The Influence of Attitude and Work Competence on the Quality of Public Services at the Woha District Office, Bima Regency

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Abstract
This study aims to determine the effect of work attitudes and competencies on service quality at the Woha District Office, Bima Regency. This type of research is referred to as associative research, which aims to determine the relationship between two or more variables. Namely, the influence of work attitudes and competencies on service quality at the Woha District Office, Bima Regency. The withdrawal technique is a saturated sample by taking all employees, totaling 32 respondents at the Woha Sub-district office, Bima Regency. Data collection techniques using a questionnaire (questionnaire) with a Likert scale. Data analysis techniques using validity test, reliability test, classical assumption test and multiple linear regression with SPSS windows 20. The results of this study 1) There is a significant influence between attitudes towards the quality of public services at the Woha sub- district office, Bima district. 2) There is no significant effect between work competence on the quality of public services at the Woha District Office, Bima Regency. 3) There is a significant influence between attitudes and work competence on the quality of public services at the Woha District Office, Bima Regency.
Key Words:Attitude, Work Competence And Quality Of Public Services

Introduction

Service is the main task for state apparatus as state servants and public servants. This task has been clearly outlined in the opening of the 1945 Constitution, paragraph four, which includes four aspects of the apparatus' main service to the community, which reads: protecting the entire nation and all of Indonesia's blood, advancing public welfare and educating the nation's life. Therefore, state apparatuses who serve in government organizations must provide the best service to the community.

An effective and efficient government organization can provide conveniences to the community in providing services. The characteristics of an effective and efficient government organization include transparency in service, speed in service, simple service procedures, affordable service costs, and no discrimination in service. All will be realized if all apparatuses demonstrate good attitudes and work competencies in providing services to the community.

The services provided to the community are very dependent on the attitude of employees in providing services to the community who need public services. The success of increasing the effectiveness of public services is determined by the attitude and work competence factors of government officials in improving good services. Rahayuningsih (2008) stated that attitude is a reflection of a person's self that is manifested through the person's own behavior. Meanwhile, according to Myers (2013) attitude is a reaction of agreeing or disagreeing with something or someone that is shown in a person's beliefs, feelings and behavior that are visible, attitudes appear in a person in the form of an effective degree and are displayed through behavior accompanied by feelings of pleasure or displeasure, sympathy or antipathy.

In addition to attitude, there is a factor that is no less important that creates the quality of public services, namely competence. Competence is the work ability of each individual which includes aspects of knowledge, skills that are in accordance with established standards. According to Sutrisno (2014) stated that competence comes from the language competence which means skill, ability, and authority etymologically competence is interpreted as a dimension of behavioral expertise and excellence of a leader or staff who has good skills, knowledge, and behavior.

Public Service is any form of service, either in the form of public goods or public services which in principle are the responsibility and implemented by government agencies at the center, in the regions, and in the BUMN or BUMD environment in order to fulfill the needs of the community or in order to implement the provisions of the law. According to Moenir (2006) public service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in an effort to fulfill the interests of others in accordance with their rights**.** Service is an activity, product, intangible service, which cannot be owned and is not durable, but is experienced and felt by the recipient of the service.

The object of this research is at the Woha District Office, Bima Regency, which is the coordinator of the implementation of government activities at the sub-district level which is

under, and is responsible to the regent through the regional secretary who is also tasked with providing services to the community.

Based on initial observations made by researchers at the Woha District Office, Bima Regency, it shows that the employees are less friendly and rarely smile to the community who come to need service, the results of employee work are less effective and efficient, work is quite slow, officers are less disciplined, services are less than optimal and services are complicated.

Method

The type of research used is quantitative. Quantitative research is a type of research that produces findings that can be achieved (obtained) using statistical procedures or other means of quantification (measurement). The quantitative approach attempts to quantitatively describe tendencies, attitudes or opinions about the influence of attitudes. work competencies on the quality of public services at the Woha District Office, Bima Regency. The instruments or tools used in conducting research are observation or surveys, and questionnaires. According to Sugiyono (2019) a research instrument is a tool used to measure natural or social phenomena that are observed. Specifically, all of these phenomena are called research variables. Using a questionnaire with a Likert scale.

