

THE ROLE OF ONE'S EDUCATION AND TRAINING ON THE QUALITY OF PUBLIC SERVICES

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Abstract. This study aims to determine the role of education and training that is followed by a person on the quality of service he provides. The approach used in this research is a qualitative method. Data collection techniques used in this study were interviews, observation and documentation related to the role of education and training on the quality of public services. Triangulation method is used to validate research data with sources by cross-checking the data obtained. Based on the results of research, education and training are often a reference for someone to improve their standard of living. but there are indicators that have not gone according to community expectations, namely regarding the expertise of employees in using service aids. Among the shortcomings, there are indicators that have been achieved, namely responding, quickly, precisely, carefully, on time and responding to complaints from service users that have been carried out, this is in accordance with the wishes of the community. This study underscores the importance of continuity between education and training and the quality of services provided.

Keywords: education; training; service.

INTRODUCTION

An institution or organization, whether for-profit or non-profit, will have a dependence on the human resource aspect. Human resources have control factors that can determine the sustainability of a company. It can be said that because the human resource factor in terms of quality will determine the quality of the organization which will affect its survival.

Good human resource management will have an impact on work performance, work performance is important because it relates to the company's sustainability. The importance of work performance that is applied objectively, is seen in at least two interests, namely for employees, work performance acts as feedback on various things such as abilities, fatigue, shortcomings and potential which in turn is useful for determining goals, paths, plans and career. For companies, employee performance is very important and plays an important role in making decisions on various matters, such as identifying the need for education and training programs, recruitment, selection, introduction programs, placements, promotions, reward systems and various other aspects of the entire process of effective human resource management.

Then public service basically involves a very broad aspect of life. The implementation of public services is an attempt by the state to fulfill the basic needs and civil rights of every citizen for goods, services, and administrative services provided by public service providers. The Constitution

1945 mandates the state to fulfill the basic needs of every citizen for the sake of their welfare, so that the effectiveness of a government system is largely determined by the good or bad implementation of public services. Good and excellent services will be felt by the community if the agencies or companies that provide these services can actually serve politely and professionally with quality service standards, good procedures, smooth, safe, orderly, there is certainty of cost and time, and law on services that have been provided. People will feel satisfaction if they receive good and professional service from service providers. If they get satisfaction with the services provided, there will be trust from the community as service users to reuse the service. In addition, human resources (HR) are one of the determining factors for success in providing public services. Employees or employees as human resources (HR) who carry out public services should have knowledge, reliable abilities, skills, attitudes and good behavior. The government as a service provider for the community is required to provide quality services. Moreover, in the era of regional autonomy, the quality of government apparatus services will be increasingly challenged to be more optimal, competent and able to respond to increasingly high demands from the community, both in terms of quantity and in terms of quality. Quality public services are services that are able to provide satisfaction to the community. It can be seen from the 5 dimensions of the quality of public services that become benchmarks in providing satisfaction to

the community, namely, reliability, responsiveness, assurance, empathy, and tangibles. Law Number 25 of 2009 concerning public services, article 15 concerning the obligations of public service providers, namely providing quality services in accordance with the principles of public service delivery, carrying out services in accordance with service standards. If the organizer or executors of public services violate the provisions as referred to in Article 15, they will be subject to sanctions in accordance with Article 54, namely in the form of a written warning, and if within three months they do not implement the provisions in question, they will be subject to sanctions of release from office. The Decree Minister of Empowerment of State Apparatus Number 25 of 2009 states that the definition of public service is all service activities carried out by public service providers as an effort to fulfill the needs of service recipients as well as the implementation of statutory provisions. Public service providers are work units in government agencies that directly provide services to recipients of public services. While the recipients of public services are people, communities, government agencies and legal entities. The Decree of the Minister for Empowerment of State Apparatus No. 58 of 2005 classifies three types of services from government agencies and BUMN/BUMD. The grouping of these types of services is based on the characteristics and nature of the activities and service products produced, namely, administrative services, goods services, and services. The authority granted by the

government does not automatically mean the immediate realization of a better life for the community, regional autonomy requires the formation of a number of responsive institutional conditions in managing the new authority it receives, skilled apparatus and a ready and creative community to take advantage of opportunities open opportunities. That is why the transfer of authority from the center to the regions will be adjusted to the needs, capabilities and benefits. Therefore, local governments currently need more professional personnel who can handle government tasks, development and community services based on professional expertise. The higher the quality of Human Resources in the Regional Government, the better the public services of the Regional Government concerned. To form a professional apparatus, education and training are required so that they can carry out their duties and functions so that services to the community can be of high quality. The importance of education and training programs for local government officials is that it is realized that education through schools, both general education and vocational education, basically has not provided a ready-made workforce in the sense that it is ready to work and fill job vacancies provided by the user (government). Therefore, the purpose of developing human resources through education and training programs is to foster arrangements so that they work effectively, efficiently, skillfully, productively and innovatively. In addition to aspects of knowledge, attitudes, skills and behavior that are fostered through

