

**INFLUENCE OF QUALITY OF HUMAN RESOURCES AND QUALITY OF  
PUBLIC SERVICE ON CUSTOMER SATISFACTION**  
(Case study in the Directorate of Registry and Notary Services)

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**Abstract**

The results of multiple linear regression show that the calculated T value for the Human Resource Quality variable is greater than the T table value. This means that the variable has a significant influence on the dependent variable in the regression model. In addition, the level of significance (p-value) below the standard of 0.05 indicates that the results are statistically significant. This means that the human resource quality variable has a meaningful relationship with the dependent variable, and this relationship is most likely not due to chance. Overall, if both criteria (the calculated T value is greater than the T table and the level of significance is below 0.05) are met, then it can be concluded that the quality of human resources has a significant effect on the variables you are studying. If the quality of human resources improves, then client satisfaction tends to increase. This is because good human resource quality often reflects better ability to provide services, effective communication, and understanding of client needs. All of these factors contribute positively to the client experience, which ultimately increases their satisfaction. In the context of the previously mentioned regression, if the human resource quality variable has a significant effect on client satisfaction, then this increase in quality will most likely lead to an increase in client satisfaction. Based on the results of the second hypothesis with the calculated T value of the public service quality variable greater than the T table and the significance value below the standard of 0.5, this indicates that the null hypothesis (H<sub>0</sub>) is rejected. In other words, there is a significant influence of the public service quality variable on the variables tested in your study. The significance value below the standard of 0.5 (usually used 0.05 in research) indicates that the results are very statistically significant. If the quality of public service improves, then client satisfaction tends to increase. Better service quality usually includes speed, effectiveness, friendliness, and meeting client needs appropriately, all of which contribute positively to the level of client satisfaction. Quality service provides a more satisfying experience for clients, so they feel appreciated and treated well, which ultimately increases their satisfaction. In addition, the value of  $R^2 = 0.610$  or 61% shows that 61% of the variation in customer satisfaction can be explained by the quality of human resources and service quality. The remaining 39% represents the variation not explained by the variables in the model, indicating that other factors can also affect customer satisfaction. These results indicate the importance of focusing on improving both human resource quality and customer service quality to improve customer satisfaction. If there is interest, we can explore what other variables can be included to explain the remaining variation.

**Keywords:** Human Resources Quality, Public Service Quality, Client Satisfaction

## **Introduction**

Human Resources is an internal factor that plays an important role in making an organization achieve its objectives, so it needs to be guided by good human resource management (Abdulfatai, 2021). The intention of Human Resources Management is that the organization must have the capacity to unite the perception or point of view of employees and managers of the organization in order to achieve the goals of the institution, such as forming a good work mentality, providing work motivation, guidance or guidance, shows the way and coordination that is good in the work of superior to his subordinates.

Institutional Administration is an administrative activity carried out in the organization of institutions with the use of equipment or facilities in the office (Panasiuk, 2019). Institutional Administration is a subsystem in the organization office that functions as the first supporter in the effort to achieve the objectives of the organization as a whole in the form of internal and external services of the organization. Institutional administration is different from organizational administration (Bose, 2012). The difference factor is the type of activity and the space of the service unit as the place for the implementation of the program. Institutional administration is an activity that is part of the administration of the office that moves in a small part of the organization called administrative, generally involving employees below his ability. But tree things have the same role in public service:

1. Attention to the implementation of operational activities or the main role of the organization in general and special service management;
2. Collecting, providing and presenting data and information to management for the purpose of making decisions;
3. Help to speed up the work and development of the organization as a whole;

Bureaucracy in Timor-Leste needs to be changed to meet the demands of the community, (Thoha, 2017) states that the community demands democratization in all aspects, including services, and the bureaucratic system of government. Thoha's statement shows that the requirement for change that must be responded to is the bureaucratic system in the service of the bureaucracy itself. The first requirement, the change of the bureaucratic system related to structural improvement, all components of the bureaucratic system in Timor-Leste as well as the internal and external service system of all components that interact including administration in academic universities. Therefore, these two requirements are related to the public service that must be offered by the bureaucracy to the community. And this is not rejected, because the first function of bureaucratic governance is to guarantee comfortable public services to the community.

