

The Quality of Public Services Influenced by Competence, Motivation and Information Technology: A Systematic Literature Review

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Abstract

The quality of service for public can be used as an indicator of a government regime success . To achieve maximum service quality, competent human resources were needed. This systematic literature review aims to provide an overview influence of competence, motivation and information technology on the quality of public services . The literature review framework used a structured review method. The findings show that the first study was competence affects the quality of public services. The second study was show that motivation affects the quality of public services. The third research was shown that information technology affects the quality of public services. The implications of this research provide valuable insights for public servants, in this case the government, in formulating strategies and policies in improving the quality of public services. Based on the data that has been collected and the tests that have been carried out, the following conclusions can be drawn, the results of the first research test show that competence has a significant effect on the quality of public service. The results of the second research test show that motivation has a significant effect on the quality of public service. The results of the third research test show that information technology has an effect on the quality of public service.

Keywords: service quality, information technology, competency, motivation.

1. Introduction

The importance of public service can be used as an indicator of a government regime success. Local governments continuously strive to improve the quality of public services. In improving public services, local governments are given the flexibility to design and determine the types of services needed by the community. With this policy, local governments are expected to be able to provide excellent service quality to the local community to achieve prosperity and welfare.

The quality of excellent service in question is a service that brings the government closer to the community. This is realized by knowing and analyzing the various problems faced by the community, to then create an efficient service strategy. As an agency that seeks to provide balanced information services to the community and other institutions, the readiness of government agencies to respond to all problems, user needs and the development of information technology is the most important indicator in assessing whether the agency has implemented good services.

In today's era of globalization, the role of communication and informatics, in the form of the presence of Information and Communication Technology (ICT), has become a demanded need both in the government, private sector and society and individuals who will ultimately realize the concept of the information society. Indonesia's long-term

development plan certainly adopts this vision, especially by linking ICT initiatives with human resource development initiatives, which also contain the creation of an information and knowledge-based society. The role of ICT is also emphasized in aspects of democratization and governance. For this reason, the utilization of ICT is mandated to create the achievement of fairness, convenience, transparency, and accountability in government services to the public.

To achieve maximum service quality, competent human resources are needed. In competence there are not only skills, knowledge, and attitudes but how to apply them in accordance with performance standards. Currently, the demand for obtaining and developing quality employees continues to be urgent so that this is a special concern for an agency to get competent or highly capable employees to carry out their duties as optimally as possible so that service quality can improve.

The abilities and expertise possessed by employees are meaningless if they do not want to work hard in carrying out the tasks assigned to them. This must be a concern for the leaders of an agency in order to be able to provide motivation for their employees to be more eager to carry out the tasks that have been given. Basically, motivation can spur employees to work hard so that they can achieve their goals. This will improve the quality of service so that it affects the achievement of organizational goals (Rivai, 2016).

This systematic literature review aims to get an overview of concepts and practices on the influence of competence, motivation and information technology on service quality. This review is very useful for identifying developments in research results, recognizing possible gaps in current knowledge, and proposing useful future research agendas. After pointing out possible gaps in the reviewed research, we present conclusions and recommendations for developing further studies. This literature review will focus on the following research questions:

RQ1. How does competence affect service quality?

RQ2. How does motivation affect service quality?

RQ3. How does information technology affect service quality?

2. Literature Review

Services are actions or activities that can be offered by one party to another, these are basically intangible and do not result in any ownership. Its production can be linked or not linked to a physical product. Service is the behavior of producers in order to meet the needs and desires of consumers in order to achieve customer satisfaction (Keller, 2017).

Service quality is an action, process, and performance (Tjiptono, 2019). Service quality is defined as an action or performance that produces benefits for customers by causing a desired change in or for the benefit of the recipient. (Lovelock, 2011). Service quality is identifiable intangible activities, which have the main purpose of transactions designed to provide satisfaction for customers. (Stanton, 2018).

Public service is defined as a series of activities carried out by the public bureaucracy to meet the needs of citizen users. The users referred to here are citizens who need public services, such as making ID cards, birth certificates, marriage certificates, death certificates, certificates, and certificates. (Dwiyanto, 2017).

