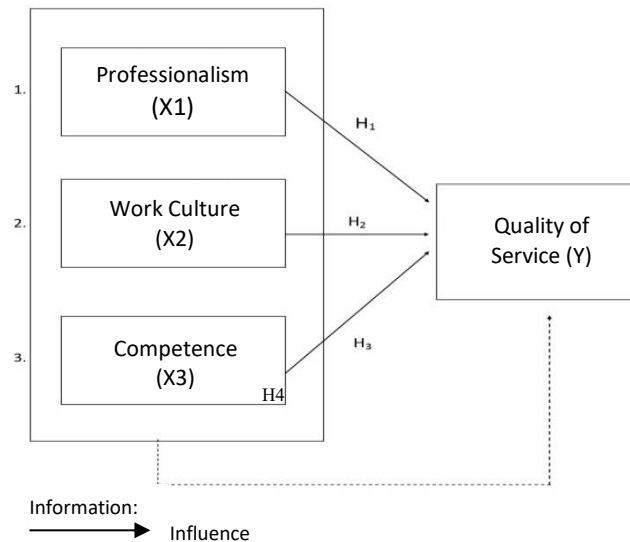


Figure 1. Framework Of Thinking

The samples were individuals who represented the population. The number of populations is infinite or unlimited in this study; therefore, the research sample uses:

$$n = \frac{Z^2}{4 [\text{Moe}]^2}$$

Description:

n = Sample size

Z = Level for determining the sample 99% or 1.96

Moe = Margin of Error, the maximum error rate is 1% or (0.01)

$$10\% \text{ error} = n = \frac{1,96^2}{4 [0,1]^2} = \frac{3,8416}{4 [0,01]} = \frac{3,8416}{0,04}$$

$$= \frac{3,8416}{0,04} = 96,04$$

The calculation results produced n as many as 96.04; therefore, the minimum number of respondents used in this study was 96. The researcher rounded it up to 100 respondents to make it easier to carry out data processing.

4. Result and Discussion

4.1. Research Result

1) Normality Test

Table 4. Results of the Kolmogorov-Smirnov Method Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		100
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	2,02840077
Most Extreme Differences	Absolute	,114
	Positive	,067
	Negative	-,114
Kolmogorov-Smirnov Z		1,143
Asymp. Sig. (2-tailed)		,146

a. Test distribution is Normal.

b. Calculated from data.

Table 1 explains that the normality test results using the Kolmogorov-Smirnov (K-S with the SPSS program test in SPSS (Table 4) reveal an asymp sig value of 0.146, so that the value of $0.146 > 0.05$, so that it can be concluded that the research data used is normally distributed.

2) Heteroscedasticity Test

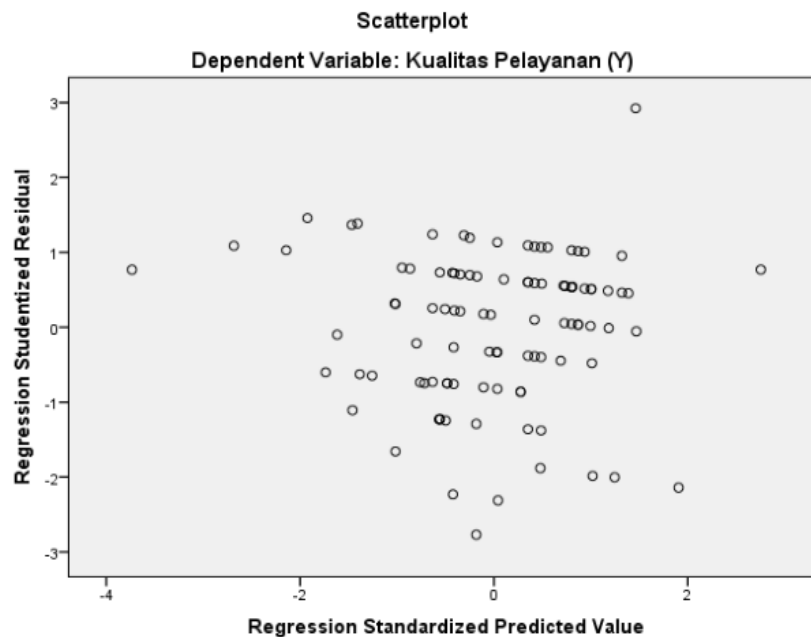


Figure 2. Heteroscedasticity Test Results

The results of the heteroscedasticity test with a scatterplot using the SPSS program test in Figure 2 above reveal that the points in the image do not show a clear pattern and the points are spread above and below the number 0 on the Y-axis, which means that in this study, there was no heteroscedasticity.