Customer satisfaction is a feeling of like and dislike or feeling of desire and dislike for a product before making a comparison of the provision of product services, refers to his expectations. In fact, satisfied customers will share their happy feelings and experiences with other customers. Therefore, the customer will benefit from the satisfaction that can occur. Customer satisfaction is an important factor for the existence, continuation, and development in the area of public institutions. Nowadays, many public

institutions almost learn the important definition of customer satisfaction and implement strategies aimed at customer satisfaction.

Based on the observation of the researcher found phenomena in the Directorate of Registry and Notary Services, such as the selection of documents and analysis of the system requires a long time, the result to get documents in the notary requires queuing and sometimes takes time and if there is nepotism given by the Directorate of Registry and Notary Services does not satisfy the customer, because if there is a problem about the quality of human resources and quality Public service impacts customer dissatisfaction.

Thus, it requires quality human resources and good service and customer trust:

**Tabel 1 Types of Phenomena**

<b>Types of Phenomena</b>	<b>Place</b>
<p><b>Physical Phenomena</b></p> <ul style="list-style-type: none"> <li>• Limited service space</li> </ul> <p><b>Phenomena In Physics</b></p> <ul style="list-style-type: none"> <li>• Quality of human resources Need training that can increase capacity so as to create healthy communication and interaction between clients so that everyone can be satisfied with the public service available</li> <li>• Public service that is sometimes very slow makes it difficult for customers</li> <li>• Customer Satisfaction is a measure determined by Human Resource Quality and Service Quality.</li> </ul>	<p><b>Registry and Notary Services Directorate Building</b></p>

According to (Zeithaml, 1990:24) thought about service discovered that there are several aspects as follows: first; direct evidence of service consisting of the number of service personnel, technical complementarity, information and service conditions. Second feasibility which consists of time, precision and rigor and service product damage Third response capacity which consists of preparing service personnel, willingness of service personnel, respond to customer needs and consideration of problems faced.

According to (Negara, 2004) in the implementation of public services need to pay attention to the fundamental principles of public services such as: transparency, accountability, conditional, participatory, equality of rights, balance of rights and obligations. The principles of public service are simplicity, clarity, certainty of time, accuracy, security, responsibility, complementary equipment and facilities, accessibility, discipline and respect as well as service standards that: Procedural service, response time, cost of service, service product, installation and infrastructure, personal competence to provide services. The results of the baseline study discovered problems that became a concern of the community because of the lack of optimal services from officials in the Directorate of Civil Registry Services or Notary for Communities, for example services for the treatment of RDTL Certificate, Identity Card, Criminal Registry, Land Certificate, Processing of construction license House or building and others.

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Tabel 2

Variables	Satisfi ed	Good	Poor	Location
Quality of service	7	10	13	<b>Registry and Notary Services Directorate Building</b>

Quality as Conformity according to these standards is measured by the level of non-conformity, and has been found through inspection, (Prastiwi, Ningsih, & Putrini, 2022),. According to human resource as the integrated power of an individual's mind and physical ability, (Hasibuan, 2020),. These behaviors and behaviors are determined by their inheritance and environment. Quality of service is an important activity that becomes a priority in institutions, companies and the state.

Through the quality of service that is good will not look at the physical but will look at the way or criteria and look at the human characteristics that serve others through action and communication applied. The basis of service is the activity offered to serve the customer. The quality of service offered as the action or behavior of a person or organization to satisfy the customer. The action is carried out through direct service to customers as well as indirect service from public institutions but still serve through machines or electronic.

The quality of service in Timor-Leste is also a problem that we all must pay attention to because if we want to change to attract people's attention, the best way is to provide good service. To provide good services to our system or law but this comes from the conscience of each person or we can say that citizen patriotism We look at our country Timor-Leste most clients or citizens before access to something is always delayed or always makes it difficult for customers. With this, we want our country to run well and our public organization to change and maximize customers need a service that can make everyone satisfied.

