



The influence of education and training and competency of human resources on services to the assistant deputy for labor affairs of the ministry of development of disadvantaged regions

Budi Supriyatno ^{1*}, Azis Hakim ²

¹⁻² Lecturer in Master of Administrative Sciences University of Krisnadwipayana, Bekasi, Indonesia

* Corresponding Author: **Budi Supriyatno**

Article Info

ISSN (online): 2582-7138

Volume: 04

Issue: 04

July-August 2023

Received: 26-06-2023;

Accepted: 18-07-2023

Page No: 826-832

Abstract

The formulation of the problem in this research is whether there is an influence of education and training and human resource competence together on services at the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions. The purpose of this study is to examine to determine the effect of education and training and human resource competencies together on service to the Assistant Deputy for Labor Affairs at the Ministry of Development of Disadvantaged Regions.

The research method uses a survey with a quantitative approach that is correlational with the sampling technique saturated sampling, namely, the method of sampling research technique when all members of the population are used as samples. In this study, the number of samples was 30 respondents. The variables studied were education and training) and human resource competence as independent variables, while service was the dependent variable.

Based on the results of the research that has been done, namely: 1) Based on the results of hypothesis testing the effect of the variable education and training on services at the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions, it turns out to have a strong and significant positive influence, this is indicated by the coefficient value the correlation is equal to 0.693 and the t-count test is 5.093 > from the t-table of 2.048. While the coefficient of determination is $r^2 = 0.481$ or 48.1%, this means that 48.1% of service is determined by education and training, and the remaining 51.9% is determined by other factors. 2) Based on the results of the hypothesis test the effect of the human resource competence variable on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions turns out to have a strong and significant positive influence, this is indicated by the correlation coefficient value of 0.665 and the t-test of 4.708 > from t-table of 2.048. While the coefficient of determination is $r^2 = 0.442$ or 44.2%, this means that 44.2% of service is determined by the competence of human resources, and the remaining 55.8% is determined by other factors. 3) To test the double correlation hypothesis of education and training and human resource competence variables jointly on services to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions, it turns out to have a strong and significant positive effect with a correlation coefficient value of 0.756 with F-count test of 18.054 > F-table of 3.35. While the coefficient of determination is $R^2 = 0.572$, this means that together 57.2% of service is determined by education and training and human resource competence, and the remaining 42.8% is determined by other factors.

DOI: <https://doi.org/10.54660/IJMRGE.2023.4.4.826-832>

Keywords: Education and Training and Competency of Human Resources and Services

Introduction

Human resources are the driving force and the main factor in an organization, both public and private organizations, because it requires good management or management which we are familiar with the term Human Resource Management (HRM). Human resource management has various functions including planning, development, integration, maintenance, discipline, and termination (Hasibuan, 2006) ^[2].

All functions of human resource management aim to enhance the role and contribution of human resources owned by the organization so that organizational goals can be achieved effectively and efficiently.

In facing the demands of tasks or work, both now and in the future, the need for human resource development, which is one of the functions of human resource management, is a must and absolutely must be carried out by an organization. Human resource development helps prepare people or employees to assume higher responsibilities in an organization or company.

The development of human resources is closely related to increasing the intellectual abilities needed to do a better job. Human resource development is based on the fact that every workforce requires better knowledge, expertise, and skills. Development also helps the workforce to prepare themselves to face job or position changes caused by new technology or new product markets, this is the opinion of Samsudin (2006) [19].

Human resource development is an increase in employee performance that reflects the ability of members of the organization to work, meaning that the performance of each employee is assessed and measured according to criteria predetermined by the organization. It is on this side that individual achievement is a guarantee for the organization that the organization will still be able to answer any challenges of change and even reach every possibility of change in the future. In other words, organizational achievement is highly dependent on the achievements of each member of the organization.

Particularly in government organizations, Civil Servants are the main assets of the human resources of the state apparatus which are the main pillars of the government in governance and development. The existence of Civil Servants is very strategic in creating service efficiency to the community which is indeed the main task of the government. Given this strategic role, efforts to empower and develop the career of Civil Servants must be carried out in a planned, integrated, and organized manner so that a Civil Servant who has competence, a spirit of dedication, protection, and professionalism can be formed.

