The Influence of Attitudes and Work Abilities on Service Quality at the Legal Metrology UPTD of the Trade and Industry Service of Gowa Regency

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Abstract

This research is a type of quantitative research with the aim of knowing and analyzing "The Influence of Attitudes and Work Abilities on Service Quality at the Legal Metrology UPTD of the Gowa Regency Trade and Industry Service". The population in this study is the owners of UTTP equipment (measuring, measuring, weighing, and equipment) who are required to re-calibrate. The total population was 635 UTTP equipment owners using the Slovin formula to determine the sample size, namely 86 respondents. The type of data used in this research is quantitative data obtained from published questionnaires and is related to the problem being studied. Data collection was carried out by observation and distribution of questionnaires. In this research, the data sources used in data collection include primary data and secondary data. The research instrument used in this research was the Likert Scale method. Based on the results of research using statistical calculations through the Statistical Package for the Social Science (SPSS) version 27 application regarding the influence of attitudes and work abilities on service quality at the legal metrology uptd of the Gowa district trade and industry service, it can be stated that attitude has a positive but not significant effect on the quality of service at the Legal Metrology UPTD of the Trade and Industry Service of Gowa Regency with a Tcount<Ttable value of 1.351<1.989 so it can be concluded that the hypothesis is rejected. Meanwhile, the ability has a positive and significant effect on the quality of service at the Legal Metrology UPTD of the Trade and Industry Service of Gowa Regency with a Tcount>Ttable value of 9.338>1.989 so it can be concluded that the hypothesis is accepted.

Keywords: Attitude; Ability ; Service quality

INTRODUCTION

One of the organization's activities is the implementation of community service activities. Organizations, both government and non-government, provide services because wherever they are or whatever the nature of their work, every human encounter with other people always contains a service aspect. Whether it is done consciously and directly or unconsciously and indirectly. All services are provided optimally by the relevant organization or institution to ensure the satisfaction of the customers or communities served. One of the government agencies that carries out service activities is the Gowa Regency Trade and Industry Service.

Providing quality services is very important for institutions and institutions, regardless of location. The success of public service organizations depends on the quality of services provided. Likewise, as an institution whose mission is to serve the community, the Gowa Regency Trade and Industry Service must of course provide the best service to the community. Service is the process of fulfilling needs through the activities of other people directly (Monir, in Harbani Pasolog 2013: 128). Meanwhile, the Minister for Administrative Reform stated that service is all forms of service activities in the form of goods or services to fulfill community activities. Agung Kurniawan (in Harbani Pasolog 2013: 128) said that public service is the provision of services (serving) the needs of other people or society who have an interest in the organization by the basic rules and procedures that have been determined.

The services provided to the community really depend on the attitude of the employees who serve the community who need public services. The services provided by employees are the

strength or lifeblood of an organization. The better the employee's behavior in providing services, the better the quality of service provided to the community, and the better the public's opinion of the organization.

Attitude is an evaluation or reaction to emotions. A person's attitude towards an object is a feeling of supporting, supporting, or not supporting the object (Berkowits in Anwar, 2013). According to McShane and Von Glinow in Wibowo (2013), attitudes consist of beliefs (groups of beliefs), evaluative emotions (feelings of being valued), and behavioral intentions (to act towards a person, object, or event). Attitude is an opinion about giving reasons consciously. According to Toto (2018), if you have a positive attitude towards work, you will work longer and harder to achieve the desired results. Attitudes encourage us to behave in certain ways in certain situations. In other words, attitudes influence behavior at different levels. In contrast to values, which refer to general beliefs that influence behavior in all situations.

Apart from this attitude, there are other factors that are no less important which can cause a decline in service quality. public. This is a staff capability that is not in accordance with the job or role.

Lowser and Poter, in Anggraeni (2012), define ability as personal characteristics such as intelligence, manual skill, and characteristics that represent individual agency potential and are inherently stable. According to Sinungan (2018) from Aprilia, the term "skills" is defined as what is expected in the workplace, knowledge that is consistent in its application and consistent with what is needed in the workplace, referring to skills and attitudes. Performance standards must be working. According to Thoha and Yulius (2014), competency is an element of maturity related to knowledge and skills that can be obtained through education, training, and experience. Based on the concept above, competency is the potential possessed by employees, especially those who work at the Gowa Regency Trade and Industry Service, to carry out their work based on the knowledge, attitudes, experience, and training they have. It can be concluded that competence is the sum of abilities.