Remind the problem in the aspect of administrative services in the Directorate of Registry and Notary Services in the field of increasing services to the community by officials in order to achieve good governance "*Good Governance*" A background that has been implemented is bureaucratic reform is the quality of public services that have not been present or have not brought satisfaction to the community, meaning the level of community satisfaction will be minimal, because it shows that there will be complaints from communities about public services both in relation to service procedures complicated, late in the process, and the attitude of the staff who provide public services does not show its ethos of service to communities well. In **Law Number 3/2014, 18 June**, it is stated that to increase the prosperity of society through three things as follows: Improve public services, increase the role and strengthen the community with competitive capacity building. This shows that public services have an important role as a general function of government in terms of regulation and empowerment.

Municipal Government is a unit of government organization that has a strategic location because it has a front line that faces directly with the community or society with different backgrounds, needs and demands that are always changing and developing.

Tabel 3

<b>Variable</b>	<b>Good</b>	<b>Poor</b>	<b>Place</b>
Customer Satisfaction	<b>12</b>	<b>18</b>	<b>Registry and Notary Services Directorate Building</b>

Thus (Wasistiono, 2001) stated that the 21st century as a century of customers “customer century means producers consider or place customers in a dignified place. The above is important because the government and its manager as the first implementing administrator of governance, development and social activities as well as a motivator of peace and order in its territory of rule. Therefore, their role is relevant and can determine whether or not the governance unit changes. Therefore, we need managers or employees who have the capacity and can work together in their services as their responsibility.

The existence of the apparatus, which is also attributed to them administrative functions, occupies a very important position, because as the spokesman of the government at the grassroots level that knows directly all the conditions and problems that exist in the community and the region, it and necessary to contribute to the sub-district government on various information and information in the elaboration of regional policies for global development needs.

The unavailability of information or administrative records properly mentioned above, may occur due to the influence of various factors, especially the human resource capacity of administrative officials in the Directorate of Registry and Notary Services as the organizer has no idea. In the context of governance, the most important thing is that the government needs to improve the welfare of the people, and must serve the community well. And this can be shown when implementing this power well according to the issue that exists. Therefore, it is undeniable that in its implementation there are various problems that directly or indirectly hinder the implementation of government affairs. Based on the above description, the researcher is interested in conducting a research entitled **Influence of Human Resources Quality and Public Service Quality on Customer Satisfaction (Case Study in the Directorate of Registry and Notary Services)**.

### **Research Methods**

The method used by the researcher is quantitative descriptive research to investigate the influence of human resource quality and public service quality on customer satisfaction in the Directorate of Registry and Notary Services (DSRN).

### **Results and Discussion**

#### **General description of Research Place**

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This research was conducted at the Ministry of Justice, National Directorate of Registry and Notary, Colmera, Dili, as an institution under the tutelage of the Ministry of Justice.

### Respondent Demographics

#### 1. Classification of Respondents According to Gender

Questionnaire that was distributed to clients (respondents) with a total of 96 sample-based, questionnaire that returned and can be tested 96 (100% response rate), so the researcher can make classification based on gender type, as follows;

**Table 4 Respondent Classification based on Gender**

<b>Gender</b>	<b>Total Customer</b>	<b>Percentage</b>
Male	27	28,13
Female	69	71,87
<b>Total</b>	<b>96</b>	<b>100</b>

*Sources Directorate of Registry and Notary Services, 2024*

The total number of respondents (clients) in the Directorate of Registry and Notary Services is 96 people, composed of 27 men with a percentage of 28.13%, and 69 women with a percentage of 71.87%. This shows that the clients who became respondents in the Directorate of Registry and Notary Services are mostly women.

