

The Influence of Employees' Competence and Ethics on the Population Administration Service in Rantau Bayur Sub-District, Indonesia

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This study aims to explain the influence of competence and ethics on the public service that administrates population in an Indonesian sub-district. The population in this study is the whole citizenry of Rantau Bayur Banyuasin Sub-District, Indonesia. It is 17 years old and has administered residents from the sub-district office of Rantau Bayur Banyuasin. The total population in this study is 33,890 inhabitants, which consists of 16,852 males and 17,038 women. The sampling technique in this study is isidental sampling. This study uses multiple linear regression analysis. The result of the research shows that competence significantly and positively affects the service of population administration. Then ethics have a significant and positive effect on the service of population administration and competence.

Key words: *Competence, ethics and population administration services.*



Introduction

In 2004 autonomy was granted to regions to take care of and fulfill their own needs. Regions also have authority to provide progress and improve community welfare. The Law of the Republic of Indonesia No 32 of 2005 Article 2 concerns Regional Government. It mandates broad autonomy to regions, to accelerate community welfare through improving services, empowerment and community participation.

Providing good public services is the task of the State through the Government. The fulfilment of public needs is defined as the fulfilment of citizens' civil rights. These tasks and duties are carried out through government apparatus, from the top to the bottom such as RW and RT. As an obligation, it is appropriate that every government apparatus provides the best public service. Society always demands excellent public service.

Today, the provision of public services in Indonesia is still faced with a problem. Its conditions have not been in accordance with the needs and changes in various areas of life in society, nation, and state. The state apparatus, both in quality and quantity, is inadequate. In addition, most service facilities are sub-optimal. While on the other hand, societal needs increase every day. The development of the public sector ultimately demands a change in the procedure and attitude of acts in the implementation of government, especially in terms of public services.

Environmental conditions are so dynamic today that every organization, both public and private, are able to adapt to the current conditions. Such conditions include the development of sophisticated technology, decentralization, democratization, globalization and various other social and political changes. Organizations must think of ways to stay flexible. Strategies include strengthening organizational capacity and human resources.

But unfortunately, what is happening now in our country is far from being expected. The capacity and abilities of the apparatus are insufficient for it to become a bureaucratic skipper in the face of any change. Eko Prasajo (2009) considers that the Indonesian public service is not recruited and selected from skilled people (competence).

There is power (political) influence over the bureaucracy according to Agus Dwiyanto in Kumorotomo (2010). He/she said that the stability of bureaucracy and the reliability of public organizations as service institutions are often disturbed, because the change of a regional head is always followed by a mass turnover of staff. Political winners include their successful team in the bureaucratic structure, as a reward for their support in the election. This situation is very unhealthy for the development of competent, professional and caring government apparatus in the public interest. In line with the opinion of Tetty DS (2010), competence is an



ability to master and apply certain knowledge, skills / expertise and work attitude in the workplace, in accordance with required performance.

The concept of Public Service relates to how to improve the capacity of central government or local government to carry out service functions, in an economic context. It provides basic needs for the whole community. Those needs will continue to grow along with the socio-economic development of the community. Thus, at a certain level of development, something that was not once a basic need can turn into a very important requirement.

Based on Law No. 25 of 2009, the public service is defined as an activity or series of activities in the context of fulfilling service needs in accordance with legislation. This service is for every citizen, and citizens use the goods, services and / or administrative services offered by public service providers. The Constitution emphasizes that the state apparatus, as the implementer of public services, is obliged to perform the best duty in accordance with prevailing regulations. On the other hand, the community as a service connoisseur is entitled to get optimal service from public service providers. In addition, competence is important when improving public service performance ethically.

Public service without ethics will affect the performance of service apparatus for society. In fact, community satisfaction is one service obtained from the state apparatus. The better the services provided by the apparatus, the higher the level of community satisfaction. In the public service, ethical issues are often forgotten. Ethics is often merely one factor for determining the level of public satisfaction with the serving party, and with the level of success of the organization of the party who serves.

