
THE IMPACT OF HUMAN RESOURCES QUALITY ON WORK ACHIEVEMENT IN PUBLIC SERVICES (Case Study in Ngalukoja Village, Ende Regency).

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Accepted: June, 2023; Received: June, 2023; Published: August, 2023

ABSTRACT

This study aims to determine the impact of the quality of human resources on work performance in providing public services in the village of Ngalukoja, Ende Regency. The methods used are reference studies, field observations, and interviews. The research results were analyzed by descriptive qualitative. The quality of human resources has a very large impact on work performance in providing public services to the community. The results showed that most of the Ngalukoja village employees had an average high school education level, while only one person had a bachelor's qualification. The low quality of human resources results in low quality work performance in providing public services to the community that is not maximized. The low quality of human resources can be seen from the competency aspect in mastering information skills and computer technology, which is still low and the facilities they have are still very limited.

Keywords: *Quality of Human Resources, Quality of Public Services*

INTRODUCTION

To improve service to the community, the role of a professional bureaucracy is needed. Professional government services are highly dependent on the coordination and management carried out, which are supported by adequate qualifications and competence of personnel. Improving services to the public is more efficient and effective, if the government's role is more professional, so there is no inefficiency in services within an organization. According to Moeljarto (1996), in order for human centered development to be more valuable, the role of the current government must be entrepreneurial professionalism. It is characterized by two things:

1. Entrepreneurial professionalism, that is; the ability to see the opportunities that exist for economic growth, the courage to take risks in taking advantage of opportunities, and the ability to shift the allocation of resources from

low-productivity activities to high-productivity activities that are open to opportunities. Entrepreneurial professionalism can be formed by organizational structures and procedures that provide opportunities for officials to create and innovate optimally.

2. Ability to make necessary decisions and steps with reference to the mission to be achieved (Mission driven Professionalism) and not solely referring to applicable regulations (rule driven professionalism).

Service improvement is very important in the implementation of organizational management, both public and private organizations, so that government arrogance does not occur as it is alleged that the worst experience experienced by people dealing with the government is bureaucratic arrogance at various levels. Society is now considered as customers including by the government (Osborne and Gabler, 1999). If a public organization expects to provide services to the community, then the service management itself must be changed, following the service model of a private organization that is fast and precise and provides the best possible service for customer satisfaction.

The problem now is why the bureaucratic network that is known today does not support faster development activities, is less responsive to problems that are developing in society. The results of the author's observations of the public service system provided by the Ngalukojah village government apparatus show the complexity in the process of public services such as managing the administration of Resident Cards, Family Cards, domicile information, and correspondence as well as public services related to development and social administration experiencing many obstacles due to factors low human resources both qualifications and competencies and facilities owned by the local village government.

Human resources are the main element of the organization compared to other elements such as capital, technology and money because humans are individuals who manage the organization, including in achieving its vision, mission and goals. Talking about human resources is inseparable from other management activities or processes such as strategic planning, management development and organizational development. The linkages between these management aspects are so close that it is difficult for us to avoid talking separately from each other. Human resource management is not only focused on selection, placement, remuneration, training, transfer, promotion and various other actions, the focus is on the interests of work organization,

Kubr. M, (1986), emphasized the concrete characteristics of education and training programs in improving the quality of personnel performance that are always evolving, because the needs of work organizations and society are always changing. The potential forces that can bring about change are interrelated. HR training and development is a necessity for organizations, because direct placement of employees in work does not guarantee they will be successful. Employees often feel uncertain about their roles and responsibilities, job demands and employee capacities must be balanced through educational and training orientation programs.

Training and Development is an appropriate condition for planning as the design effort facilitates the acquisition of relevant skills, knowledge, and attitudes by members of the organization. Furthermore Atkinson, (1964), explains:

development focuses more on improving the decision making and human relations skills of middle and upper level management, while training involves lower level employees and the presentation of more factual and narrow subject matter. (development is focused on improving decision-making relations and human skills of the middle and top levels of management, while training involves lower levels of employees and fact-based representation and small object discussion.

According to Siagian (2008), To answer the challenges of this problem, it is necessary to have a responsive government bureaucratic managerial spirit that has the quality of human resources as a new method of providing maximum public services to the community effectively and efficiently. The ultimate goal of developing human resource management is to improve the performance of the organization itself. Furthermore Davis, K. and WB Werther (1985), the importance of human resource development lies in the ability of employees combined with certain recognition and training programs to ensure that the gap between work abilities and task demands is eliminated. Management development is an effort to improve material performance by imparting knowledge, changing attitudes or increasing skills.