The Gowa Regency Trade and Industry Service is one of the public bureaucracies in the region that has the main task of carrying out regional household affairs and assistance tasks in the fields of industry, trade, and consumer protection, so employee support is a must. Therefore, employees are needed who have high competence, especially in terms of attitudes and abilities because they will be able to support improving the quality of services that will be provided and support the organization in achieving its goals.

UPTD Legal Metrology of the Gowa Regency Trade and Industry Service has duties and functions as a work institution that provides reprinting and metrological supervision. This is oriented towards consumer protection by providing services and supervision in terms of the correct measurement of measuring, measuring, weighing, and equipment (UTTP), as well as the correct writing of compensation and quantity of goods in wrapped packages (BDKT).

Therefore, attitudes and abilities are very important in improving the quality of service for the relevant agencies. This makes the author interested in conducting in-depth research regarding the quality of service at the UPTD (Regional Technical Implementation Unit) Legal Metrology Department of Trade and Industry, Gowa Regency.

RESEARCH METHODS

The type of research used in this research is a descriptive method using a quantitative approach. Creswell (2014, p. 32) defines quantitative methods as methods for testing certain theories, by collecting data to refute existing theories. Methods in quantitative research generally involve the process of collecting data, analyzing data, interpreting data, and writing up research results. The quantitative approach begins with the type of data that will be used as the object of research, which is specifically numbers or data. Then, researchers will identify the variables they want to research, which will later be analyzed numerically. Research using quantitative methods will test one or several theories, by detailing a specific hypothesis, then collecting data, and then getting answers that can support or even help the hypothesis. Quantitative data is data in the form of numbers. Depending on the format, quantitative data can be obtained or analyzed using mathematical or statistical computing techniques. For understand and explain the influence of attitudes and abilities on service quality at the Legal Metrology UPTD of the Trade and Industry Service of Gowa Regency based on the results of observations, questionnaires and documentation. The population in this study were owners of UTTP equipment (Measuring, measuring, weighing, and equipment) who were required to re-calibrate. The total population was 635 UTTP equipment owners using the Slovin formula to determine the sample size, namely 86 respondents.

$$n = \frac{N}{1 + Ne^2}$$

Information:

n = sample size

N = population size

e = allowance for inaccuracy due to tolerable sampling error, probability squared.

(Kriyantono, 2008)

From the description above, it can be concluded that sampling data from the total population (UTTP equipment owners) amounted to 635 UTTP equipment owners, so sampling 10% of the total population was 86 UTTP equipment owners.

The conditions referred to are as follows:

1. 10% of the total value of the population of UTTP equipment owners who have been provided services by employees at the Legal Metrology UPTD of the Gowa Regency Trade and Industry Service.
2. UTTP tool used for buying and selling transactions in the Gowa Regency Regional Government area.

3. Please fill out the questionnaire.

$$n = \frac{N}{1 + N\,(e)^2}$$

$$n = \frac{635}{1 + 635.(10\%)^2}$$

$$n = \frac{635}{1 + 635.\ 0{,}01}$$

$$n = \frac{635}{1 + 6{,}35}$$

$$n = \frac{635}{7{,}35}$$

$$n = 86$$

RESULTS AND DISCUSSION

Dependent variable is explained by the independent variable. If the R^2 value moves closer to 1 it means the greater the variation in the dependent variable that can be explained by the Independent variable if it turns out to be deep the calculation of the R^2 value is equal to 0 then this shows that the dependent variable cannot be explained by the variable independent. A validity test is a measure that shows the reliability or correctness of a measuring instrument. If an instrument is said to be valid, it means that the measuring instrument used to obtain the data is valid, so valid means that the instrument can be used to measure what it should measure. Validity is claimed to be a measure of the extent to which a measurement instrument is able to measure what it wants to measure. Validity checks are carried out by comparing the r value calculated from the output value (corrected item correlation) with the table r value, and by comparing the calculated r value with the table r value. It has been completely revised according to the following criteria.

If r count > r table is positive then the question element is valid, but if r count < r table then the question element is invalid.

The reality test is an index that shows the extent to where a measuring instrument can be trusted and relied upon. Reliability shows the consistency of a measuring instrument in measuring the same symptoms. The reliability test of this research aims to find out whether the information obtained from the questionnaire can be trusted and can reveal true information. The reliability test was carried out by testing the Cronbach's alpha value of each variable. A variable can be said to be reliable if it receives a Cronbach's alpha value greater than 0.60 (Ursachi et al., 2015).