Public services are all service activities carried out by public service providers as an effort, fulfilling public needs and implementing the provisions of laws and regulations. Public service is an activity carried out by the government against a number of humans who have every profitable activity in a group or unit, and offers satisfaction even though the results are not tied to a physical product (Mahmudi, 2018).

Information Technology is any form of technology applied to process and transmit information in electronic form (Jogiyanto, 2018). Information technology is a technology used to process data, including processing, obtaining, compiling, storing, manipulating data in various ways to produce quality information (Warsihna, 2021). Technology is a source of power for industrialization, increasing productivity, supporting growth performance and improving a country's standard of living (Ramdani & Prakoso, 2019).

Information technology is the study of the design, development, implementation, and management of computer-based information systems, especially software and hardware applications. Information technology by this definition relates to the electronic use of computers and computer software to convert, store, protect, process, transmit, and recall all information securely (Yaumi, 2018).

From the opinions of the experts above, it can be concluded that information technology is a technology in the form of (hardware, software, use ware) that is used to obtain, transmit, process, interpret, store, organize, and use data in a meaningful way to obtain quality information.

Competence can be defined as a person's ability to do a job based on skills and knowledge. Competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the attitudes required by the job (Wibowo, 2016).

Competence is a fundamental characteristic of a person that directly affects/predicts excellent performance (Sedarmayanti, 2017). Competence is the ability to have the knowledge, skills, mastery of a task, attitude, behavior, and appreciation needed to support success (Sutrisno, 2015).

Based on the opinions of the experts above, researchers can conclude that competence is a basic characteristic of a person related to knowledge, skills, abilities, experience, attitudes, and behavior in supporting the implementation of their duties and positions in a professional, effective, efficient, transparent, and accountable manner.

Motivation is the impetus for someone to do work (Kasmir, 2016). Motivation is the impetus for a series of human behavior processes to achieve goals (Wibowo, 2016). Work motivation is a desire that arises from within a person or individual because he is inspired, encouraged and encouraged to carry out activities with sincerity, pleasure and sincerity so that the results of the activities he does get good and quality results (Pandi, 2018). Motivation is the process of trying to influence or encourage people who are led to do the desired work, in accordance with certain goals that have been set in advance.

Motivation comes from the Latin word *movere* which means push or move. Motivation in management is only aimed at human resources in general and subordinates in particular. Motivation is the provision of driving force that creates a person's work enthusiasm so that they want to work together, work effectively, and integrate with all their efforts to achieve satisfaction. (Hasibuan, 2020).

Motivation is a set of attitudes and values that influence individuals to achieve specific things in accordance with individual goals. These attitudes and values provide both the direction of behavior (work to achieve goals), and the strength of behavior (individual effort in working) in achieving their goals. (Rivai, 2016). Based on the above opinion, it can be concluded that motivation is an encouragement of needs within employees that need to be fulfilled so that these employees can adjust to their environment and move employees to be able to achieve their goals.

3. Research Method

This study is based on a systematic review methodology that differs from conventional reviews in that it is transparent, accessible and allows for a union between the research community and practitioners, leading to an overall synthesis (Thorpe dkk., 2005). Article search databases are web of science, Scopus, and Google scholar. The keywords for searching articles are "the effect of competence on service quality", "the effect of motivation on service quality", "the effect of information technology on service quality", Researchers conducted a review to summarize evidence about several phenomena in accordance with the focus of the research question as a whole. The research methodology used adopted the research steps of the literature review by Hasan et al. (2019), Milian et Al. (2019), Witell et al. (2016), (Hasan, Yajuan, & Khan, 2020). In the first stage, researchers determined the article search platform by selecting three sources, namely "web of science", "Scopus", and "Google scholar" with selected keywords. The initial article search obtained as many as 125 articles. Furthermore, the selected articles were selected according to the research objectives by reading the title and abstract. The result obtained a total of 92 articles. The researcher selected again from 92 articles based on the three focus research questions, and in the end the total articles reviewed were 30 articles. Figure 1 shows the flow of this research.