Improving service requires qualified personnel. Interests that follow the basic rights of society can be served properly and correctly. Every organization, private or public needs to build human resources that are owned professionally and have a high level of competence. Highly competent employees will be the centre of organizational excellence. They will also support the competitiveness of organizations entering the era of globalization, facing the modern business environment and social conditions of people who experience changes so quickly.

The Head of the State Personnel Agency made Decision Number 46A Year 2003. It defines competence as “the ability and characteristics possessed by a Civil Servant in the form of knowledge, skills, and attitudes of behaviour required in the performance of duties, so that Civil Servants can perform their duties professionally, effectively and efficiently”.

According to Spencer and Spencer who converted bahasakan (Moehriono, 2010: 6) competence is "An underlying characteristic of an individual which is causally related to



criterion referenced effective and or superior performance in a job or situation". This means the underlying characteristic of a person, and relates to the effectiveness of individuals in their work. The phrase “underlying characteristic” portrays competence as a deep personality trait, attached to a person as well as predictable behaviour in various circumstances and job duties. The phrase “causally related” means competence is something that causes or predicts behaviour and performance.

The word “criterion-referenced” implies that competence actually predicts who performs well and less well, as measured by the criteria or standards used. From the above understanding, the competence of the nature of the possessed or part keperibadian depth and attached to a person and behaviour that can be predicted on various circumstances and job tasks as an impetus to have the achievement and the desire to do the task effectively. the most highlights associated with employee competence are about providing good services to the interests of the community. Satisfactory service delivery is reflected in the excellent service which is a reflection of the government's goal of providing excellent service to the community. There are several indicators that reflect satisfactory services, whether excellent or excellent as provided by service personnel. According to Moenir (2010: 88) six factors support a good service: “Awareness factor, rule factor, organizational factor, income factor, skill-factor, and service facility factor”.

Competence greatly influences the satisfaction of the community in receiving services. When public complaints can be heard, when community affairs can be completed on time, it is certain that people will feel highly satisfied. Community satisfaction according to Moenir (2010: 45) can be reflected in the respect of the people for the employee corps, the growing sense of community obedience to the rules, the growing acceleration of community activities, and the emergence of community participation in government.

In addition to the competence of public service employees also determined employee ethics. The term ethics is often paralleled by the term morality. Morality is defined as the values and norms that guide a person or a group in regulating its behaviour. According to Bertens (2010) morality is the moral nature or the overall principles and values pertaining to good and bad. Ethics should always be considered in every phase of public service. If every apparatus has ethics in public service, organizations will be able to achieve the ultimate goal of the service, which is optimising performance of the service task, to give satisfaction to the public. Therefore, ethics must always be developed, to meet public expectations. A qualified apparatus requires competent and ethical resources, to carry out the mandate of the office. Realizing this will greatly affect its performance, which ultimately leads to the best organizational performance in the delivery of public services to the community.

From the above phenomenon researchers tried to find the cause of the emergence of undesirable symptoms, by doing research in the field, especially in the sub-district of Rantau Bayur Banyuasin.

Based on observations in the field there are symptoms that indicate a low level of public service delivery in Kecamatan Rantau Bayur Banyuasin. They are as follows: the level of apparatus education in sub-districts is generally still relatively low, there is no independent employee placement pattern that recognises the competence of employees, due to emphases on work and age instead. Further, the enforcement of discipline, and ethics of internal control, among others, routine morning apples and daily absences are still not effective.

The purpose of this study is a three-fold analysis. It is to analyze the influence of employee competence on the satisfaction of the population administration service, to analyze the influence of employee ethics to the satisfaction of the population administration service, and to analyze the influence of the competence and the employee ethics on the service satisfaction in Rantau Bayur Sub-District of Banyuasin Regency.

Methods

The research used quantitative research methods, by a survey. The survey aims to picture the influence of employees' competence and ethics, on the satisfaction of population administration services in the District Rantau Bayur Banyuasin.

The population in this study is the whole citizenry of Rantau Bayur Banyuasin. The sub-district is 17 years old. It has taken care or received administration at the sub-district office of Rantau Bayur Banyuasin. The total population in this study is 33,890 inhabitants; 16,852 males and 17,038 females. The sampling technique in this study is isidental sampling. This accidental sampling is based on convenience. Samples can be selected because they are in the right place, time, and situation. In other words, the samples taken are those who have taken care of the affairs of the Population Administration at the Rantau Bayur Sub-District office.