education and training programs, there are also factors. Another factor in improving the quality of public services is work motivation. Where the work motivation factor can also affect the quality of service because the motivation can affect the behavior of an employee at work. An employee will have high work motivation if they feel that their wants and needs are being met. Without high work motivation, employees will not produce high quality service in carrying out the tasks and jobs that are their responsibility. The objectives to be achieved in this study are as follows:

- a. To determine the magnitude of the effect of education and training and employee motivation on the quality of public services
- b. To determine the magnitude of the effect of education and training of employees on the quality of public services
- c. To determine the magnitude of the effect of work motivation employees on the quality of public services. The theories that underlie the research:
 1. Education and Training Several experts suggest stages of the education and training process, one of which is (Sá, Rocha, & Cota, 2016) who say that there are 3 (three) stages of training in organizations, namely:
 - a. Needs Assessment
 - b. Organizational Analysis
 - c. Positio Analysis
 - d. Individual Analysis
 2. Work Motivation Work closely related to the activities or actions taken can cause an

employee to want to work well, sincerely and full of enthusiasm so that he can achieve maximum work. Conceptually, the term motivation has gained a lot of understanding from experts as stated by (Ala-Mutka, 2011) that the strength of motivation, is a function of three variables which are explained as follows:

3. The motive shows a general tendency of individuals to encourage the satisfaction of needs. It represents the interests of meeting needs;
4. Expectations are subjective calculations about action that will succeed in satisfying needs (achieving goals) and Incentives are subjective calculations about the value of expectations as achieving goals).
5. Quality of Public Services Public services provided by the government, although not aimed at making profit, do not have to ignore the quality of services provided. The services provided to them must prioritize the quality of services in according to the demands, expectations and needs of the community. According to (Speer, 2012) there are five main dimensions of service quality, namely:
 - a. Tangibles, including physical facilities, equipment, employees and communication facilities
 - b. Reliability, namely the ability to provide promised services

- immediately, accurate and satisfactory
- c. Responsiveness, the desire of the staff to help customers and provide responsive service.
 - d. Assurance, including knowledge, ability, courtesy and trustworthy nature, free from danger, risk or doubt.
 - e. Empathy, including ease in making relationships, good communication, personal attention and understanding needs the customers.

METHODS

In a writing must use the right writing method because it is very necessary and is a guide in order to conduct an analysis of the research data. The characteristic of scientific work in the field of law is that it contains conformity and contains truth that can be accounted for.

The approach used in this study is a qualitative method. The data collection techniques used in this study were interviews, observations and documentation related to the role of education and training on the quality of public services. The triangulation method is used to validate research data with sources by cross-checking the data obtained. The data analysis used is descriptive analysis intended to obtain a clearer picture of the ongoing situation and emphasizes the process and meaning associated with the research. There are four steps used by researchers in analyzing data, the first is the data collection process, the second is data reduction by classifying,

directing, removing unnecessary data, and organizing data according to the researcher's opinion, the third is presenting data by narrating and arranging the results in such a way. interviews and observations, and the last is drawing conclusions by taking the essence or meaning of the data presentation that has been compiled.

RESULTS AND DISCUSSION

The Role of Education on Service Quality

According to Law No. 20 of 2003, education is a conscious and planned effort to create a learning atmosphere in developing personal talents and instilling competitiveness. According to ([Segoro, 2013](#)) there is a relationship and interrelationship between the level of education and service quality, that the high level of education possessed will easily create the quality of a service, otherwise the quality of service can be created, one of which is supported by a higher level of education.

Furthermore, according to ([Tayibnapi, Wuryaningsih, & Gora, 2018](#)) the high level of education obtained by individuals will be a provision in producing quality services and is also one of the efforts in developing human resources, especially to develop quality, intellectual and human personality in doing a job, because higher education can develop employee performance in improving service quality. Analyze data well, and create ideas to complete a job. And in many countries in general and agencies in particular, the level of education greatly affects the quality of

service of employees. From the two opinions showing the influence or relationship of education on service quality, directly or indirectly education affects the quality of services in a country or agency ([Holbeche](#), 2012) says that individuals with high creativity are usually more organized in action and able to create quality service in good work tall. Their innovative plans and original products have been well thought out in advance, taking into account the problems that may arise and their implications. In the creative theory above, creativity brings a person always in action, thinking carefully and considering problems that may arise.