According to Handayani (2020), Population is the totality of each element to be studied that has the same characteristics, it can be an individual from a group of events or something to be studied. The population in this study was all employees at the Woha District Office, Bima Regency, as many as 32 people. With details of 24 ASN and 8 Honorary people with a sampling technique (Saturated Sampling). According to Sugiyono (2017) saturated sampling is a sampling technique that is carried out if all members of the population are able to be used as research samples, this technique is carried out if the population is less than 30. The location of the study was carried out at the Woha District Office, Bima Regency, where researchers will examine the influence of attitudes and work competencies on the quality of public services at the Woha District Office, Bima Regency.

Data Collection Techniques

1. Research Survey

A research survey is an information collection technique carried out by compiling a list of questions asked to respondents in the form of samples from a population. According to Sugiono, (2018) the survey method is a quantitative research method used to obtain data that occurred in the past or present, about beliefs, opinions, characteristics, behavior, relationships between sociological or psychological variables from samples.

2. Questionnaire

A questionnaire is a technique for collecting data from a number of people or respondents through a set of questions to be answered. According to Sugiyono (2016)

A questionnaire is a data collection technique used by distributing questionnaires containing a number of statements, where each answer and question has a different value weight.

3. Documentation

according to Sugiyono (2015) is one of the methods used to obtain information and data in the form of documents, books, archives, written numbers and images in the form of reports and descriptions that can support research.

4. Literature Study

According to Mestika Zed (2003), literature study or bibliography is a series of activities related to library data collection methods, recording reading and processing research materials.

Data Analysis Techniques

1. Validity Test

Validity test is the extent to which a measuring instrument is accurate and precise in performing its measurement function (Azwar, 2016). Usually the minimum requirement to be considered valid and meet the requirements is if r = 0.300 or more. So if the correlation between the item and the total score is less than 0.3 then it is declared invalid.

2. Reliability Test

Reliability Test is a test conducted to determine whether the statement items can be trusted for their accuracy or not. The requirement to state that an instrument item is stated as reliable is usually if the Cronbach's Alfa value is equal to or greater than 0.6 (Cronbach's Alfa> 0.6) and if the value is below 0.6 then it is stated as unreliable or less reliable (Azwar, 2016).

3. Classical Assumption Test

Classical Assumption Test is a statistical requirement that must be met in multiple linear regression analysis based on ordinary least square (OLS) (Sunjoyo, 2013).

4. Multiple Linear Regression

Multiple Linear Regression is conducted to determine the direction and extent of influence of the independent variable on the dependent variable (Ghozali, 2018).

5. Multiple Correlation Coefficient

Multiple Correlation Coefficient is an index or number used to measure the closeness of the relationship between three or more variables (Ariandi 2020).Interval Koefisien Korelasi

6. Coefficient of Determination (R2)

The Coefficient of Determination (R2) is an indicator used to determine how much the independent variable can explain the dependent variable. The value of R ranges from 0-1, the closer to 1 the R value, the greater the Independent variable (X) and explains the dependent variable (Y) (Sugiyono, 2017).

7. t-test

The t-test basically shows how far the influence of one independent variable individually in explaining the dependent variables. Testing is carried out using a significance level of 0.05 (a = 5%) (Ghozali, 2016)

8. f-test

The f-test is a simultaneous influence used to determine whether the Independent Variables together or simultaneously affect the dependent variable. The simultaneous influence test (f-test) is known as a simultaneous test or model test / anova test (Ghozali, 2016)

Results and Discussion
Validity Test

Table 1. Validity Test

| No. Item Statement	Pearson Correlation	r tabel	Information
X1.1	0,408	0,300	Valid
X1.2	0,332	0,300	Valid
X1.3	0,598	0,300	Valid
X1.4	0,871	0,300	Valid
X1.5	0,850	0,300	Valid
X1.6	0,833	0,300	Valid
X1.7	0,812	0,300	Valid
X2.1	0,351	0,300	Valid
X2.2	0,677	0,300	Valid
X2.3	0,397	0,300	Valid
X2.4	0,549	0,300	Valid
X2.5	0,566	0,300	Valid
X2.6	0,453	0,300	Valid
X2.7	0,744	0,300	Valid
X2.8	0,624	0,300	Valid
Y.1	0,479	0,300	Valid
Y.2	0,541	0,300	Valid
Y.3	0,770	0,300	Valid
Y.4	0,795	0,300	Valid
Y.5	0,826	0,300	Valid
Y.6	0,789	0,300	Valid
Y.7	0,800	0,300	Valid
Y.8	0,748	0,300	Valid

Data processed: SPSS 2022

From the table above, we can see the results of the validity test on the variables of attitude, work

competence and quality of public services on 7 and 8 questionnaire statement instruments, all of which are declared valid because they are above the standard r table.