3) Multiple linear regression test results

Tabel 5. Hasil Uji regresi linier berganda

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	46,301	7,247		6,389	,000
	Professionalism (X1)	,282	,150	,222	2,873	,002
	Work Culture (X2)	,136	,132	,131	2,731	,002
	Competence (X3)	,246	,133	,133	2,767	,001

a. Dependent Variable: Quality of Service (Y)

Source: Processed Primary Data, 2024

The multiple linear regression model table can be written as follows:

$$Y = 46,301 + 0,282X_1 + 0,136 X_2 + 0,246 X_3 + e$$

1. The constant value is 46.301. This value indicates that if the variables of professionalism (X1), work culture (X2), and competence (X3) are zero, the level of service quality is 46.301.
2. The regression coefficient (β_1) of professionalism was 0.282. This means that if the values of the other independent variables remain the same and the value of professionalism increases by 1%, the quality of service (Y) will increase by 0.282%.

3. The regression coefficient (β_2) of the work culture variable is 0.136. This means that if the values of the other independent variables remain the same and the value of the work culture variable increases by 1%, the quality of service (Y) will increase by 0.136%.
4. The regression coefficient value (β_3) for the competence variable is 0.246. This means that if the values of the other independent variables remain the same and the value of the competence variable increases by 1%, the quality of service (Y) will increase by 0.246%.

4) Results of the Determination Coefficient Test

The coefficient of determination (Adjusted R²) measures the extent to which the model's ability to explain the variation in the dependent variable is Service Quality. The test results are presented in Table 6.

Table 6. Results of the Determination Coefficient Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,679 ^a	,472	,417	670,803

a. Predictors: (Constant), Competence (X3), Professionalism (X1), Work Culture (X2)

Considering the results in Table 6, the adjusted R Square value was 0.805. This means that the ability of Professionalism, Work Culture and Competence in describing Service Quality is worth 80.5%, while 19.5% is explained by other factors that are outside the model and cannot be detected in this study.

5) t-Test Results (Partial)

Table 7. t-Test Results (Partial)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	46,301	7,247		6,389	,000
	Professionalism (X1)	,282	,150	,222	2,873	,002
	Work Culture (X2)	,136	,132	,131	2,731	,002
	Competence (X3)	,246	,133	,133	2,767	,001

a. Dependent Variable: Quality of Service (Y)

Source: Processed Primary Data, 2024

Given that Table 7 describes the results of the t-statistic test, it shows the results:

The results of the t-test (partial) indicate that

1. The t_{count} on the Professionalism variable (X1) is $2.873 > 1.985$ or $t_{\text{count}} > t_{\text{table}}$ then the sig value is $0.002 < 0.05$ where the result is that H1 is accepted and Ho is rejected, it can be interpreted that the Professionalism variable (X1) partially has a positive and significant influence on the performance of Employees of the Lampung Province Personnel and Training Agency.
2. The t_{count} on the Work Culture variable (X2) is $2.731 > 1.985$ or $t_{\text{count}} > t_{\text{table}}$ then the sig value is $0.002 < 0.05$ where the result is that H1 is accepted and Ho is rejected, it can be interpreted that the Work Culture variable (X2) partially has a positive and significant influence on the performance of Employees of the Lampung Province Personnel and Training Agency.
3. The calculated t_{count} for the competence variable (X3) is $2.7671 > 1.985$ or calculated $t_{\text{count}} > t_{\text{table}}$ then the sig value is $0.001 < 0.05$ where the result is that H1 is accepted and Ho is rejected, it can be interpreted that the competence variable (X3) with a partial has a positive and significant influence on the performance of Employees of the Lampung Province Personnel and Training Agency.