To form a quality civil servant figure, the government has issued policies that lead to the above goals, one of which is Education and Training or commonly abbreviated as Education and Training. Training is a learning process within an organization that leads to changes in employee attitudes and behavior to meet the expectations of work qualifications and the demands of organizational development both internally and externally. Based on the Government Regulation of the Republic of Indonesia Number 101 of 2000, it is stated that the objectives of the training include: increasing knowledge, skills, and attitudes to be able to carry out office duties in a professional manner based on the personality and ethics of civil servants according to agency needs, strengthening the attitude and spirit of service-oriented dedication, protecting and empowering the community, creating a common vision and dynamic mindset. This Government Regulation emphasizes the quality of civil servants to always improve their capacity/quality, namely by attending training.

Competence can be interpreted as the behaviors shown by those who have perfect performance, are more consistent and effective, compared to those who have average performance. Competence is a basic characteristic of a person that enables

him to provide superior performance in a particular job, role, or situation.

The competence of employees in public and private organizations is needed especially to answer the demands of the organization, where there are very rapid changes, the development of very complex and dynamic problems, and the uncertainty of the future in the social life order. Competence is an ability that is based on skills and knowledge supported by work attitudes and their application in carrying out tasks and work in the workplace which refers to the skills, attitudes, and appreciation requirements that must be possessed by organizational human resources to be able to carry out work tasks according to charged by the organization.

In addition, a conducive operating environment will encourage openness, willingness to accept and encourage work to continue. For this reason, quality human resources are created. Quality human resources are expected to be able to bring employees to be able to improve performance to achieve organizational goals, but this is not an easy thing. This is because humans have different behavioral characteristics according to the level of their needs. If there are differences or gaps between the perceptions of members and the perceptions of the leadership regarding the perceived and expected quality of human resources, then this will allow the creation of job dissatisfaction from employees, which can lead to abuse of rights and obligations resulting in organizational goals not being fulfilled optimally.

Service is a way of serving, helping, preparing, or taking care of the needs of a person or group of people. Public services are all forms of public activities carried out by government officials at the center or in the regions and within the State/Regional Business Entities in the form of goods and services, both to fulfill the needs of the community according to their expectations and the provisions of the applicable laws and regulations. Excellent service or service excellence is the best service that exceeds, exceeds, or outperforms services provided by other parties or services in the past.

However, in providing accountable services, the role of competent employee resources is needed, in the sense that employees can actualize the goals of the organization because employees besides being capable, capable, and skilled also have the will and sincerity to work professionally, abilities, and skills. Less meaningful if it is not followed by work morale and employee discipline in realizing goals.

From the results of temporary monitoring, it was found that employees who had been given HR development experienced an increase in their performance as assessed by the leadership. But the development of human resources carried out by employees is not optimal, due to a limited budget and a lack of supporting facilities and infrastructure. The lack of strict sanctions for employees who do not comply with the rules and no rewards for employees who excel. At this agency also employee performance appraisal has not been implemented properly.

The training held by the Assistant Deputy for Labor of the Ministry of Development of Disadvantaged Regions is a form of human resource development to improve the quality and performance of employees so that they can provide maximum and professional service to the community.

To improve the quality of services provided by employees, management must always pay attention to the factors that encourage employees to work productively, one of which is to pay attention to the competence of employee human resources. By paying attention to the competency factor of

employee human resources, work will always be accompanied by feelings of pleasure and not forced and have high morale. Employees will try to contribute as high as possible if they have a sense of belonging to the organization.

Literature Review

Education and Training

What is meant by education and training is an effort to improve employee skills and knowledge based on detailed and routine work activities so that they can carry out and complete the work assigned to them. The education and training variables in this study include the dimensions: abilities, knowledge, skills and attitudes, and behavior.

Human Resource Competency

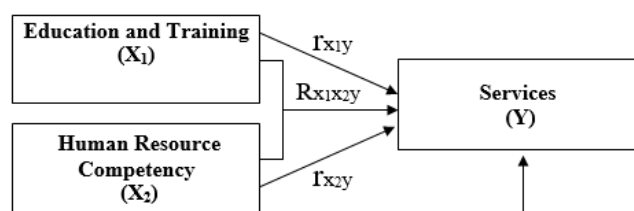
What is meant by human resource competence is a set of knowledge, skills/skills and attitudes (personality) that must be mastered by an employee through learning activities regarding the field of work and position, which can be measured by the motive of an encouragement that has the character to be able to influence the task as a concept Self includes attitudes and values that are believed to know with knowledge of learning outcomes and skills from courses. Competency variables in this study include dimensions: motives, character, self-concept, knowledge, and skills.