Uji Reliabilitas

The results of the reliability test on the statement instrument on the variables of attitude, work competence and quality of public services obtained a Cronbach's Alpha value greater than 0.600, which means that all answer items on the questionnaire were declared reliable or accurate.

Normal P-P Plot of Regression Standardized Residual
Dependent Variable: Kualitas Pelayanan
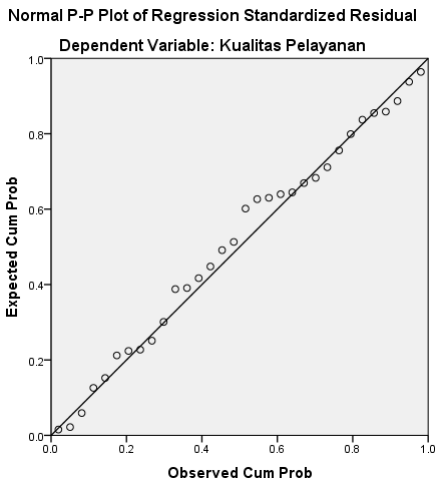
The normality test is carried out by looking at the normal P-P plot of Regression Standardized Residual graph. It can be seen in the graph that the plot grains follow the diagonal line, so it can be concluded that the research data is normally distributed.**b. Uji Multikolinearitas**

Tabel 3. Uji Multkolinearitas

Coefficients^a

MModel	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
(Constant)			nts				
Attitude	B	Std. Error	Beta			Tolerance	VIF
Work Competenceodel							
(Constant)	-1.383	7.391		-.187	.853		
1 Attitude	.685	.233	.530	2.945	.006	.509	1.965
Work Competence	.409	.300	.245	1.363	.183	.509	1.965

Data processed: SPSS 2022

Based on the SPSS output in the multicollinearity test above, it is known that the VIF value of the attitude variable (X1) and work competence (X2) is 1.965 < 10.00 and the tolerance value is 0.509 > 0.1, so the data does not experience multicollinearity.

c. Uji Heterokedastisitas

Scatterplot
Dependent Variable: Kualitas Pelayanan
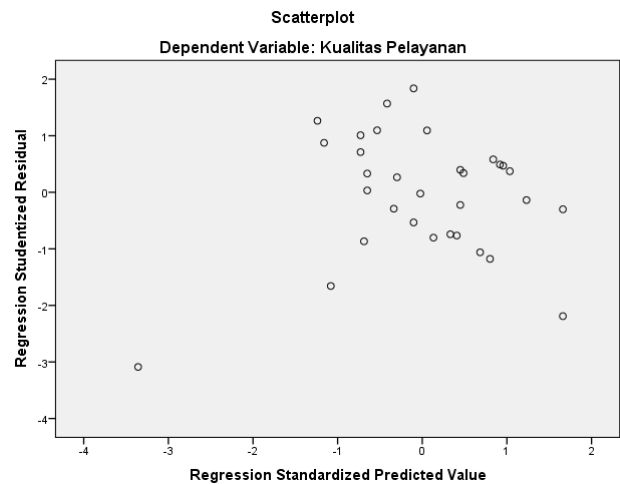
From the Scatterplot graph above, it can be concluded that the data does not have a residual, this is because the distribution of residuals or circles is irregular and does not form a pattern. This can be seen in the circles or plots that are spread out.

d. Uji Autokorelasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.723^a	.523	.490	3.448	2.453

Data processed: SPSS 2022

Based on the decision-making basis of the autocorrelation test using Durbin-Watson, the data is said to have no symptoms of autocorrelation if the Durbin-Watson value is greater than the upper limit (du) and less than (4-du).

From the SPSS output in the autocorrelation test above, the Durbin-Watson value is 2.453, which is greater than the upper limit (du), which is 1.574 and more than (4-du) 4-1.574 = 2.426, it can be concluded that there is a problem or symptom of autocorrelation.