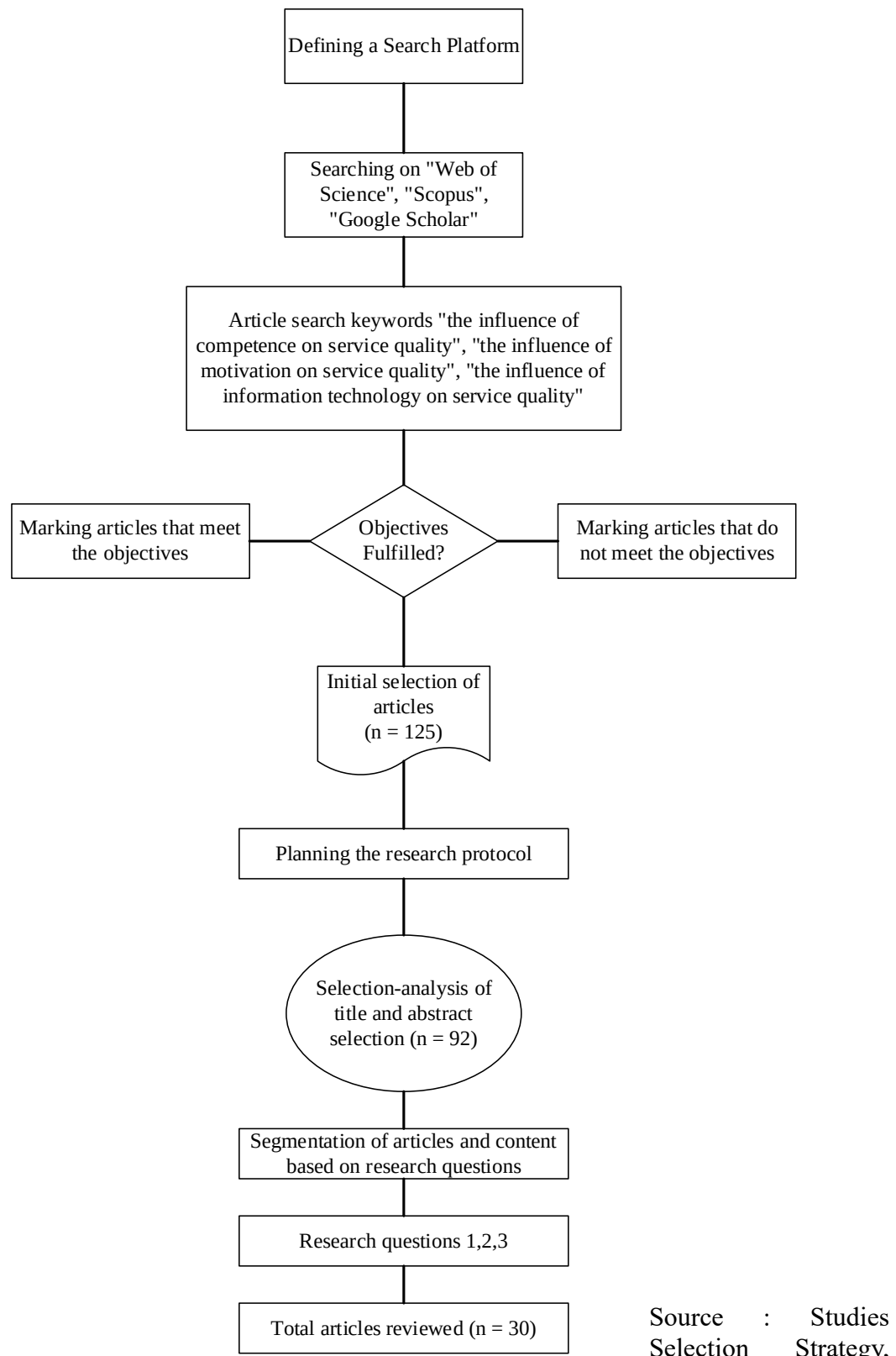


Figure 1. Systematic Literature Review Methodology Flow

4. Findings and Discussions

Based on 30 articles that have been reviewed, it is known that the development of research results on the effect of competence on service quality, the effect of motivation on service quality and the effect of information technology on service quality. Which are presented in tables 1, 2 and 3.

