

The Influence of Competency, Layout, Office Facilities and Infrastructure on the Quality of Employee Service

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Abstract

The problem of this study was poor service quality because employees often delay work and there's a buildup of activities. This phenomenon should be addressed immediately so as not to interfere with the process of achieving organizational goals through appropriate competencies. A well-implemented office layout will enable employees to carry out their work easily and comfortably so as to create good quality work. Work cannot be completed by employees quickly and easily without adequate infrastructure. This study aimed to explore data and information related to the existence of (1) the effect of competence on employee service quality; (2) lay out or office layout on employee service quality; (3) knowing the effect of office facilities and infrastructure on employee service quality. This study used the systematic literature review method by using an understanding of previous research data sourced from journal references on the internet related to the concepts and discussions that're the same as the topics raised. The results of this study showed that competency, lay out, office facilities and infrastructure were very supportive to improve the quality of employee service.

Keywords: competence, layout, facilities, infrastructure, service, quality.

1. Introduction

With the rapid development of the world today, technology makes the boundary between information and human needs even closer. This speed and accuracy is also needed in the process of interaction between the government and citizens, but unfortunately the high mobility of citizens is not balanced with the accuracy and speed of the government in terms of services, especially services to the public (Sudarmanto, 2014). Every citizen has the right to quality public services from the government bureaucracy. Citizens also have the right to be protected from their rights, to have their voices heard, and to be respected for their values and preferences. The implementation of public services will never be separated from the relationship between the government as service providers and the community as users of public services provided by the government (Rivai, 2015).

As for improving the quality of services provided to the community, the government through the Minister of State Apparatus Empowerment and Bureaucratic Reform has made a regulation of PermenPANRB Number 15 of 2014 concerning Service Standard Guidelines. Where the regulation aims to provide certainty, improve the quality and performance of services in accordance with the needs of the community and in line with the ability of the organizers so as to gain public trust and have targets so that each operator is able to compile, establish, and implement Public Service Standards properly and consistently.

There are several factors that can improve the quality of services in the organization, namely human resource competence, office layout, facilities and infrastructure. Human

resource competence is a factor that can influence the quality of service. Human resource competence is the ability and characteristics possessed by a person in the form of knowledge, skills, and behavioral attitudes needed in carrying out the duties of his position in the work environment. Competency levels are needed in order to determine the expected level of performance for good or average categories. The determination of the required competency threshold will certainly be used as a basis for the process of selection, succession, succession planning, performance evaluation, and human resource development (Kadek Desiana Wati: 2015). Menurut Wirawan (2009) stated that human resource competence is describing the characteristics of knowledge, skills, behaviors and experiences that humans have to perform a particular job or role effectively. Decree of the Head of the State Civil Service Agency of the Republic of Indonesia Number 46A of 2003 concerning Guidelines for the Preparation of Competency Standards for Structural Positions of Civil Servants states that the competence of human resources is as follows: "The abilities and characteristics possessed by a Civil Servant in the form of knowledge, skills, and behavioral attitudes needed in carrying out the duties of his position, so that the Civil Servant can carry out his duties professionally, effective and efficient.

Office layout in English is called "office layout" which has an important role in creating employee comfort and job satisfaction, therefore it must pay attention to the placement of office equipment, equipment, and furniture. There are several definitions of office space according to experts. Sumanyang dalam Armianti (2016) said that the layout is the physical arrangement of a work terminal along with equipment and equipment that refers to the production process, so layout is the overall shape and placement of facilities needed in the production process or arrangement of existing equipment in the company so as to achieve efficiency. While according to Laksmi (2008) cited that office layout is an arrangement of furniture and equipment on the available floor area or can also be interpreted as determining space needs and detailed use of a space to prepare a practical arrangement of physical factors that are considered necessary for the implementation of office work at a reasonable cost. In addition, according to Sedarmayanti & Nursiswanto (2014) told that the material and psychological conditions contained in an organization can be influenced by the office layout applied. There are various things that can be taken into consideration for the formation of office layout, namely a comfortable office layout model, good air circulation, clean environmental conditions, appropriate room color, bright lighting. From some understanding of layout/layout from experts, it can be concluded that office layout or office layout is a main and important thing in doing work and duties by employees. Office layout that is a way to arrange and tidy up office machines, supplies and office furniture used in appropriate and appropriate locations with room conditions. Therefore, employees are able to do their work easily, productively, and have a sense of comfort so that good quality work can be created.