The basis for decision-making in the tun test, namely:

1. If the Asymp. Sig. (2-Tailed) value is smaller <0.05, then there are symptoms of autocorrelation.

2. Conversely, if the Asymp. Sig. (2-Tailed) value is greater than> 0.05, then there are no symptoms of autocorrelation.

Interpretation of SPSS output on the run test as follows: Based on the SPSS output above, the Asymp. Sig. (2-Tailed) value of 0.208 is greater than 0.05, so it can be concluded that there is no autocorrelation symptom or correlation problem

.**4. Analisis Regresi Linear Berganda**

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.383	7.391		-.187	.853
	Sikap	.685	.233	.530	2.945	.006
	Kompetensi Kerja	.409	.300	.245	1.363	.183

Data diolah: SPSS tahun 2022

Based on the regression analysis table above, the following equation results were obtained:
Y = a + β1X1 + β2X2

Y = -1,383 + 0,685X1 + 0,409X2

concluded as follows:

1. The costanta value is -1.383, meaning that if there is no change in the attitude variable (X1) and work competence (X2) is 0, then the quality of public services at the Woha District Office, Dapat Bima Regency will decrease by 1.383.

2. The regression coefficient of the attitude variable (X1) is 0.685, meaning that if the value of other independent variables remains the same and attitude (X1) increases by 1 unit, then the quality of public services (Y) increases by 0.685.

3. The regression coefficient of the work competence variable (X2) is 0.409, meaning that if the value of other independent variables remains the same and work competence (X2) increases by 1 unit, then the quality of public services (Y) increases by 0.409.

5. Koefisien Korelasi

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.723[a]	.523	.490	3.448

Data diolah: SPSS tahun 2022

From the results, the correlation coefficient (R) value can be obtained, which is 0.723. The results explain that there is an influence between attitude and work competence on the quality of public services, which is 72.3%. To be able to interpret the strength of this influence, the following guidelines can be used:

Interval Koefisien Korelasi

Inteval Koefisen	Relationship Level
0,00-0,199	Very Low
0,20-0,399	Low
0,40-0,599	Medium
0,60-0,799	Strong
0,80-1,000	Very Strong

So the correlation between attitude and work competence towards the quality of public services is 0.723, which is in the interval 0.60-0.799 with a strong relationship level.

1. The Influence of Attitude on the Quality of Public Services

The t-value obtained is 2.945 and the sig value is 0.006 which will then be compared with the t table for dk = n-2-1 = 32-2-1 = 29 and a 5% error of the two-tailed test, the t-table value is 2.045. So it can be concluded that the t-value is more than the t table (2.945> 2.045) so the H1 hypothesis is accepted. And the Sig value obtained is 0.006 less than 0.05 (0.006 <0.05) so it can be concluded that H1 is accepted. This is in line with the research conducted by Kalepo et al. (2022) on "The Influence of Attitude and Work Competence on the Quality of Public Services at the Suwawa District Office, Bone Bolango Regency" the results of testing the influence of attitude and work competence on the quality of public services at the Suwawa District Office, Bone Bolango Regency, showed a very strong influence. This is proven by the calculation of R Square, which shows the number 0.783 or 78.3%.

2. The Influence of Work Competence on the Quality of Public Services

The t-value obtained is 1.363 and the sig value is 0.183 which will then be compared with the t table for dk = n-2-1 = 32-2-1 = 29 and a 5% error in the two-tailed test, the t-table value is 2.045. So it can be concluded that the t-value is less than the t table (1.363 <2.045) so the H2 hypothesis is rejected. And the Sig value obtained is 0.183 more than 0.05 (0.183> 0.05) so it can be concluded that H2 is rejected. This is in line with the research conducted by Kalepo et al. (2022) on "The Influence of Attitude and Work Competence on the Quality of Public Services at the Suwawa Sub-district Office, Bone Bolango Regency". The results of the hypothesis test show that partially, work competence does not have a significant effect on the quality of public

services at the Suwawa Sub-district Office, Bone Bolango Regency. This is evidenced by the magnitude of the correlation coefficient value of 0.366 or 36.6% which is considered insignificant as reflected in the significance figure of 0.015 which is greater than the critical value of 0.05.**8. Uji f**