Based on the description above, it shows that in order to improve the quality of service to the public, the bureaucracy must have reliable quality human resources, both from the aspect of formal education qualifications and other supporting competencies, mastery of information technology and computerization is very important.

METHOD

This type of research is a qualitative research with a case study approach. Qualitative research produces descriptive data regarding spoken and written words and patterns of behavior and interactions that can be observed from the people studied (Wula, 2017). Data obtained through observation and interviews were conducted to obtain information about "what is the impact of the quality of human resources on work performance in providing public services in the village of Ngalukoja, Ende Regency.

Determination of informants as sources of data and information is determined purposively. Informants were selected based on ability and skill criteria, mastering the problems studied at the Ngalukoja village office. Interviews were conducted with the informant snowball system. Secondary data were obtained from reference sources related to the substance of the research. Data analysis in this study used the approach developed by Miles and Huberman (1992). This approach is commonly known as an interactive process, which includes: Data analysis in technical research is carried out inductively. Inductive data analysis is an analysis that starts with data collection, data reduction, data presentation, and data verification (Miles and Huberman, 1992).

RESULTS AND DISCUSSION

The impact of the quality of human resources on public services in the village of Ngalukoja, Ende Regency.

Ngalukoja Village is a division village from the main village of Aewora, the establishment of Ngalukoja Village is an effort to bring public services closer to the

community who have been experiencing difficulties in terms of effectiveness, efficiency and long term service. Even though it has been more than a dozen years as an independent village, public services to the people are still very low. This is due to the low level of human resources, both educational qualifications and scientific competence, as well as very low mastery of communication and information technology and very low work achievement.

According to the informants interviewed, they confirmed that the low performance in providing public services was caused by the quality of human resources owned by the village apparatus, where only one person with a Bachelor's degree was qualified, while the majority of village apparatus had secondary school qualifications. In addition, the ability to master communication and information technology is also very low. Computer mastery is very low and some can't even operate it properly. Such conditions certainly hinder the process of providing maximum public services to the community (Interviews with AM, IN and MS, May 15, 2023). Accordingly, Other informants explained that the low work performance in providing public services to the community lies not only in the quality of human resources but also in low morale, low employee motivation and work ethic, in addition to the competence and quality of human resources. Therefore, it is very important to improve personnel by sending schools to school or providing education and training in order to improve employee competence, so that the provision of public services to the community can be maximized (interview with RG, HY and SC, dated May 23, 2023).

This was also emphasized by McClelland, by using the term for achievement". This term was later popularized by McClelland as "n-Ach". McClelland (1978) explains that between one human being and another human being differs in terms of the achievement motive they have, which is the driving force for achieving success. According to Atkinson (1964); that one's achievement is based on the tendency to avoid failure. Someone who has a tendency to achieve success means that he has a motive to achieve success that is strong compared to the motive to avoid failure. Vice versa, someone who has a strong tendency to avoid failure,

Atkinson (1978) classifies individuals into two types, namely the type of individual with a higher level of achievement motive than the motive for avoiding failure, and the type of individual with the motive for avoiding failure and the motive for achievement is higher. Heckhausen in Effendy (1988) says that achievement motive is a motive that drives individuals to succeed in achieving goals to succeed in competition with several measures of excellence which can be in the form of self-achievement, but can also be compared with the achievements of others.

According to McClelland (1978), individuals who have high achievement motives have the following characteristics: (a) like work that demands ability and effort from oneself; (b) have good anticipation of the activities to be carried out, always calculating in advance whether each activity is capable or not; (c) always want to know the results of the business that has been done.

Therefore human resource development is all activities carried out by organizations in facilitating employees to have the knowledge, skills and attitudes

needed to handle current or future jobs. Human resource development programs should be prepared carefully and based on scientific methods and guided by the skills needed by companies or organizations today and in the future. Development must aim to improve the technical, theoretical, conceptual and moral capabilities of human resources so that their work performance is good and achieves optimal results.

Based on the description above, it shows that in order to improve employee performance in providing public services, quality human resources are needed both from the educational aspect and the scientific competence and skills they have. Because a village head must provide opportunities for his employees to improve their qualifications and competencies in improving human resources, the obstacles that occur will not continue and become a bad work culture.

CONCLUSION

1. The impact of the quality of human resources greatly influences work performance in providing public services carried out by the Ngalukaja village apparatus to the community. HR development, can increase motivation and work performance, growth and have a high sense of responsibility in carrying out their duties and responsibilities to the fullest according to the vision, mission and goals of the Ngalukaja village government organization.
2. Improving the quality of human resources through qualifications and skill competencies can encourage development and self-confidence, increase innovation and creativity of the Ngalukaja village government apparatus to work optimally to improve good work performance in providing public services to the community.

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