Table 1. The effect of competence on service quality

No	References	Research Title	Research Conclusion
1.	(Kalepo et al., 2022)	The Effect of Attitude and Work Competence on the Quality of Public Services at the Suwawa Sub-District Office, Bone Bolango Regency	Attitude variables have a significant effect on the quality of public services.
2.	(Ardiansyah, 2021)	The Effect of Employee Competence on Service Quality (Case Study at the Kiaracandong District Office, Bandung City)	Employee competence has a positive and significant influence on the quality of public services.
3.	(Asniwati & Kitta, 2019)	The Effect of Employee Competence and Office Work Facilities on Service Quality Through Employee Performance at the Karossa District Office, Central Mamuju Regency	Competence has a positive and significant effect on performance. Performance has a positive and significant effect on work quality.
4.	(Ovi Inzaghi & Rosy, 2022)	The Effect of Employee Competence and Work Facilities on the Quality of Public Services at the Purworejo Village Office	The ability of employees partially affects the quality of public services, and employee competence and work facilities simultaneously have an influence on the quality of public services.
5.	(Ady Dj et al., 2022)	The Effect of Competence and Employee Job Satisfaction on Service Quality at Mandar Majene Museum	Competency and job satisfaction variables jointly affect service quality variables.
6.	(Mahmuda et al., 2022)	Apparatus Competence in Improving the Quality of Public Services at the Manpower and Transmigration Office of Pesawaran Regency, Lampung Province	Of the 5 dimensions described, only one dimension needs improvement in the quality of public services, namely the "achievement and action oriented" dimension.
7.	(Wira Adi Saputra & Putu	Effect of Employee Competence on Service Quality of Front Office Department at Puri Saron Hotel	The employee competency variable shows a positive and significant influence on the

	Juniarta, 2022)	Seminyak	service quality variable.
8.	(Aditias et al., 2021)	The Effect of Communication and Employee Competence on Service Quality BPJS Employment Semarang Youth Branch	There is a significant, very strong, and positive influence between competence on service quality.
9.	(Wahyudi et al., 2020)	The Effect of Competence, Work Environment and Morale on Employee Service Quality at the Pinrang Regency Water Resources Management Office	Based on the results of the standardized beta value, it is known that the variables including competence, work environment and work enthusiasm have the greatest influence on the quality of service of employees of the Pinrang Regency Water Resources Management Service is the competency variable. the greatest influence on the quality of service of employees of the Pinrang Regency Water Resources Management Service is the competency variable.
10.	(Putri, 2020)	The Effect of Competence and Work Environment on Service Quality in LLDIKTI North Sumatra Region	Partially competence has a significant effect on service quality at LLDIKTI Region I North Sumatra.

Table 2. The effect of motivation on service quality

No	References	Research Title	Research Conclusion
1.	(Sobari & Faisal, 2023)	The Effect of Work Ability, Motivation and Satisfaction on the Quality of Outpatient Services in Jakarta Hospitals	There is a significant positive effect of nurses' work motivation on service quality.
2.	(Puspitawaty, 2020)	The Effect of Motivation and Competence on Front Office Performance which Impacts on Public Service Quality	The higher the motivation of front office staff, the more significant the impact on the quality of public services.