Service

What is meant by service is the activity of serving the needs of other people or people who have an interest in the organization by the basic rules and procedures that have been determined through tangibles, reliability, responsiveness, assurance, courtesy, and empathy (attitude). Service variables in this study include dimensions: tangible, reliability, ability, courtesy, and attitude.

Research Methods

Research Design



Population and Sample

In general, the population is meant as part of the generalization area consisting of objects/subjects that have certain qualities and characteristics, Sugiyono (2009) ^[22]. The population in this study were employees of the Assistant Deputy for Labor Affairs at the Ministry of Development of Disadvantaged Regions, which had a total of 30 employees. Samples in general Sugiyono, (2009) ^[22] explains the part of the number and characteristics possessed by this population. In this study (Sugiyono, 2009) ^[22], the sampling technique used was saturated sampling, namely a sample research technique when all members of the population are used as a sample. This is often done when the population size is relatively small. population members are sampled. From the opinion of Sugiyono (2009) ^[22], the number of samples in this study (using a saturated sampling technique) totaled 30 people.

Analysis Method

Sugiyono (2009) ^[22], testing the validity of data in research, often only emphasizes validity and reliability tests. In quantitative research, the main criteria for research data are valid, reliable, and objective. Validity is the degree of accuracy between data that occurs on research objects with data that can be reported by researchers. Thus valid data is data that does not differ between the data reported by the researcher and the data that occurs on the research object. For example, if the object of research is red, the researcher will report red.

Result

1) The Effect of education and training (X₁) on service variable (Y).

Based on the results of these calculations, the correlation coefficient found is $r_{X1Y} = 0.693$. After consulting this value with the previous interpretation guide table, it is known that the correlation coefficient is included in the strong positive category because it is between the intervals (0.600–0.799). This shows that education and training have a positive and strong influence on services at the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions. Meanwhile, to determine the contribution of education and training to services, it can be calculated by the coefficient of determination (r^2) using the following formula:

$$\begin{aligned}
 Kd &= r^2 \times 100 \% \\
 &= (0.693)^2 \times 100\% \\
 &= 0.481 \times 100\% \\
 &= 48.1\%
 \end{aligned}$$

Based on these calculations, this means that education and training of 48.1% affect service while the remaining 51.9% are influenced by other factors. Furthermore, to find out whether the effect of education and training on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions. From the results of the calculation above, the t-count value = 5.093 is then compared with the t-table value for an error of 5%, using a two-part test where $dk = n - k$; $30 - 2 = 28$, and a t-table value of = 2.048 is obtained.

Based on the results of these calculations, it can be stated that t-count falls in the area of rejection of H_0 , so it can be concluded that the null hypothesis (H_0) which states that there is no positive and significant effect between education and training on services "rejected" and the alternative hypothesis (H_a) which states that there is a positive and significant influence between education and training on "accepted" service. So in conclusion t-count falls on the H_a area, namely the hypothesis is accepted where the correlation coefficient between education and training to service of 0.693 is strong positive and significant, meaning that this coefficient can be applied to the entire population.

2) The effect of human resource competence (X₂) on Service (Y)

To calculate the price of r_{X2Y} , namely the competence of human resources for services at the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions. Based on the results of these calculations, the correlation coefficient found is $r_{X2Y} = 0.665$. After consulting this value with the previous interpretation guideline table, it can be seen that the correlation coefficient is included in the strong positive category. This shows that

the competence of human resources has a strong positive influence on service. Meanwhile, to determine the contribution of human resource competence to service, it can be calculated by the coefficient of determination (r^2) using the following formula:

$$\begin{aligned} Kd &= r^2 \times 100 \% \\ &= (0,665)^2 \times 100\% \\ &= 0,442 \times 100\% \\ &= 44,2\% \end{aligned}$$

Based on these calculations, this means that human resource competence of 44.2% affects service while the remaining 55.8% is influenced by other factors. Furthermore, to find out whether the influence of human resource competence on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions. From the calculation results obtained t-count = 4.708, then compared with the t-table value for the 5% error of the two-party test and dk = n-k; 30 - 2 = 28, and we get t-table = 2.048. Based on these results, it is stated that t-count falls in the area of rejection of H_0 , so it can be concluded that the null hypothesis (H_0) which states that there is no positive and significant effect between human resource competence on service is "rejected" and the alternative hypothesis (H_a) which states that there is a positive and significant influence between the competence of human resources on "accepted" service. So in conclusion t-count falls on the H_a area, namely the hypothesis is accepted where the correlation coefficient between human resource competence to service of 0.665 is strongly positive and significant, meaning that this coefficient can be applied to the entire population.