#### Classification of Respondents By Age

**Table 5 Respondent classification based on age**

<b>Age</b>	<b>Total Customer</b>	<b>Percentage</b>
Age 20 – 30	36	37.50
Age 31 – 40	30	31.25
Age 41-50	24	25
age > 51	6	6.25
<b>Total</b>	<b>96</b>	<b>100</b>

*Sources Directorate of Registry and Notary Services, 2024*

The total number of respondents in the Directorate of Registry and Notary Services is 96 people who are clients composed of 36 clients aged 20-30 with a percentage of 37.50%, people who 30 people aged 31-40 with a percentage of 31.25%, people with 24 people aged 41-50 with a percentage of 25%. And those aged 51 and above totaled 6 people with a percentage of 6.25%. This shows that the most popular respondents are those who are mostly aged 20-30 with the age that is still productive.

#### Classification of Respondent Based on Level of Education

**Table 6 classification of respondent based on education level**

<b>Education Level</b>	<b>Total Customer</b>	<b>Percentage</b>
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≤ Pre secondary	57	59,38
High School	33	34,37
Degree	6	6,25
<b>Total</b>	<b>96</b>	<b>100</b>

*Sources Directorate of Registry and Notary Services, 2024*

The total number of respondents in the Directorate of Registry and Notary Services is 96 people, which is composed of 57 people Pre-Secondary and below with an education level of 59.38%, 33 people Secondary and level of education with its percentage of 34.37%, clients who are in Bachelor level education 6 people with its percentage 6.25%. The reading part interprets that all clients have knowledge about the role of the Directorate of Registry and Notary Services.

**Data Quality Testing**

The analysis technique shows the way for processing and discussion, which has been found. The analysis technique used to answer the research problem is quantitative using validity and reliability test analysis tools.

**a. Human Resource Quality Validity Test**

Validity tests were conducted to determine the validity or reliability of the questionnaire. Validity here means that the questionnaire is used. Or to measure what should be measured. A questionnaire is said to be valid (convincing) if a person's answer to the statement included in the questionnaire is consistent or stable from time to time. The validity test can be done by comparing the SPSS results in the total number of statistics table (annex 4), in the table Corrected Item-Total Correlation with the validity standard (Ghozali, 2016a), equal to above 0.30. For the complete results of the validity test can be seen in table 4 below:

**Table 7 Human Resource Quality Validity**

No	Human Resource Quality Outcome Value	Standard Validity	Observation
1	Intellectual quality	0.325	0,30 Valid
2	Education	0.417	0,30 Valid
3	Knowledge in each service area	0.558	0,30 Valid
4	Understands its area of service	0.360	0,30 Valid
5	Capacity,	0.515	0,30 Valid
6	Willingness to work	0.320	0,30 Valid
7	Planning /organizational capacity.	0.315	0,30 Valid

*Source : Processing questionnaire, 2024*

From the results of the SPSS output variable Human Resources Quality from the indicator statement that has been tested, all valid, seen from the corrected total item

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correlation to the items questions for the Human Resources Quality Variable with a validity value greater than 0.30. From the table above, it can be seen that the validity of seven statements of the variable Human Resource Quality means valid with the value of validity shown by Corrected Item total Correlation greater than the standard validity of 0.30. Nunnaly (2002:122) describes that an instrument can be said to be valid if the value is greater than 0.30.

**b. Public Service Quality Validity Test**

In this research, the variable Quality of Public Services together in five 5 rule statement (statement), the result of the validity value can be seen from the column corrected item total correlation, to compare with the standard value of validity is the same, 0.30 or 30% when the value of corrected item total correlation is high or greater than 0.30 can be said to be valid for the rule of examination / statement According to Nunnaly, (2002 :122).

**Table 8 Public Service Quality Validity**

No	Statement Public Service Quality	Outcome Validity	Value Standard Validity	Observation
1	<i>(reability),</i>	0.408	0,30	Valid
2	<i>(responsiveness),</i>	0.470	0,30	Valid
3	<i>(confidence),</i>	0.479	0,30	Valid
4	<i>(Empathic),</i>	0.562	0,30	Valid
5	<i>(tangible),</i>	0.551	0,30	Valid

*Source : Processing questionnaire, 2024*

From the results output SPSS variable Quality of Public Services that has 3 items an indicator that has been tested, all valid, see from the corrected total item correlation to the item statement for the Quality of Public Services variable with a validity value greater than 0.30 .