The research related to public satisfaction with bureaucratic service. Therefore the method of sampling was based on Kepmenpan No. 25 of 2004, namely:

$$\text{Sample} = (\text{service element} + 1) \times 10 \quad (1)$$

So the sample used in this study is 150 people.

Two independent variables are used in this study, namely competence and ethics. One dependent variable is service satisfaction, analyzed by a multiple linear regression analysis method. Employee competence is measured based on indicators of achievement



competencies, relationship competency, personal attribute competencies, and leadership competencies described in eight questions measured by a Likert scale. Employee ethics is measured by beauty, equality, goodness, justice, liberty, truths; as outlined in six questions measured by a Likert scale. Service satisfaction is measured by the factors of service procedure, service requirement, clarity of service officer, discipline of service officer, servicer's responsibility, servicer's ability, service speed, justice to get service, courtesy and friendliness of officer, reasonableness of service cost, service fee certainty, service, environmental comfort, and service security. These are spelled out in fourteen sets of questions measured by a Likert scale.

The instrument test was done on the questionnaire data using a validity test and test of reliability. Requirements were then tested; a normative test, homogeneity test, and linearity test. Furthermore, the questionnaire data was done by a statistical test consisting of multiple linear regression analyses, an 'F' statistical test to test the variables simultaneously, and a 'T test' to assess the variable hypothesis.

Results and Discussion

Based on the data obtained by the researcher, the population is 33,890 people. The sample is taken with the requirement to already have an ID card or be 17 years old, and to have never experienced government service twice. Respondents were collected by incidental sampling. The number of respondents taken with the formula, set in Kepmenpan No. 25 of 2004, is as many as 150 people.

Questionnaires were distributed to the community. There were 150 people taken into the sample. Most of the files made / administered by the community at the Rantau Bayur Sub-District office were to make ID cards; this was based on the introduction of an electronic ID card system. So, there are still many people who just do recording. The second most widely made file was the addition or mutation of the split family card (KK). General correspondence was also transacted. This is based on the Rantau Bayur District being a suburb. So if citizens move out or arrive, and they are still within the scope of Rantau Bayur District, they are often not recorded. This can be seen from the number of respondents below, in terms of background of sex, occupation, and type of service. Results are tabulated in terms of the respondent demographics and the type of service provided.

Table 1: Respondent Demographic Data

Description	Amount	Respondents
Gender		
Man	109	72.61%
Woman	41	27.39%
Amount	150	100%
Working		
Farmer	101	67.30%
Labour	6	4%
Entrepreneur	18	12%
Teacher	13	8.7%
College	12	8%
Student	150	100%
Amount		
Kind of		
Service	63	42%
KK	79	52.70%
ID Card		
Letter	8	5.3%
Move/Come	150	100%
Amount		

Source: Data processed by researchers

The table above shows male respondents are more dominant in taking care of service. Further, the majority of farmers work because they are permanent residents. The type of service the most is the making of KK (family card) because every family must have KK. Validity and reliability were tested for 30 respondents. Validity was tested using the Pearson correlation formula. The reliability test was Cronbach's Alpha formula.

The results of the test requirements obtained all the test qualify, both normality test with P. Plot curve, homogeneity test with chi-square test, and linearity test with one way ANOVA test. The test is continued for statistical tests, either multiple linear regression analysis, an 'F' statistical test, a 'T' test statistic, and a correlation coefficient test.

Based on the results of the regression calculation as a whole, the results of the regression equation are as follows.

Service Satisfaction

$$(Y) = 0.074 + 0.002X_1 + 1.270X_2 \quad (2)$$

The correlation coefficient (r) with summary model known that correlation coefficient is equal to 0,932. These results show that the rate at which employee competence and employee ethics affect the satisfaction of public services amounted to 93.2 percent. The following table shows the summary.