Regulation of the Minister of Home Affairs number 7 of 2006 concerning the development of work facilities and infrastructure in supporting the improvement of local government work in article 1 explains the definition of infrastructure. Facilities are facilities that support directly to achieve goals in the implementation of local government. While the infrastructure in question is a form of facility that indirectly supports the work system of the agency in sync with the predetermined target. According to Bohari (2019) stated that if the infrastructure is good, it can affect the performance of good employees

as well and if the infrastructure is bad, then employee performance will also not be optimal. Meanwhile, according to Hamalik (2015) said that facilities and infrastructure are all forms of intermediaries used by people to spread ideas, so that the idea can reach the recipient. From some of the opinions above, it can be concluded that office facilities and infrastructure are very important and main components in the running of a job. Work cannot be completed by employees quickly and easily without assistance from adequate infrastructure. Therefore, the existence of infrastructure facilities will certainly affect the results of employee performance and the quality of employee service.

Quality is an action taken to provide optimal service is very important to do. Public services must be given seriously because they are duties and functions inherent in every government apparatus. The level of quality of public service performance has a broad influence in various aspects of life, especially to achieve the level of community welfare (Nasution, 2015). According to Zeithaml, Parasuraman and Berry in Pasolong (2011) explained that to determine the quality of service felt by consumers, there are indicators of consumer satisfaction measures located on five dimensions of service quality according to what consumers say. The five dimensions are: Tangibles, quality of service in the form of physical office facilities, computerized administration, waiting rooms, information places etc; Reliability, ability and reliability to provide reliable service; Responsiveness, ability to assist and provide services quickly, precisely and responsively to consumer desires; Assurance, the ability and friendliness and courtesy of employees in assuring consumer trust; Empaty, firm, sincere and attentive attitude towards consumers.

2. Literature Review

Research conducted by Zainal (2017) for the research entitled the effect of human resource quality on service quality at the Gresik Petrochemical Family Employee Cooperative. The research conducted by Zainal (2017) has differences from previous studies where the results of research obtained by HR competencies do not affect the quality of service. Likewise, since the calculated t value of 1.878 means it is smaller than the table t value 2,045 means H_0 is accepted. This means that HR competence does not affect the quality of service at K3PG within the 5% confidence level. From the model summary table, it can be known that the value of R^2 (Adjusted R Square) = -0.017. Jadil contributed the influence of competency variables on service quality variables by -1.7%. A value of -0.017 means below zero so that HR competence actually does not give influence / does not contribute at all to the quality of service. Logically, the value of 0 is the lowest value of influence contribution. In other words, 101.7% (100%-1.7%) were influenced by other variables that were not studied in this study. Keywords: Competence, quality, service.

According to research conducted by Mohram (2018) found that his research used a quantitative approach. Data collection techniques used primary and secondary data collection techniques. In this study, there are several problems studied, namely whether there is an influence between the ability of human resources on public services, how much influence the ability of human resources on public services, how much influence the ability of human resources on public services. And how is the process of public service at the Occupation and Civil Registration Office of Nagan Raya Regency. From the results obtained based on the processing of questionnaire data, there is an influence between the ability of human resources to public services at the Population Office and civil registration

of Nagan Raya Regency.

3. Research Method

The research method used the literature review system (SLR), which is a research method used by reviewing and summarizing the results of research that has been done (primary research) to present more complete facts (Siswanto, 2012). Based on search data using keywords and criteria in the database above, it can be grouped into 10 journals that can be used as a reference for writing this research. The steps used for research using this SLR are as follows (Anugraheni et al., 2020): Determine the research topic to be carried out related to service quality, namely the influence of competence, lay out, office facilities and infrastructure on the quality of employee service; Determine the keywords used to find primary research or literature, namely: competence, lay out, facilities and infrastructure, quality of service; Look for articles related to predetermine keywords, both national and international atricets. The number of articles needed is as much as possible, but still relevant to the purpose of this study; The collected articles were 17 articles then entered the selection stage related to suitability with the research topic. The results of the selection found that there were 10 relevant articles; Articles that have passed the selection will be reviewed one by one; Create a concept map from 10 articles that have been reviewed in the form of antecedent tables containing information related to service quality; Start compiling articles based on the literature that has been obtained.