**c. Validity Test Customer Satisfaction**

In this research, the customer satisfaction variable totals 5. Five rule questions, the result of the validity value can be seen from the column corrected item total correlation, to compare with the standard value of validity is the same, 0.30 when the value of corrected item total correlation in high or greater than 0.30 can be said to be valid for the examination rule According to Nunnaly, (2002: 122).



**Table 9 Validities Customer satisfaction**

No	Statement Customer Satisfaction	Outcome Validity	Value Standard Validity	Observation
1	Quick communication	0.433	0,30	Valid
2	Easy to over-record information Online	0.579	0,30	Valid
3	Easy to find information over social media access	0.635	0,30	Valid
4	Easy to get document results	0.533	0,30	Valid
5	Good promotion	0.564	0.30	Valid

*Source : Processing questionnaire, 2024*

From the results output SPSS variable customer satisfaction that has 5 items an indicator that has been tested, all valid, seen from the corrected total item correlation to the item statement for the variable customer satisfaction with a validity value greater than 0.30.

**d. Questionnaire Reliability Test**

Reliability is a tool for using a questionnaire measure as an indicator of a variable. According to Ferdinand (2006:43) an instrument and the data that obtains results is called reliable or trustworthy if the instrument is consistent with its results as if sometimes measured by the questionnaire. There is a way to test the reliability of the questionnaire in this research by using the Cronbach's Alpha coefficient formula, as follows;

1. If the result Coefficient alpha  $\geq$  significance level 60% or 0.6 is a referereliable questionnaire.
2. If the result of the alpha coefficient  $\leq$  the significance level of 60% or 0.6, the questionnaire is not reliable.

**Table 10 Reliability Test Results**

No	Variables	Cronba chalpa	Standard Rehabilitates	Observations
1	Human Resource Quality	0.679	0,60	Reliable
2	Public Service Quality	0.732	0,60	Reliable
3	Customer satisfaction	0.775	0,60	Reliable

*Data source SPSS version 26*

From the results of the rehabilitation test showed that the variable credit allocation, Public Service Quality and customer satisfaction come with a rehabilitation value greater than the rehabilitation standard of 0.60, it can be said that the statement of this variable means that it is reliable or fair to use / rely on.

**Classical Assumption Testing**

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The multicollinearity test showed that there was a linear relationship between the independent variables. Multicoloniality roots in this study will use late inflation factor (VIF) values obtained from the root hypothesis. The criterion of multicoloniality is that if the VIF value is greater than 10 and the tolerance for parties is less than 0.10, it means that there is a problem related to multicoloniality (Ghozali, 2016b). are presented in the table below.

**Table 11 Multicoloniality Test Results**

Variable	Tolerance	Value ViF	Justification
Human Resource Quality	0.651	1.535	Free Multicollinear
Public Service Quality	0.651	1.535	Free Multicollinear

*Sources : Processing Questionnaire, 2024*

From the *output of spss* it can be seen that the regulation that passes the *multicollinearity* test can reach the totality of independent variables that exist, with a tolerance value that is not less than 0.10 as 0.096 and VIF (*variance inflation factor*) is not less of 10 is equal to 1.863 of this shows that the sum of one independent variable and another dependent variable.