Tabel 2:Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,932 ^a	,868	,867	2,081

a. Predictors: (Constant), X2, X1

Source: Data processed by researchers

Testing linearity by using one way ANOVA, the results present as follows:

1. Effect of Tangible Dimension (X1) on Satisfaction of society (Y)

Tabel 3:ANOVA, X1

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	435,840	25	17,434	5,499	,000
Within Groups	393,120	124	3,170		
Total	828,960	149			

Source: Processed Primary Data

Based on the ANOVA Test table above that determines the effect of variable X on variable Y together, by looking at the value of significance obtained, if the value of significance < 0.05 (a 5% error rate), then the independent variable is influential on the dependent variable.

The significance value obtained is $0.000b < 0.05$. Thus, there is a significant influence by employee competence and employee ethics collectively, upon the public service (reject H_0 and accept H_a). The statistical results of the values obtained for each independent variable are as follows: a) The significance value of X1 obtained is $0,002 < 0,05$, so it can be concluded that there is a positive and significant influence between Competence Pegawai to Service Satisfaction; b) The significance value of X2 obtained is $0,00 < 0,05$, so it can be concluded that there is positive and significant influence between Employee Ethics to Public Service. Employee competence positively influences service satisfaction.

The results of the questionnaire were distributed against 150 respondents selected using incidental sampling, and tested using formulas processed with SPSS statistical software 20.0. It shows that there is a positive influence.

The percentage test in simple regression found that 55.8% of employee competence can affect service satisfaction. The simple regression test also showed that if competence increases then the satisfaction of services also increased. This is also supported by the result of a T-test. The positive result indicates that employees' competence can provide service satisfaction to the community of Rantau Bayur Sub-District, when taking care of their needs. Such positive results should be maintained and enhanced. By doing so, the subsequent competence of employees in Rantau Bayur will really provide a sense of satisfaction with the people who deal with their necessities (*keperluanya*), to create a bureaucracy in accordance with the mandate of the law, and the spirit of bureaucratic reform. However, if we look at the percentage of influence, based on hypothesis testing, feasibility test and coefficient determination test, it shows that employee competency influences service satisfaction only at 55.8%, in the medium category (Farooq & Younais 2018). The competence of existing employees is not as expected and needs improvement.

The Effect of Employee Ethics on the Satisfaction of the Population Administration Service

Ethics is closely related to one's morality. The better one's ethics then the better one is in everyday life and in society. It includes good behaviour. Based on the results of a partial test, it shows that employee ethics impact service positively and significantly.

The Influence of Employee Competence and Employee Ethics on the Satisfaction of Population Administration Services

Competence is defined as one's basic ability. In providing service to the community this basic capability is necessarily possessed by civil apparatus. If basic self-service is not mastered, what about the higher levels? Competence or the basic ability of employees in providing services should be supported with other elements such as employee ethics, because high ability without ethics will be useless.

The results of data processing with SPSS 20.0 are as follows. The obtained percentage influence of competence and employee ethics of 93.2% increased service satisfaction. This percentage clearly illustrates that basic skills, combined with good ethics, will create good service and satisfy the community. This accords with Lyle M. Spencer & Signe M. Spencer (quoted by Wibowo, 2010: 267). They theorised that competence is the underlying characteristic of individuals, one that relates to the effectiveness of work performance; the set of characteristics that are causal relationships with the criteria that are referred to, effective or excellent performers in the workplace or in certain situations.



Conclusions

Employee competence and ethics affect service satisfaction. The value obtained in this study states a positive influence between employee competence and employee ethics, and satisfaction (93.2%). The results show that if competence and ethics are improved, service satisfaction will also increase. There is a positive influence because of officers' willingness to provide services and control themselves. So in serving the public, officers are able to maximize all the elements in the theory of service satisfaction.

Increased employee competence and ethics increases the sense of satisfaction with the services provided. To improve employee competence and ethics takes strategy and a willingness to change the existing service mindset. Placing employees as servants of society does not mean humbling them. Instead, precisely by placing themselves as servants of society, they will foster respect and obedience from society. Strategies to do that include conducting competency-based education and training, regular performance evaluation, and awards to employees who have high competence and ethics in serving the community.



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International Journal of Innovation, Creativity and Change. www.ijicc.net
Volume 9, Issue 12, 2019

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