

THE INFLUENCES OF COMPETENCY AND SERVICE QUALITY ON COMMUNITY SATISFACTION AT DITRESNARKOBA POLDA, SOUTH KALIMANTAN

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ABSTRACT

The research aims to analyze the impacts of competency and service quality on community satisfaction at Ditresnarkoba Polda, South Kalimantan, with member performance as an intervening variable. This research employs a qualitative method using a survey approach, where data were collected through questionnaires distributed to Ditresnarkoba members and the community receiving their services. Statistical analysis, including mediation tests, was conducted to examine the relationships between variables. The results indicate that competency and service quality significantly influence member performance and community satisfaction. Moreover, member performance mediates the relationship between competency, service quality, and community satisfaction. These findings highlight the importance of investing in training and professional skill development to enhance service quality and increase community satisfaction.

Keywords: Competence, service quality, community satisfaction, and member performance

INTRODUCTION

Performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision, and mission of the organization as outlined in the strategic planning of the organization. Moehariono (2019:95). Performance is very necessary in carrying out the duties of the National Police; it shows the ability and quality of work of a member of the National Police. This is by the performance appraisal with the Performance Management System by the Regulation of the Chief of the National Police of the Republic of Indonesia Number 02 of 2018 concerning Performance Appraisal for Public Servants in the National Police of the Republic of Indonesia with a Performance Management System. Performance appraisal is a systematic appraisal process carried out by the appraiser on the performance of the assessed member. Increase and decrease in several service indicators in the Ditresnarkoba Polda Kalimantan Selatan. It is also known that there are indicators that have not met the requirements in the IKM, namely product indicators of service type specifications with questions, how services are provided and received by predetermined provisions, experiencing a considerable decrease from grade A to grade C, This means that the services provided by the Ditresnarkoba Polda South Kalimantan have not had good service quality. Because of the decline, it can be seen that the performance of members of the Ditresnarkoba Polda South Kalimantan has decreased. Ditresnarkoba Polda di South Kalimantan, Ensuring community satisfaction is critical to maintaining public trust and support. Competence and service quality are important in shaping member performance, impacting community satisfaction.

The study aims to explore the interconnectedness of these factors and provide insight into how law enforcement agencies can improve their services to better serve the public. Several researchers have studied research with the same variables. Namely, research from Lia Sidiria, 2019, found that service quality has no significant effect on performance and service quality has the least influence among other influences, other studies. Sera Avqiya (2018) said that competence affects an employee's performance, but the quality of service does not affect the employee's performance. The reason researchers re-examined the variables in this study is because some previous studies were inconsistent with the results of the research that has been done. The second reason for this study is that previous studies did not use intervening variables in their research, while for the research that researchers will do using

performance intervening variables, the reason for using performance variables is that usually performance variables are used as dependent variables. Still, in this study, researchers use performance variables as intervening variables. With the development of this model, it is expected to get consistent and trustworthy results. Based on the description above, the title of this study is "The Effect of Competence and Service Quality on Community Satisfaction in the Ditresnarkoba Polda Kalimantan Selatan through Member Performance as an Intervening Variable."

LITERATURE REVIEW

Management comes from the word "manage which means to manage. Management is the science and art regulating the process of utilizing human and other resources effectively and efficiently to achieve a certain goal. (Hasibuan, 2021:141). Competency is the ability to carry out or perform a job or task based on skills and knowledge supported by the work attitude required by the job. Wibowo (2021, p. 271). Batinggi and Badu (2021) suggest that, based on the General Dictionary of Indonesian, service is service, and the verb is to serve, meaning to help, to provide everything others need. Meanwhile, S. Lukman and Moenir in Batinggi and Badu (2021) also said, "Service is an activity or sequence of activities that occur in direct physical interaction between someone and another person or machine and provide satisfaction. Batinggi and Badu (2021) suggest that, based on the General Dictionary of Indonesian, service is service, and the verb is to serve, meaning to help, to provide everything others need. Meanwhile, S. Lukman and Moenir, in Batinggi and Badu (2021), also said, "Service is an activity or sequence of activities that occurs in direct physical interaction between someone and another person or machine and provides satisfaction. Law No. 25 of 2009 concerning Public Services refers to it as a Service Declaration. Based on experience and factual considerations to improve service quality, it is considered urgent that the government and local governments encourage all public service delivery organizations to implement a method called "Method of Improving the Quality of Public Services with Community Participation": The Method of Improving the Quality of Public Services with Community Participation described in this document is a series of systematic actions towards improvement of public services, starting from managing complaints of service users as a basis for orientation, formulating concrete actions for service improvement, monitoring and evaluating success, and communicating them to the service user community.

According to the National Police Regulation of the Republic of Indonesia Nomor 2 of 2018, objective, transparent, and accountable performance appraisals are carried out using the Performance Management System to measure the competency-based performance of members of the National Police of the Republic of Indonesia. The Performance Management System, from now on abbreviated as SMK, is a system used to identify and measure the performance of members of the National Police in line with the vision and mission of the organization. Performance appraisal is a systematic appraisal process carried out by the appraiser on the performance of the assessed member. Performance is the result of work achieved by each member of the National Police in the work unit, function unit, or regional unit by generic and specific factors. Performance appraisal of Polri members aims to ensure objectivity in career coaching, development education, promotion, and provision of performance allowances.