3.	(Qalbi, 2022)	The Effect of Work Motivation on the Quality of Service of the Religious Affairs Office of Penrang District, Wajo Regency	There is a positive and significant influence between work motivation on service quality.
4.	(Syahrir, 2018)	The Effect of Organizational Culture and Motivation on the Quality of Health Services at the Cibinong Regional Hospital, Bogor Regency, West Java Province	Organizational culture and motivation together have a positive and significant effect on the quality of health services.
5.	(Mulasari & Suratman, 2021)	The Effect of Motivation and Employee Performance on Public Service Quality at the Buduran District Office, Sidoarjo Regency	Employee motivation and performance variables have results that affect the quality of public services.
6.	(Sella et al., 2022)	Analysis of Employee Performance Motivation in Efforts to Improve Service Quality to Alyatakin Cellphone Customers in Banjarmasin	With high motivation, employees will tend to further improve the quality of service and performance provided.
7.	(Maulana & Ambarsari, 2022)	The Effect of Work Motivation of PT Garuda Angkasa on the Quality of Passenger Services at Ahmad Yani International Airport Semarang	Work motivation has a significant effect on passenger service quality variables.
8.	(Yudiarto, 2021)	The Influence of Ability and Work Motivation on the Quality of Nurse Service at Ahmad Dahlan Hospital in Kediri.	There is a positive and significant relationship between nurses' work motivation and the quality of nurses' services at Muhammadiyah Hospital, Kediri City.
9.	(Sofyan, 2020)	The Effect of Work Environment, Work Motivation and Organizational Commitment on the Quality of Public Services during the Covid-19 Pandemic at the Office of Industry, Trade, Cooperatives and SMEs of Selayar Islands Regency	There is a positive influence of Work Motivation variables on the Quality of Public Services during the Covid-19 pandemic at the Office of Industry, Trade, Cooperatives and SMEs of the Selayar Islands Regency.
10.	(Rosyati & Setiaprati, 2020)	The Influence of Motivation and Employee Skills on the Quality of Service of the Personnel and General Sections at the Sukabumi Regency Training Agency	Partially, there is a significant positive effect of the Motivation Drive variable on the Service Quality variable in the Personnel and General Sector at the

Table 3. The effect of information technology on service quality

No	References	Research Title	Research Conclusion
1.	(Wulandari & Syahrinullah, 2022)	The Influence of Information Technology and Management Information Systems on Service Quality of PT. Selalu Cinta Indonesia	Existing technology and information systems affect the quality of the company in general.
2.	(Susanti & Nurdiana, 2018)	The Effect of Information Technology Utilization on Student Service Quality	Technology utilization, SIMAK, affects student services. SIMAK is used as a center for academic and financial services to students.
3.	(Ekram et al., 2022)	Utilization of Information Technology in Public Services of the One-Stop Manunggal Office of Maluku Province	Information technology already exists in the implementation of public services, but its application has not been maximized so that the services provided are also not maximized.
4.	(Suryarini, 2020)	The Effect of Information Technology Utilization and Information Technology Task Suitability on the Performance of the Primary Tax Service Office	The variables of information technology utilization and information technology task suitability simultaneously have a positive effect on individual performance.
5.	(Ruffiah & Muhsin, 2019)	The Effect of Interpersonal Communication, Information Technology Utilization, Organizational Culture and Transformational Leadership Style on Service Quality	There is a simultaneous positive and significant influence between interpersonal communication, information technology utilization, organizational culture, and transformational leadership style on service quality.
6.	(Agustian et al., 2019)	The Effect of Management Information Systems on Improving Service Quality at PT. Jasaraharja Putra Bengkulu Branch	From the results of the t test in this study it can be concluded that the management information system has a significant effect on service quality.

7.	(Himmah & Azisi, 2019)	The Effect of Information Technology Development on IAIN Tulungagung Library Services	Services at IAIN Tulungagung Library require technology, so the development of information technology is very influential in its services because it can facilitate the work of librarians and attract the interest of visiting users by providing these facilities.
8.	(Kurniawan, 2021)	The Effect of Employee Performance and Administrative Information Technology Simultaneously on Administrative Services at SMA Negeri 10 Kerinci	There is a significant influence between administrative information technology on administrative services at SMA Negeri 10 Kerinci.
9.	(Akbar & Apollo, 2020)	The Effect of Information Technology Utilization and Fiscal Services on the Level of Taxpayer Compliance (Case Study at the Jakarta Palmerah Tax Service Office)	Information technology utilization affects the level of taxpayer compliance. This shows that many people know about new tax information and regulations. Thus, there are still many individual taxpayers who do not ignore government regulations that support the use of information technology in taxation.
10	Yeni P., (2018)	The Effect of Information Technology Implementation on Service Quality at Kampung Sampireun Resort & SPA	Overall, the application of information technology has a real and positive effect on employee performance variables and service quality.

