



THE INFLUENCE OF EMPLOYEE PERFORMANCE ON THE QUALITY OF TIMAMANGO MOLANGO BASED SERVICES AT BINA MANDIRI UNIVERSITY GORONTALO

Habibah U. Abuba¹⁾ Marisavavan Israil²⁾ Abdul Rahmat³⁾ Ellys Rachman⁴⁾

Bina Taruna University Gorontalo

E-mail: marisavavan@yahoo.com; abdurahmat@ung.ac.id; ellysrachman12@gmail.com

Article history:	Abstract:
Received: 20 th July 2023 Accepted: 20 th August 2023 Published: 24 th September 2023	This research aims to see the influence of employee performance on service quality based on Timamango Molango (Clean Service), the research method used in the research is quantitative descriptive. The analysis technique used in this research is Simple Linear Regression analysis, where simple linear regression analysis is used to test one independent variable against the dependent variable with a sample size of 30 respondents. The data collection method is by distributing questionnaires to respondents. The results of the research show that employee performance has an influence on the quality of service based on Timamango Molango (clean service) at Bina Mandiri University, Gorontalo. From the results of testing the coefficient table for variables, it can be seen that the results of the employee performance variable are 0.011 with a constant of 33,656. From simple linear regression analysis it is obtained equation $Y=33.656 + 0.341X$. This can be seen from the calculated t value (1.965) > t table (1.66412) with a sig level. $0.011 < 0.05$. Based on the results of these calculations, a coefficient of determination (R^2) value of 52.2% was also obtained.

Keywords: Employee Performance, Service Quality based on Timamango Molango

INTRODUCTION

An organization or agency carries out everything related to the achievements of Human Resources (HR) within an organization and is always directed towards achieving its goals. One of the factors that is a criterion for achieving the smooth goals of an organization or agency is identifying and measuring the performance of its employees. An organization is a unit that tries to allocate human resources fully to achieve a goal. All organizations are required to be able to compete to provide maximum service. Thus, human resources (HR) are one of the most valuable things owned by companies and private and state organizations. Human resources play a very important role in realizing the goals of a company or organization. The success of an organizational agency can be determined by the human resources within it, therefore a company or agency must be able to manage human resources well so that it can achieve the goals that the company or organizational agency wants to achieve. Islamiyah (2021) said that human resources (HR) are a very important factor in companies and agencies to realize the goals of the company.

Good employee performance is the best performance achieved by employees, namely performance that meets organizational standards and supports the achievement of organizational goals. Organizational agencies must strive hard to improve the capabilities of their human resources, because this is the main thing in improving employee performance. Siburian, (2021) Increasing employee performance will bring progress to companies and organizational institutions so that they are able to survive in an unstable environment. Therefore, efforts to improve employee performance are the most serious management challenges, because the success of achieving goals and survival of the company greatly depends on the quality of the performance of human resources in the company.

Performance is the achievement of someone who has carried out tasks and work based on experience, thoroughness, effectiveness and breakthrough new innovations in achieving common goals. Ningsih, (2021) Undirected and ineffective employee performance will result in decreased employee performance, this is because employees do not really provide their full performance to the organization so that employee work cannot be completed as planned.

Employee performance can be improved by companies and any agency for employees by providing encouragement or motivating employees or human resources and paying attention to employees so that employees can improve their performance. Ratna, (2021) Performance is a person's main activity in carrying out the tasks assigned to him. These duties and responsibilities require motivation and encouragement from company and agency leaders. Human resources (HR) are a very important factor in companies and agencies realize the goals of the company

Service quality is one thing that is very important in running an organization, especially in providing services to the public to improve the quality of service in the agency, for this reason everyone is expected to be able to provide effective services to the public, and organizations are required to improve the performance of their employees so that the quality of service increases. , Nugraha, (2019) . With the results of employee work that are desired by leaders in realizing the vision and mission in an organizational agency, namely by providing the best service in improving the quality of service so that they can meet the needs of the community by providing services in the form of administration, each employee is obliged to carry out work with the results of work. who is good at providing services to the community as a service assessor. Saree (2020)

Employees in providing services to the community so that people can see and feel the benefits directly in every service provided by employees in the agency so that the impact will be felt big if employees are able to provide services and get satisfaction from the people they serve, Ratna, (2021) . Service can be seen from two main components, namely *service operations* which are services that are invisible or unknown to the public (*back office or backstage*), and *service delivery* which is services that are visible or felt and known by the public or are often called with (*front office or frontstage*). The quality of service can be known directly so it can be compared by the public by providing perceptions of the service provided by employees regarding the service actually received in an organizational agency, Rowena (2020) .

Service quality is the delivery of services and will be the level of public interest in receiving services. Siburian, (2021) . Service quality is the ability of service providers to deliver services that meet the needs and desires of the community. Therefore, service quality is grouped into 2 parts, namely functional quality and technical quality. Functional quality refers to concerns about the services provided, and technical quality refers to what is actually obtained by the people who receive the services provided.