This is one of the abilities possessed by employees in creating good work results and in improving the quality of services produced.

In service quality, creativity has a very important role in improving the quality of the service itself. For example, an employee in his work wants to provide services to the community but does not know how to do it then this can be an obstacle in work with a lack of employee creativity. For example, someone who has high creativity, doing a job will feel easy and the quality of service produced will be maximized.

Relationship/Effect of Education Level and Employee Creativity Together on Service Quality in addition to the individual relationship, service quality is also influenced jointly by the level of education and creativity. According to ([Puangrimaggalatung](#), 2021) that higher education owned by individuals and high creativity will be contained in the quality of services created.

For example, such as employees who have a high level of formal education but do not have creativity, then the employee may not be able to create quality service in their work. But employees who have a low level of formal education but often get a lot of work experience from other people or from their own experience can create or create good service quality.

So the level of education and creativity of these employees if measured together can affect the quality of service produced by employees.

The role of training in service quality

Another factor that can improve employee performance is training. Training is one of the most frequently used human resource development interventions and is a pillar and stage in employee empowerment programs. ([Hanaysha](#), 2016) stated that training to improving employee skills are the main goals of the organization in order to achieve company goals. An effective training program must have strong support from the leadership and be able to serve as a positive role for subordinates ([Asrar-ul-Haq & Kuchinke](#), 2016).

([Jehanzeb & Bashir](#), 2013) stated that without proper training employees do not receive information and develop skills to their maximum potential used to complete tasks. Employees who undergo proper training tend to stay on the job longer. According to ([Dhar](#), 2015), training activities have several objectives, namely, to meet the demands of the current job, namely training carried out to provide experience and knowledge to complete the work performed, to meet the demands

of other positions, namely training carried out to provide experience and knowledge in and beyond the ability of an employee to fulfill responsibilities in doing other jobs, to meet the demands of change, namely training carried out to improve an employee's ability to adapt to changes in work methods and maximize work results, to have an indirect impact on the company

Improving the Quality of Public Services

Employee performance is the result of work in quality and quantity achieved by an employee carrying out his duties in accordance with the responsibilities assigned to him. The performance of Bank Rakyat Indonesia is the result of the efforts made by all components of the existing resources within the Bank Rakyat Indonesia organization in achieving the goals set by the organization ([Santosa & Mubarak, 2020](#)). Performance is "The result of the implementation of a job, both physical/mental and non-physical/non-mental ([Prabasari, Martini, & Suardika, 2018](#)). Argues that performance is "The result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Factors that affect employee performance are education and training. Education is not something foreign to the people of Indonesia. Education is needed by everyone, it can even be said that education is experienced by all humans from all groups. But often, people forget the meaning and nature of education itself. Like other things that have become routine, therefore it is true to say that

everyone involved in the world of education should always reflect on the meaning and nature of education, reflecting on it in the midst of actions/actions in the world that they are involved in. Education is an important matter to achieve prosperity and perfection of human life. ([Yarime et al., 2012](#)) states that "*Education is related to the general improvement and understanding of the human environment as a whole and the process of developing knowledge, skills, thoughts, character, character and so on.*" According to the Law of the Republic of Indonesia Number 2 of 1989 concerning the National Education System, what is meant by education is "*a conscious effort to prepare students through guidance, teaching, and/or training activities for their roles in the future.*"

One way to improve the quality of resources is through education and training that is carried out in a planned and systematic manner. In other words, the importance of education and training in organizations is improving employee performance which includes supporting knowledge and skills, as well as forming the attitude of each employee as desired by the organization. This study uses an explanatory research type with a quantitative approach. The independent variables used in this study were education with indicators of formal and non-formal education, and training with indicators of leadership training, functional training and technical training. The dependent variable in this study is performance with indicators of quantity, quality, and attitude/reliability.

CONCLUSIONS

Based on the results of testing the major and minor hypotheses, it can be concluded that: The level of education that employees already have needs to be further improved by continuing education in accordance with the final level of education completed by employees. So that by increasing the education possessed by employees, it will increase capital and insight in improving the quality of service to be better. And it is known that employee creativity, in this case employee creativity, has a positive and significant influence on service quality. With this, employee creativity still needs to be improved so that employee performance in creating service quality can be achieved, increasing employee creativity can be done by getting more experience. Thus, based on these factors, it is hoped that other strategies can be found that can be used to improve the quality of services. These factors can be exemplified, such as objectives and capabilities, justice and human relations.

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