4. Findings and Discussions

In Law No. 25 of 2009 concerning public services, it defines that public services are activities or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident of goods, services, and administrative services provided by public service providers. Service quality is an important component that must be considered in public services, the term quality of public services certainly cannot be separated from perceptions of service quality. According to Sampara (1999) in Hardiansyah (2011) stated that service quality is a service provided to consumers in accordance with service standards that have been standardized in providing services as a good service development.

Quality and public services need to be carried out continuously, even though the complaints received by organizations from the community are relatively low. Therefore, efforts are needed to improve public services through comprehensive improvements covering aspects of personnel, facilities and infrastructure, service processes and office layouts, so that it is expected to produce excellent public services, namely fast, precise, cheap, safe, fair and accountable services.

Table 1. Literature Used

References	Research Title	Research and Sample Methods	Data Collection Methods	Research Conclusion
Fafika Himmatul Aula1, Jaka Nugraha2 (2020)	The influence of office layout and infrastructure on employee performance	Quantitative approach of the population in this study with a total of 105 employees. The sample used was 83 using probability sampling with simple random	Using observation, interviews, and questionnaires using the Likert scale.	With the results of simultaneous hypothesis tests that show that H3 is accepted, which means that office layout and

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		sampling techniques		infrastructure facilities have a significant influence on employee performance
Mella Alkhori Datus Salam1, Brilliant Rosy2 (2022)	The influence of infrastructure facilities and the quality of administrative services of the population and civil registration office on community satisfaction	The research used is descriptive research through a quantitative approach	The data collection technique through questionnaires and the data analysis technique used is multiple linear regression with the help of spss application version 26	Based on the results of the study, it can be concluded that simultaneously the variables of infrastructure facilities and service quality have a direct influence on the variables of community satisfaction
Muhammad Sabil Ardy (2021)	The influence of human resource competence, facilities and infrastructure, service processes on the quality of service in Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kab. Pangkep	The research used used a quantitative approach method with a sample of 86 people applying for permits	Data collection method using questionnaires and processed using SPSS	Based on the results of the research obtained simultaneously the competence of human resources, facilities and infrastructure has a positive and significant influence on the quality of service.
Asniwati, Syafruddin Kitta (2019)	The Influence of Employee Competence and Office Work Facilities on Service Quality through Employee Performance in Kantor Kecamatan Karossa Kabupaten Mamuju Tengah	The research analysis used is path analysis with the aim of determining the direct or indirect influence of a set of independent variables (exogenous) on bound variables (endogenous). The total study population was 42 people	Data collection methods are used by observation, interviews, and using closed questionnaires (questionnaires).	Based on the results of this study, the results of Work Competencies and Facilities have a positive and significant effect on Work Quality through Performance
Anggraini Bintang Saraswati (2019)	The influence of service facilities, employee competence, and interpersonal communication	The research used used quantitative approach method with a sample population of 115 respondents	Data collection methods are observation, interviews, documentation, and	Based on the results of the study, the conclusion of this study is that there is a positive and significant

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	on the quality of service in Kantor Kecamatan Klaten Tengah Kabupaten Klaten		questionnaires. Analysis techniques using the help of programs IBM SPSS 21.0 for windows	influence between service facilities, employee competence, and interpersonal communication on service quality seen simultaneously or partially.
Yessy Budaya Gultom (2021)	The influence of competence, facilities and infrastructure on the quality of service on puskesmas Sipaung Kecamatan Rengat Kabupaten Indragiri Hulu	The research used used quantitative methods with a sample of 81 respondents	Data collection method with interviews and questioners using multiple linear regression analysis methods.	Based on the results of the study proved a significant influence between Competence, Facilities and Infrastructure on the quality of service in puskesmas Sipaung Kecamatan Rengat Kabupaten Indragiri Hulu dan terdapat hubungan yang positif.
Sarnia, Sulhan Manaf, Aris Mahmud (2022)	The Effect of the Workload of Health Workers and Facilities on Improving the Quality of Health Services di Puskesmas Siontapina Kabupaten Buton	The study used quantitative research design with a survey approach. The sample of this study took 10% of the existing population of 127 people.	Data collection techniques in this study are distributing questionnaires, and collecting secondary data.	The results showed that the workload and facilities simultaneously had a significant effect on the quality of health services at the Siontapina Health Center, Buton Regency with a coefficient of determination of 42.5%, the high and low quality of health services in Puskesmas Siontapina affected by workload and facility factors.
Adelia Ovi Inzaghi, Brilliant Rosy (2022)	The influence of employee competence and work facilities on the quality of public services in Kantor Desa Purworejo	The research method used is quantitative, this is shown by the use of purposive sampling techniques on a sample of 31 respondents.	The data collection technique uses a questionnaire method using a closed question type. The resulting	From the results of the study, conclusions can be drawn on employee competence, showing that there is a partial influence on the