Clean service is a service that is provided with transparency and open information to all members of the public and this will be an indicator of increasing the trust and confidence of the public being served, Nugraha, (2019) . Clean service in the Gorontalo regional language " *Timamango Molango* " is a service that is effective, transparent, in administration and service procedures are open to all people, meaning that all procedures and decisions and policies as well as regulations that are carried out are known to the community, so the hope is that an institution in providing service does not discriminate against the background of those served, so that the service provided looks effective and fair to everyone who will be served in improving the service provided, Firmansyah & Rosy, (2021) . Success in providing clean services and transparency of mechanisms and regulations can increase public trust and confidence and can increase public participation and provide knowledge and insight to the community as organizers in the education sector.

Decree of the Minister for State Apparatus Empowerment (KEPMENPAN) Number 63 of 2003 concerning general guidelines for providing services to the public states that public services are all service activities carried out by public service providers in an organizational agency as an effort to implement statutory provisions and fulfill the needs of service recipients. One of the public service units provided by private organizations such as the Bina Mandiri University campus in the Gorontalo area is tasked with serving the wider community. The quality of public services is a condition where the service meets or even exceeds what the public expects with the actual performance system of the service provider.

This research aims to determine the influence of employee performance on Timamango Molango (Clean Service) based service quality at Bina Mandiri University, Gorontalo. It is known that Bina Mandiri University always provides the best service and transparency to the wider community in the field of improving education in Gorontalo. For this reason, researchers are interested in conducting this research, whether employee performance has an influence in providing quality service based on timamango molango (clean service) within the Bina Mandiri University Gorontalo environment.

RESEARCH METHODS

This study uses a quantitative approach. This research aims to determine the effect of the independent variable on the dependent variable. The population of this research was employees at Bina Mandiri University, Gorontalo, totaling 60 people, and the sample used was 30 people.

The data collection technique used in this research is using a questionnaire where each question has 5 options using statements or questions. A questionnaire is a data collection technique that is carried out by giving questions or written statements to respondents for them to answer, Ningsih, (2021) . The analysis technique used in this research is Simple Linear Regression analysis, simple linear regression analysis, where simple linear regression analysis is used to test one independent variable against the dependent variable.

RESULTS AND DISCUSSION RESULTS

Based on Analysis The simple linear regression used in this research technique is that the aim of carrying out a simple linear regression test is to determine whether there is an influence of variable X on variable Y. Rahayu & Ismawati, (2022) . In this research, Employee Performance is a variable (X), and Service Quality based on Timamango Molango is a variable (Y). For this reason, one of the prerequisites for carrying out a simple linear regression test is that the first step that must be carried out is the Normality test and Linearity test stages.

1. Normality test

Based on the Normality Test Analysis carried out, it can be concluded that the residual values of the research data held are normally distributed, thus the research data held meets the requirements for a simple linear regression test. With the following normality analysis test results:

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals
N		30
Normal Parameters ^a	Mean	0
	Std. Deviation	1.965831
Most Extreme Differences	Absolute	0.12
	Positive	0.12
	Negative	-0.118
Kolmogorov-Smirnov Z		0.658
Asymp. Sig. (2-tailed)		0.779
a. Test distribution is Normal.		

2. Linearity Test

The linearity test can be carried out in two steps, namely, the first step is to see the level of significance and the second step is to see the Fcount value. The following are the results of the Linearity Test in this research:

			Sum of Squares	df	Mean Square	F	Sig.
Timamango Molango Based Service Quality Employee performance	Between Groups	(Combined) Linearity	50.202	5	10.04	2,853	0.037
		Deviation from Linearity	22,596	1	22,596	6,421	0.018
	Within Groups		27,606	4	6,902	1,965	0.133
	Total		84,464	24	3,519		
			134,667	29			

Based on the results of the Linearity Test, the Deviation from linearity value shows that the significant results are >0.05, there is a significant linear relationship between the Independent and Dependent variables . Employee performance is related to service quality.

3. Simple Linear Regression Test

A simple linear regression test is to determine the direction of the relationship and how much influence Employee Performance has on Timamango Molango-based Service Quality (Clean Service), so to find out this can be done using simple linear regression analysis. Simple linear regression analysis is a statistical analysis that is parametric in nature where the data used must be normally distributed and have a measurement scale of at least intervals. General equation of simple linear regression according to Sugiyono (2018)

Simple Linear Regression can be determined with the formula:

$$Y = a + bX$$

Note.