6) F Test Results (Simultaneous)

Table 8. F Test Results (Simultaneous)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2.607	3	,869	3,693	.0001
	Residual	413,506	96	4,307		
	Total	416,110	99			
a. Dependent Variable: Quality of Service (Y)						
b. Predictors: (Constant), Competence (X3), Professionalism (X1), Work Culture (X2)						

Source: Primary Data processed, 2024

Considering the results in Table 8, the F count result is 3.693. It can be concluded that this research model can be used for further testing. As for the sig count value, it is 0.000 which is <0.05 , which means that all of this shows that the variables of Professionalism, Work Culture and Competence simultaneously have a significant influence on Service Quality.

5. Conclusions

5.1. Conclusions

This research is entitled The influence of professionalism, work culture, and competence on the quality of service at the Lampung Province personnel and training agency with the aim of: (1) finding out the influence of professionalism, work culture, and competence simultaneously on the quality of service at the Lampung Province personnel and training agency; (2) finding out the influence of professionalism partially on the quality of service at the Lampung Province personnel and training agency; (3) finding out the influence of work culture partially on the quality of service at the Lampung Province personnel and training agency; and (4) finding out the influence of competence partially on the quality of service at the Lampung Province personnel and training agency. Considering the results of the test and the discussion above, the conclusion of this study is as follows:

1. The result of the calculated $t_{\text{count}} > t_{\text{table}}$ value on the competency variable is $2.767 > 0.246$ or calculated $t_{\text{count}} > t_{\text{table}}$, then the sig value is $0.001 < 0.05$ where the result is H1 is accepted and Ho is rejected. Thus, it can be said that competence has a positive influence on the quality of service at the Lampung Province Personnel and Training Agency. Professionalism, work culture, and competence have a positive and significant influence on the quality of service at the Lampung Province Personnel and Training Agency, as proven by the results of the F-test, which shows the results of the calculated F_{count} of $3.693 > \text{the } F_{\text{table}}$ of 2.607 and the sig value of $0.001 < 0.05$, where the result is Ho is rejected while H1 is accepted. Thus, it can be said that Motivation and Work Environment together have a positive influence on the quality of service at the Lampung Province Personnel and Training Agency
2. Partial professionalism positively and significantly influences the quality of service at the Lampung Province Personnel and Training Agency. This is proven by the results of the t-test, which shows the results of the t_{count} value $> t_{\text{table}}$ value on the professionalism variable worth $2.873 > 0.282$ or $t_{\text{count}} > t_{\text{table}}$ then the sig value is $0.002 < 0.05$ where the result is H1 accepted and Ho rejected. Thus, it can be said that professionalism has a positive influence on the quality of service at the Lampung Province Personnel and Training Agency.
3. Work culture has a positive and significant influence on the quality of service at the Lampung Province Personnel and Training Agency, as proven by the results of the t-test (partial), which shows the results of the t_{count} value $> t_{\text{table}}$ value on the work culture variable worth $2.731 > 0.136$ or $t_{\text{count}} > t_{\text{table}}$, then the sig value is $0.002 < 0.05$ where the result is H1 is accepted and Ho is rejected. Thus, it can be said that work culture has a positive influence on the quality of service at the Lampung Province personnel and training agency.
4. Competence with partial has a positive and significant influence on the quality of service at the Lampung Province personnel and training agency, all of which are proven by the results of the t-test (partial) which shows

5.2. Limitations and further studies

There are several limitations to this study, namely, the independent variables used are only professionalism, work culture, and competence. This study was conducted only at the Lampung Province Personnel and Training Agency.

Acknowledgment

To achieve organizational goals by providing the best, effective, and efficient service to employees in the Lampung Provincial Government, it is recommended that leaders, officials, and employees of the Lampung Provincial BKD try to increase the creativity, pleasure, and reliability of employees by gradually changing the mindset of employees as public servants by providing understanding to employees to be able to change the paradigm that has been formed so far into a new paradigm that is more in line with changes in community conditions. In the future, other researchers are expected to develop the variables and samples to be studied so that the research will be broader and deeper.

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