Tabel 8. Uji f

ANOVAª

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	377.523	2	188.761	15.881	.000[b]
	Residual	344.696	29	11.886		
	Total	722.219	31			

Data diolah: SPSS tahun 2022

3. The Influence of Attitude and Work Competence on the Quality of Public Services If the f count value > f table then it can be concluded that the regression model is correct, meaning the influence is simultaneous, by looking at the f table value = f (k; n - k), F = (2; 32 - 2) = 30 then the coordinate of the f table is 30 and the f table value is 3.32. Based on the test results in the table above, it can be seen that the F count is 15.881 with the f table value of 3.32 so that the f count value > f table or 15.881 > 3.32 and the significance level is 0.000b < 0.05 then H3 is accepted, it can be concluded that the attitude variables (X1), and work competence (X2) simultaneously have a significant effect on the quality of public services at the Woha District Office, Bima Regency. This is in line with the research conducted by Eriswanto & Sudarma (2017) on the Influence of Attitude and Competence on the Quality of Public Services of RSUD R. Syamsudin, SH. Sukabumi City. Based on calculations using SPSS software, the F count was obtained at 5.761 while the critical value of the F table with df numerator 2 and denominator 28 at α (0.05) was 3.32. Thus, F count (5.761) > F table (3.32), so it is clear that Ha is accepted.

Results and Discussion
1. The Influence of Attitude on the Quality of Public Services

The results of this study indicate that attitude has a positive and significant effect on the quality of public services. This is indicated by the results of the study and hypothesis testing, the calculated t value is greater than the t table (2.945> 2.045), so the H1 hypothesis is accepted. And the Sig value obtained is 0.006 less than 0.05 (0.006 <0.05), so it can be concluded that H1 is accepted. This is in line with research conducted by Kalepo et al., (2022) on "The Influence of Attitude and Work Competence on the Quality of Public Services at the Suwawa District Office, Bone Bolango Regency" the results of testing the influence of attitude and work competence on the quality of public services at the Suwawa District Office, Bone Bolango Regency, showed a very strong influence. This is evidenced by the R Square calculation, which shows a figure of 0.783 or 78.3%.

2. The Influence of Work Competence on the Quality of Public Services

The results of this study show that work competence does not have a positive and significant effect on the quality of public services. This is shown from the results of the research and hypothesis testing obtained a calculated t value of less than the t table (1.363 <2.045) so the H2 hypothesis is rejected. And the Sig value obtained is 0.183 more than 0.05 (0.183> 0.05) so it can be concluded that H2 is rejected. This is in line with research conducted by Kalepo, et al. (2022) on "The Influence of Attitude and Work Competence on the Quality of Public Services at the Suwawa District Office, Bone Bolango Regency" The results of the hypothesis test show that partially, work competence does not have a significant effect on the quality of public services at the Suwawa District Office, Bone Bolango Regency. This is evidenced by the magnitude of the correlation coefficient value of 0.366 or 36.6% which is considered insignificant as reflected in the significance figure of 0.015 which is greater than the critical value of 0.05. 3. The Influence of Attitude and Work Competence on the Quality of Public Services

Based on the results of the f test (simultaneous) that attitude and work competence have a simultaneous effect on the quality of public services. This is shown from the results of the f test, the calculated f is 15.881 with the f table value of 3.32 so that the calculated f value> f

table or 15.881> 3.32 and the level of significance is 0.000b <0.05, then H3 is accepted. This is in line with research conducted by Eriswanto & Sudarma (2017) on the Influence of Attitude and Competence on the Quality of Public Services at R. Syamsudin Hospital, SH. Sukabumi City. Based on calculations using SPSS software, the calculated F is 5.761 while the critical value of the F table value with a numerator df of 2 and a denominator of 28 at α (0.05) is 3.32. Thus, F count (5.761) > F table (3.32), so clearly Ha is accepted.

Conclusion

Based on the results of the study, conclusions can be drawn by observing the t-test and f-test, the conclusions are as follows:

1. There is a significant influence between attitudes towards the quality of public services at the Woha District Office, Bima Regency.

2. There is no significant influence between work competence and the quality of public services at the Woha District Office, Bima Regency.

3. There is a significant influence between attitudes and work competence on the quality of public services at the Woha District Office, Bima Regency.

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