Y = Criterion variable

X = Predictor Variable

a = Constant Variable

b = Linear regression direction variable

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.341 ^a	.522	.514	2,952

a. Predictors: (Constant), Employee Performance

Coefficients ^a

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	33,656	11,131		3,361	0
	Employee Performance	,228	147	,341	1,965	0.011

a. Dependent Variable: Service Quality based on Clean Service

Equation value where, $Y=33.656 + 0.341X$

Based on the simple linear regression analysis table, the Sig value is known. for the influence of X on Y is 0.011 < 0.05, or smaller than the value of 0.05. So it can be concluded that Employee Performance influences the Quality of Timamango Molango Based Services, (Clean Service)

DISCUSSION

From the results of testing the coefficient table for variables, it can be seen that the result of the employee performance variable is 0.011 with a constant of 33,656. Through this research, it can be seen that employee performance is one of the determining factors for service quality, especially services based on clean waiters (Timamango Molango) with a correlation value of 0.341 From this output, a coefficient of determination is obtained of 0.522, which means that the influence of the independent variable on the dependent variable is 52.2%. Employee performance is one of the main things in achieving work results and to obtain work achievements that a person will achieve through work given by the leadership, which is carried out in accordance with the skills and abilities possessed and with the mechanisms or procedures that have been established in the organizational agency.

The results of this research show that employee performance influences the quality of service based on Timamango Molango (clean service) and influences employee performance on the Bina Mandiri University Gorontalo campus. This can be seen from the calculated t value (1.965) > t table (1.66412) with a sig level. 0.011 < 0.05. Based on the results of these calculations, a coefficient of determination (R²) value of 52.2% was also obtained. This shows that Employee Performance has an influence on Timamango Molango Based Service Quality (Clean Service) on the Bina Mandiri University Gorontalo campus by 52.2% while the remaining 47.8% is influenced by other factors not researched.

previous research (2021) shows that employee performance can be influenced by work motivation, and simultaneously work motivation and the work environment have a significant effect on employee performance. For this reason, employee performance can be influenced by internal and external factors in the work achievements of each employee in the organization.

CONCLUSION

From the discussion of the results that have been described based on simple linear regression test data, the following conclusions can be drawn, based on the simple linear regression test, that service quality based on timamango molango (clean service) has a positive influence on employee performance, with the calculated t value (1.965) > t table (1.66412) with sig level. 0.011 < 0.05. Based on the results of these calculations, a coefficient of determination (R²) value of 52.2% was also obtained.

Suggestions for every employee within Bina Mandiri University Gorontalo to further improve the quality of service in serving students and the community, this must be implemented by every employee so that employee performance has increased in providing clean service, transparency in mechanisms and procedures as regulations in service provided so that it can be fully trusted by the wider community.

REFERENCE

1. Firmansyah, AC, & Rosy, B. (2021). The Influence of Public Service Quality on Community Satisfaction (Study of Making E-KTP in Sekaran District, Lamongan Regency). *Journal of Office Administration: Education and Practice* , 1 (2), 82–93.
2. Islamiyah, AN, Alyas, & Parawu, HE (2021). The Influence of Employee Performance on the Quality of Public Services at the Gowa Regency Manpower and Transmigration Office. *Unismuh Journal* , 2 (5), 1874–1891.
3. Ningsih, OL, Zaki, H., & Hardilawati, WL (2021). The Influence of Work Motivation and Work Environment on Employee Performance at the Dyan Graha Hotel Pekanbaru. *Reslaj : Religion Education Social Laa Roiba Journal* , 3 (2), 137–148.
4. Nugraha, E.-. (2019). The Influence of Accountability, Transparency and Service Quality of Zakat Management Institutions on Muzakki Commitment: Muzakki Trust as an Intervening Variable. *Accountability* , 13 (2), 167–186.
5. Rahayu, R., & Ismawati, R. (2022). Journal of Mathematics and Natural Sciences Education. *Journal of Mathematics and Natural Sciences Education* , 12 (September), 682–689.

6. Ratna, Y., Sudewa, J., Ganesha, PP, & Ministry, K. (2021). Yunyun Ratna, Eki Dudi S, Jaka Sudewa, The Influence of Employee Performance on the Quality of Population Administration Services. *Co-management* , 4 (2), 680–687.
7. Rowena, J., Wilujeng, FR, & Rembulan, GD (2020). The Influence of Service Quality in Creating Public Satisfaction at Public Service Offices, North Jakarta. *JIEMS (Journal of Industrial Engineering and Management Systems)* , 13 (1), 27–34.
8. Sari, RF, Luddin, MR, & Rahmat, A. (2020). Performance evaluation of academic services in the university using the balanced scorecard: A study at an Indonesian open university. *International Journal of Innovation, Creativity and Change* , 12 (12), 627–660.
9. Siburian, E. S., Gosal, R., & Monintja, D. K. (2021). The Influence of Employee Performance on the Quality of Service to the Community at the Sinaksak Subdistrict Office, Simalungun Regency, North Sumatra. *Journal of Governance* , 1 (1), 1–10.
10. Sugiyono. 2018. *Quantitative Research Methods, and R&D* , Alfabeta publisher, Bandung