Community satisfaction is a feeling of the community that arises from the performance of the services it obtains after the community compares them with what it expects. Community satisfaction is one of the goals of improving the quality of sales services. People who experience satisfaction with the sales services provided tend to follow, splurge, and always buy products. (Pohan, 2019: 12). Elizar, 2021 Training, Competence, and Work Environment on the Performance of Employees of the Regional Disaster Management Agency of Deli Serdang Regency Training, Competence, and Work Environment Influence Employee Performance at the Regional Disaster Management Agency of Deli Serdang Regency. Faida Azhari, 2021 The Influence of Competence and Information Systems on West Kalimantan PUPR Office Employees The result of this study is that it is known that competence and information systems equally affect employee performance, partially or simultaneously, while the most dominant variable in this study is competence. Dea Andeswati, 2019 The Effect of Incentives, Competencies, and Work Environment on the Performance of Sukoharjo Regency Public Works Office Employees The Effect of Incentives, Competencies, and Work Environment on the Performance of Sukoharjo Regency Public Works Office Employees

The Influence of Incentives, Competencies, and Work Environment on the Performance of Sukoharjo Regency Public Works Office Employees.

RESEARCH METHODS

Explanatory research. Explanatory design is intended to explain a generalization of a sample to its population or explain the relationship, difference, or influence of one variable on another's verifiability. This study's population is 64 people who perform services in the South Kalimantan Police Ditresnarkoba, so the collection includes as many as 64 people and members of the National Police.

MODEL FRAMEWORK

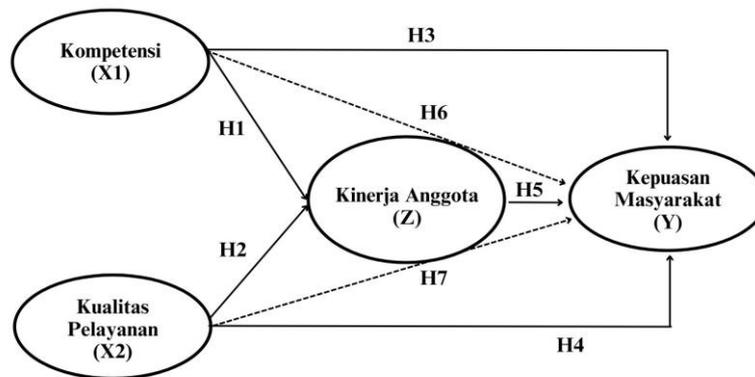


Figure 1 Research Model Framework

Hypothesis:

- H1: Competency affects performance
- H2: Service Quality Affects Member Performance
- H3: Competency affects satisfaction.
- H4: Service Quality Affects Community Satisfaction
- H5: Member Performance Affects Community Satisfaction
- H6: Member performance mediates the effect of competence on the satisfaction of the community
- H7: Member performance mediates the effect of service quality on community satisfaction.

RESULT AND DISCUSSION

This study found that members' competencies positively and significantly influence their performance (H1 accepted), with a P-value smaller than 0.05. In addition, service quality positively and significantly affects community satisfaction (H4 accepted) and member performance (H2 accepted). Member performance was shown to mediate the effect of competence on community satisfaction (H6 accepted) and contributed positively to community satisfaction (H5 accepted).

Table 1. Discriminant Validity

	Kepuasan Masyarakat Y	Kinerja Anggota Z	Kompetensi X1	Kualitas Pelayanan X2
Kompetensi X1	0.761	0.708	0.825	
Kualitas Pelayanan X2	0.992	0.842	0.717	0.797
Kepuasan Masyarakat Y	0.799			
Kinerja Anggota Z	0.870	0.854		

The main findings of this study indicate that improving the competency of members of the South Kalimantan Police's Ditresnarkoba can directly improve their performance, which in turn contributes to community satisfaction. This confirms the importance of training and competency development for members, as many do not participate in the training. Good service quality is also a key factor in improving community satisfaction, which suggests that attention to service quality should be a priority for institutions. Thus, this study suggests that to increase community satisfaction, Ditresnarkoba Polda South Kalimantan must focus on developing member competencies and improving service quality. This will help reduce community complaints and increase trust in the institution.

CONCLUSIONS AND PRACTICAL IMPLICATION

This study confirms that members' competence and service quality significantly affect community satisfaction at Ditresnarkoba Polda South Kalimantan. This finding suggests that improving members' competence positively impacts their performance and contributes to community satisfaction through better performance. High service quality is also an important factor in improving community satisfaction. Therefore, competency development and service quality improvement should be the main focus to increase public trust in the institution. The practical implication of this study is that Ditresnarkoba Polda South Kalimantan needs to implement a more effective training program to improve members' competencies. In addition, the institution should pay attention and improve the quality of services provided to the community. By doing this, there is expected to be an increase in community satisfaction, which can reduce complaints and increase trust in the institution. This strategy will improve the institution's image and increase the overall effectiveness of public services.

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