**Autocorrelation Test**

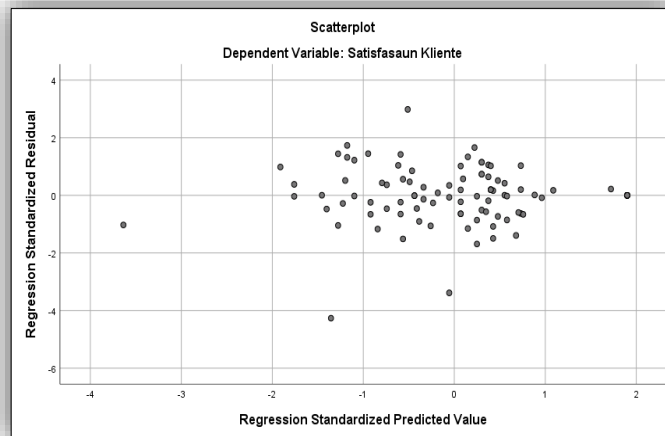
The results of this autocorrelation assumption test resulted in the following table,:

Mode	Durbin-Watson
1	1.496

From the above research results, for the summary model segment, the largest D-W number is 1.496, which shows that this regression model does not have problems with autocorrelation, with a value that reaches between -2 and + 2 means no failure enter variable relationship.

**Heteroskedasticity Test**

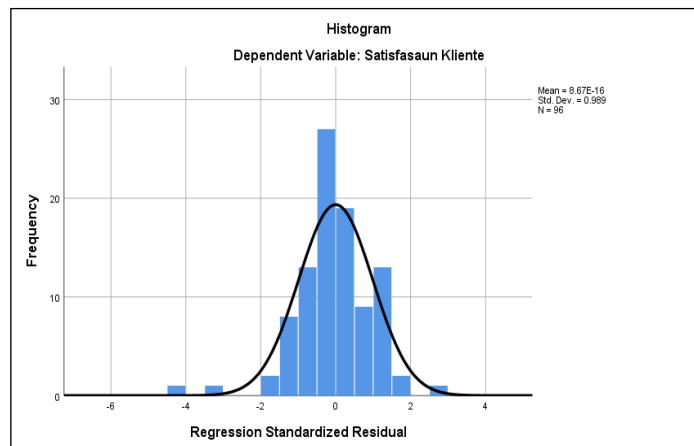
The heteroscedasticity test aims to test the data in the regression model that appears not the same variance / variance of the residual from one observation to another observation. The difference is called homoscedasticity and the difference is called heteroskedasticity.



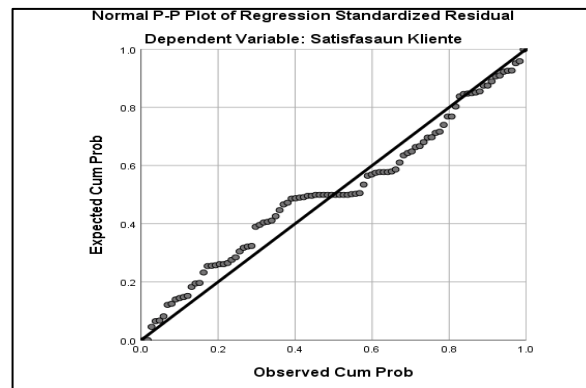
Based on the output of spss in the scatterplot graph that is seen from the distribution of data is not right (irregular) and does not produce a pattern, from above and below the number 0 on the Y axis, with this summary that in this regression does not occur heteroskedasticity.

### Normality Test

Normality test aims to determine whether the residual variable regression model has a normal distribution or not. Good data model from normal distribution to make and pay attention to normal probability plot bascatter plot with normal distribution. Based on the output of spss in the normal graph p-p plot of standardized regression residual shows that all data that have a normal distribution, because all data that are divided to form the right risk (straight line) diagonol, is the data to achieve the normal assumption or follow risk loss (straight line) of normality.



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To see the normality graph of the data can be seen from the statistical test as in this research used statistical standardized residual to alpha with a level of 5%. if the significance of the standardized test is greater than 0.05, the data are normal. Based on the spss output on the image histogram shows that the std. Dev. or p-value value of 0.97 greater than 0.05 can be said to summarize data with normal distribution.