In this section, the author provides answers to the research questions through analysis of the selected articles. The effect of competence on service quality. The results showed that there was a significant effect of competence on service quality. This shows that the higher the competence of employees, the more the quality of service of an organization will increase. Based on several studies that have been analyzed above, it can be concluded that competence has a significant influence on the quality of service of an organization. This shows that investment in employee competence will be directly proportional to satisfactory service quality. The results of this study support the theory (Wibowo, 2018) which says that competence shows the characteristics of knowledge and skills possessed or required by each individual that enable them to perform their duties and responsibilities effectively and improve professional quality standards in their work. As the purpose of competence is to encourage the success of an organization to achieve goals. The results of this study are in line with research conducted by (Iwan Ardiansyah, 2021) entitled the effect of employee competence on service quality (Case study at the kiaracandong sub-

district office, Bandung city). This study states that competence has a significant effect on service quality. This research is also supported by research conducted by (Rusydi et al., 2020) which shows that competence affects service quality.

The effect of motivation on service quality. The effect of motivation on service quality also shows a significant level of positive influence, motivation can be said to be a basic thing that is the foundation for the quality of service provided by an organization. If the motivation of employees is high, the quality of service provided will also increase along with their motivation. The results showed that there is a significant effect of motivation on service quality. This proves that if someone has a strong motivation to complete their work in order to fulfill their responsibilities as an employee or member of an organization, then the level of service quality of these employees will be high compared to those who do not have a strong motivation both from within themselves and the motivation provided by the organization where the individual is located. In accordance with what was stated by (Arumsari et al., 2022) that motivation has a positive and significant effect on service quality. This positive influence shows that the better the higher the motivation of employees, the better the quality of service will be. The results of this study are also supported by previous research related to the effect of motivation on service quality by (Meyrisca et al., 2022) which shows that motivation has a close relationship to improving service quality. In line with one of the motivation theories used in this study, namely (Robbins & Judge, 2018) which states that motivation is the desire to do as a willingness to expend a high level of effort for organizational goals, which is conditioned by the ability of that effort to meet an individual need, this study shows the same thing that motivation in the form of all forms of desire and encouragement in making efforts to meet the needs and achievements of an individual, greatly affects the increase in work productivity even with certain conditions, in this case especially during a pandemic that limits physical work activities, as a challenge faced by every worker.

The effect of information technology on service quality. The results showed that the influence of information technology on service quality is significant. The results of the analysis show that the higher the level of utilization of information technology will have implications for improving the quality of public services, and conversely the lower the level of utilization of information technology, will result in a decrease in the quality of public services. From the studies that have been conducted, it can also be seen that information technology has a positive impact on the quality of service of an organization. There are even organizations whose service quality cannot compete because the use of information technology is not optimal. This shows that information technology has a significant positive impact on service quality. The results of this study are also supported by previous research related to the utilization of information technology in the public service of the one-roof single office of maluku province by (Irna Ekram, 2022) which shows that information technology makes significant changes related to improving service quality from time to time. In line with one of the information technology theories used in this study, namely (Ramdani & Prakoso, 2019) which suggests that technology is a source of strength for industrialization, increasing productivity, supporting performance growth and improving a country's standard of living.

5. Conclusion

Based on the data that has been collected and the tests that have been carried out, the

following conclusions can be drawn: The results of the first research test show that competence has a significant effect on service quality. The results of the second research test show that motivation has a significant effect on service quality. The results of testing the third hypothesis show that information technology has an effect on service quality. Suggestions for future researchers, namely this systematic literature review has several limitations, among others: only reviewed 30 articles published from 2018 to 2022, so the results obtained may not be optimal. Research on competence, motivation and information technology affecting the quality of public services needs to continue to be developed. A comprehensive conceptual definition that can be followed by various types of government organizations is needed.

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