Table 1 validity test results

Items	Variables Attitude X1	Calculated r value	Table r value	Information
1	X1.1	0,668	0,212	Valid
2	X1.2	0,735	0,212	Valid
3	X1.3	0,718	0,212	Valid
4	X1.4	0,745	0,212	Valid
5	X1.5	0,620	0,212	Valid
6	X1.6	0,674	0,212	Valid
	Work ability X2			
1	X2.1	0,339	0,212	Valid
2	X2.2	0,534	0,212	Valid
3	X2.3	0,396	0,212	Valid
4	X2.4	0,625	0,212	Valid
5	X2.5	0,742	0,212	Valid
6	X2.6	0,353	0,212	Valid
7	X2.7	0,757	0,212	Valid
8	X2.8	0,430	0,212	Valid
9	X2.9	0,413	0,212	Valid
10	X2.10	0,298	0,212	Valid
	Quality of Service Y			
1	Y1	0,296	0,212	Valid
2	Y2	0,519	0,212	Valid
3	Y3	0,349	0,212	Valid
4	Y4	0,743	0,212	Valid
5	Y5	0,690	0,212	Valid
6	Y6	0,362	0,212	Valid
7	Y7	0,443	0,212	Valid
8	Y8	0,377	0,212	Valid
9	Y9	0,775	0,212	Valid
10	Y10	0,325	0,212	Valid

The r table value obtained is based on the number of respondents (N), its validity is determined by carrying out a significance test of 5% or 0.05. In this study, there were 86 respondents who filled out the questionnaire. Based on the number of respondents, it is known that the r of this validity test table is 0.2120. So every item that successfully has the calculated r-value above can be said to be valid

Table 2. reliability test result

Variable	Cronbach's Alpha Based on Standardizes Items	Information
Attitude (X_1)	0,775	Reliable
Work Ability (X_2)	0,630	Reliable
Quality of service (Y)	0,639	Reliable

Based on the data table above, it shows the figures for the values cronbachsAlpha(a) on all variables in this study, all of them show a value above 0.60. This shows that the variable independent and dependent are reliable and it can be concluded that The respondent's questionnaire statement shows reliability in measuring variables in the research model.

CONCLUSION

Based on the results of research entitled The Influence of Attitudes and Work Abilities on Service Quality at the Legal Metrology UPTD of the Gowa Regency Trade and Industry Service, it can be concluded. Independent variable

Does Attitude have a significant (positive) effect on Service Quality (dependent variable) and Does Work Ability have a significant (positive) effect on Service Quality?(dependent variable) at the Legal Metrology UPTD of the Gowa Regency Trade and Industry Service. This is earnedfrom the results of the T-test carried out on the attitude variable (X1) towards service quality (Y). The count value is obtained with a value of 1.351 < ttable with a value of 1.989. The significance value of the independent variable (X1) on the dependent variable (Y) with a value of 0.180 isgreater than the value of a, namely 0.05, which means that the better the employee's attitude towards providing services to the community, the better the quality of service will be. while the workability variable (X2) affects service quality (Y). The count value is obtained with a value of 9.338 < ttable with a value of 1.989. The significance value of the independent variable (X2) on the dependent variable (Y) with a value of 0.001 is smaller than the value of a, namely 0.05, which means that the higher the employee's work capacity, the higher the quality of service.

After the researcher conducted research by directly distributing questionnaires and interviewing selected respondents directly to collect quantitative data and using snowball sampling to collect qualitative data with respondents, employees of the UPTD Legal Metrology Department of Trade and Industry, Gowa Regency, it can be concluded that:

1. Attitude influences the quality of service at the Legal Metrology UPTD of the Gowa Regency Trade and Industry Service, but is not significant. However, the direction of the positive influence shows that the better the employee's attitude towards providing services to the community, the better the quality of service will be. Partial/alone attitudes do not have the most dominant influence on the quality of service at the Legal Metrology UPTD of the Gowa Regency Trade and Industry Service.

2. Work ability influences the quality of service at the Legal Metrology UPTD of the Trade and Industry Service of Gowa Regency. The direction of the positive influence shows that the higher the employee's work capacity, the higher the quality of service. So workability has a

significant effect on the quality of service at the Legal Metrology UPTD of the Trade and Industry Service of Gowa Regency.

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