**Search Results**

**Double Linear Regression Analysis (Multiple linear regression).**

Double linear regression is a tool to detect and explain the relationship between the dependent variable (Y) and three independent variables (X<sub>1</sub>,X<sub>2</sub>) which will be shown in the diagram and the linear relationship between the independent and dependent variables. The dual linear regression formulation is as follows:

**Table 12 Multiple Linear Regression Test Results**

<b>Coefficient<sup>a</sup></b>					
Model	Unstandardized		Standardized	T	Sig.
	Coefficients				
	B	Std. Error	Beta		
(Constant)	.357	1.615		.221	.826
1 Human Resource Quality	.454	.095	.384	4.785	.000
Public Service Quality	.532	.087	.490	6.113	.000

A Dependent Variable Customer Satisfaction

*Source: process data from SPSS version 26*

Based on the formulation results, multiple linear regression is as follows;  $y = + e$ , is the result of this research, with the value of the following multiple linear regression formula:  $0.357 + 0.454 X_1 + 0.532 X_2$ .

a = 0.357 means the value, Customer Satisfaction Variable before, influenced by Human Resource Quality and Public Service Quality, is the value of dependent variable Customer Satisfaction Variable as 0.357 this value is constant or influenced.

b1 = 0.454 is the regression beta coefficient means, change of, Human Resource Quality Variable can increase Customer Satisfaction Variable with a value of 0.454 or 45.4%. with the perception that the Quality of Public Service is constant.

b2 = 0.532 is the regression beta coefficient means, that changes in the Public Service Quality Variable can increase 0.532 or 53.2%. that Human Resource Quality is constant.

**Determinant Coefficient Results**

**Table 13 Determination coefficient test results**

<b>Model Summary<sup>b</sup></b>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.781 <sup>a</sup>	.610	.602	2.412

a. Predictors: (Constant), Human Resource Quality, Public Service Quality  
 b. Dependent Variable: customer satisfaction

*Source: process data from SPSS version 26*

Based on the table above, the number (R) was obtained with a value of 0.781 or 78.1%. This shows that the relationship between the influence of independent variables Human Resource Quality and Public Service Quality on customer satisfaction is strong. In addition, the contribution (R square) of two independent variables that use the capacity to explain with a value of 0.610 or 61% of the variable variation depends on customer satisfaction. scaled by another variable that is not included in this research model.

**Hypothesis Test Results**

For this research researcher used hypothesis test, this test to know the value of influence can receive alternative income according to the risk value or error level of below 5% with a confidence level of 95%

**Comparison of Previous Research and Current Research**

This research tries to answer that problem, such as the existence of a research gap between human resource quality and public service quality for customer satisfaction.

1. According to the first researcher Kirana Apsari Ayuningtyas, Salim Siregar. (2021) influence service quality and trust on customer satisfaction Variables service quality (X1) trust (X2) and customer satisfaction (Y) Research site, sample and year service quality and trust have a partially positive influence on customer satisfaction

And the current research shows results that there is a positive and significant influence between Human Resource Quality to Customer Satisfaction. This result shows that Human Resource Quality can increase customer satisfaction in the Directorate of Registry and Notary Services

2. Crhirtian Paul Raymond, 2014 Quality of human resources and quality of service to satisfaction Variables quality of service (X1) And quality of service to satisfaction (X2) Location and year Research results show that quality of human resources is an important factor to improve the quality of service

And the current research shows results that there is a positive and significant influence between Public Service Quality to customer satisfaction. This result shows that Public Service Quality can increase customer satisfaction in the Directorate of Registry and Notary Services.

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**Research Explanation**

This research tries to answer that problem, such as the existence of a research gap Between Human Resource Quality and Public Service Quality for Customer Satisfaction. Empirical results show that human resource quality and public service quality directly or indirectly influence customer satisfaction.

**Answer the Problem Formulation Questions that the researcher formulated in BRANCH I**

Based on the test results in the first hypothesis related to Problem Formulation How does the quality of Human Resources influence Customer Satisfaction in the Directorate of Registry and Notary Services?