References	Research Title	Research and Sample Methods	Data Collection Methods	Research Conclusion
			analysis of the data used is multiple linear regression.	quality of public services and work facilities partially have no effect on the quality of public services and simultaneously on employee competence and work facilities affect the quality of public services.
Tri Indarwati (2020)	The Influence of Competence, Discipline and Work Environment on Service Quality Kantor Camat Denpasar Timur	The research method used was by using quantitative methods, with a population of 31 people	Data collection techniques using questionnaires and analysis techniques used are linear regression analysis	The results of the study obtained the results of Competence has a positive and significant effect on employee performance on service quality Kantor Camat Denpasar Timur Because partially, the test results obtained the competency regression coefficient of 0.670 and the competency t-test coefficient of 2.4187 with a significant coefficient of 0.023.
Mursalin (2021)	The influence of archive governance, education level and work facilities on the quality of service in Kantor Dinas Perpustakaan Dan Kearsipan Kabupaten Majene	The method used in this study used quantitative research methods with a total research population of 56 people.	Data collection techniques used using questioner and documentation methods	From the results of the study, the following results were obtained: There is a positive and significant influence on archive governance, education level and work facilities together on service quality kantor Dinas Perpustakaan dan Kearsipan

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				Kabupaten Majene and Work facilities have the most dominant influence on service quality kantor Dinas Perpustakaan dan Kearsipan Kabupaten Majene

5. Conclusion

Quality of Service is an action taken by an organization/company in the form of intangible things but can be felt by service recipients/consumers. Service Quality Measurement can be seen from a service that has been received by service recipients/consumers to meet their needs and expectations. According to Parasuraman, Zeithaml, and Berry in Tjiptono (1998) who conducted special research on several types of services, identified ten main factors that determine the quality of public services, namely: Realibility, which includes work consistency (performance) and the ability to be trusted (dependability). This means that the company provides its services right the first time and has fulfilled its promises; Responsiveness, namely the willingness or readiness of employees to provide services needed by customers; Competence, this means that every employee of the company has the knowledge and skills needed to be able to provide certain services; Access, that is easy to contact or meet, which means the location of service facilities is easy to reach, waiting time is not too long, communication channels are easy to contact; Courtesy, namely the attitude of courtesy, respect, attention, and friendliness of the company's personal contacts; Communication, namely providing information that customers can understand and always listening to customer suggestions and complaints; Credibility, that is, honest and trustworthy. It concerns the company's name and reputation, personal characteristics, personal contacts, and interactions with customers; Security, i.e. safe (physically, financially and confidentially) from danger, risk or doubt; Understanding/knowning the customer, i.e. an effort to understand customer needs; Tangible, i.e. all physical evidence such as employees, facilities, equipment, physical appearance of services such as plastic credit cards.

Based on the results of research using the Literature Review System (SLR), namely by reviewing or summarizing the results of the research, it was concluded that there was a positive or significant influence between competence, layout, facilities and infrastructure on the quality of employee services. And it is hoped that in the future employees can further improve their competence related to mastery of skills and knowledge to be faster and more precise in carrying out the service process for employees, improving comfort for employees when queuing or performing services by arranging waiting rooms and decent and good seats and allowing good air circulation and good facilities and infrastructure to be further improved By adding supporting facilities and infrastructure and work facilities in an effort to improve the quality of services provided to employees.

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