The researcher concluded that Human Resource Quality has a positive and significant influence on customer satisfaction. This part means that if the quality of Human Resources is strong it is possible to produce high customer satisfaction, meaning indicators such as Intellectual Quality, Education, Knowledge in each area of service, Understanding its area of service, Capacity, Willingness to work and planning / organizational capacity can influence and increase customer satisfaction. This research also supports research by Kirana Apsari Ayuningtyas, Salim Siregar. (2021), Ardiansyah Japlani, Fitriani, Siti Mudawamah (2020), Yohannes Yahya Welim, Ahmad Arifin (2016), Crhirtian Paul Raymond, 2014

**Hypothesis Two**

Based on the test results in the first hypothesis related to the second problem formulation How Public Service Quality influences Customer Satisfaction in the Directorate of Registry and Notary Services

The research concludes The second hypothesis concludes that the variable Public Service Quality has a significant influence on customer satisfaction. This part means that if the quality of public service is strong it is possible to produce high customer satisfaction, meaning indicators such as reliability (reability), responsibilities (responsiveness), showing confidence (confidence), empathy (emphaty), tangible evidence, can influence and increase customer satisfaction. This research also supports research by Kirana Apsari Ayuningtyas, Salim Siregar. (2021), Ardiansyah Japlani, Fitriani, Siti Mudawamah (2020), Yohannes Yahya Welim, Ahmad Arifin (2016), Crhirtian Paul Raymond, 2014.

**Hypothesis Three**

How does Human Resource Quality and Public Service Quality influence Customer Satisfaction in the Directorate of Registry and Notary Services?

Based on the results of the test in the third hypothesis concluded that the variables Human Resource Quality and Public Service Quality have a significant influence on customer satisfaction. This part means that if the quality of human resources and the quality of public services that are strong are possible to produce high customer satisfaction, it means that the indicators of the two free variables can influence and

increase customer satisfaction. This research also supports research by Kirana Apsari Ayuningtyas, Salim Siregar. (2021), Ardiansyah Japlani, Fitriani, Siti Mudawamah (2020), Yohannes Yahya Welim, Ahmad Arifin (2016), Crhirtian Paul Raymond, 2014.

### **Research Implications**

This research tries to answer that problem, such as the existence of a research gap between human resource quality and public service quality for customer satisfaction. The empirical results show that human resource quality and public service quality directly or indirectly influence customer satisfaction

### **Theoretical Implications**

- a. From the results of the variable quality of human resources has an influence on customer satisfaction, meaning that human resources that have quality and ability can give satisfaction to customers from the results that are reinforced by the theory of M. Dawam Rahardjo (2010:18), explained the significance of Human Resource Quality, as follows: “The quality of human resources is determined only by the aspect ability or physical strength, but also determined by education or level of knowledge, experience or wisdom, attitudes and values. Based on the above definition, it can be concluded that Human Resource is the individual or what is referred to as service, employee, human potential who serves the organization
- b. From the results of this research shows the quality of public services in the capacity to contribute this phenomenon shows that the quality of human resources can raise the satisfaction of customers this result is reinforced by the theory that haton hsui Sinamdela (2010,Pag:6), kakak theoretically public service's objective is to satisfy society. To achieve this satisfaction, primary service quality is required.

### **Practical Implications**

The results of this research are used as input to employees and managers in the Directorate of Registry and Notary Services to perform their duties and responsibilities for the service, and improve the quality of human resources available and improve public services so as to provide satisfaction to all those who deal with issues related to the function of the Directorate of Registry and Notary Services

### **Conclusion**

Based on the results of the test in the first hypothesis, it is concluded that the variable Human Resource Quality has a positive and significant influence on customer satisfaction. It means that if the quality of human resources is high, customer satisfaction increases.

Based on the results of the test in the second hypothesis, it is concluded that Public Service Quality has a significant influence on customer satisfaction. This part means that the quality of public services can make a difference to customer satisfaction.

Based on the results of the test in the third hypothesis concluded that the variables Human Resource Quality and Public Service Quality have a significant influence on

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customer satisfaction. This part means that if the Quality of Human Resources and the Quality of Public Service is strong it is possible to produce high customer satisfaction.

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