3) The effect of education and training (X_1) and human resource competency (X_2) together on Services (Y)

To predict the magnitude of the influence between education and training and human resource competence together on services to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions is carried out by calculating the coefficient of determination, namely the formula squaring the value of the correlation coefficient (R^2) as follows:

$$\begin{aligned} Kd &= r^2 \times 100 \% \\ &= (0,756)^2 \times 100\% \\ &= 0,572 \times 100\% \\ &= 57,2\% \end{aligned}$$

This means that education and training and human resource competence of 57.2% jointly affect service, then the remaining 42.8% is influenced by other factors. Furthermore, to test the significance of the multiple correlations between education and training and human resource competence together about services in the possibility of being implemented in the entire population, the researcher conducted a test by determining the value of F-count consulted with the value of F-table with the formula (Sugiyono, 2009) [22]. So we get an F-count value of 18.054, this value is then consulted with F-table, for dk quantifier = 2 and dk denominator = (30-2-1) = 27 it is obtained that the value of F-table at the specified error level is 5% = 3.35. In this case, the provision applies if

F-count is greater than F-table, then the multiple correlation coefficient tested is significant, that is, it can apply to the entire population. From the calculation above it turns out that F-count > F-table (18.054 > 3.35), it can be stated that the double correlation is strong, positive, and significant and can be applied where the sample is taken and the hypothesis that reads: There is a strong and significant positive influence between education and training and the competence of human resources together on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions is accepted or proven, meaning that if education and training are good and the competence of human resources is high, then the service will also increase.

Multiple regression analysis

Multiple regression analysis is used to predict how much the independent variable (education and training and human resource competence) changes to the dependent variable (service) in the Assistant Deputy for Labor Affairs at the Ministry of Development of Disadvantaged Regions. Where this multiple regression analysis is expressed by the equation. With the following formula (Sugiyono, 2009) [22]:

$$\begin{aligned} b_1 &= \frac{(\sum x_1 y)(\sum x_2^2) - (\sum x_1 x_2)(\sum x_2 y)}{(\sum x_1^2)(\sum x_2^2) - (\sum x_1 x_2)^2} \\ b_2 &= \frac{(\sum x_2 y)(\sum x_1^2) - (\sum x_1 x_2)(\sum x_1 y)}{(\sum x_1^2)(\sum x_2^2) - (\sum x_1 x_2)^2} \\ a &= \frac{\sum Y - b_1(\sum X_1) - b_2(\sum X_2)}{n} \end{aligned}$$

$$\begin{aligned} \sum X_1 &= 123,867 & \sum X_1^2 &= 515,209 & \sum X_1.Y &= 516,387 \\ \sum X_2 &= 122,933 & \sum X_2^2 &= 507,982 & \sum X_2.Y &= 512,556 \\ \sum Y &= 124,400 & \sum Y^2 &= 520,018 & \sum X_1.X_2 &= 510,036 \end{aligned}$$

$$\begin{aligned} \sum x_1^2 &= \sum X_1^2 - (\sum X_1)^2/n \\ &= 515,209 - \frac{(123,867)^2}{30} \\ &= 515,209 - \frac{15342,951}{30} \\ &= 515,209 - 511,432 \\ &= 3,777 \end{aligned}$$

$$\begin{aligned} \sum x_2^2 &= \sum X_2^2 - (\sum X_2)^2/n \\ &= 507,982 - \frac{(122,933)^2}{30} \\ &= 507,982 - \frac{15112,604}{30} \\ &= 507,982 - 503,753 \\ &= 4,229 \end{aligned}$$

$$\begin{aligned}\Sigma y^2 &= \Sigma Y^2 - (\Sigma Y)^2/n \\ &= 520,018 - \frac{(124,400)^2}{30} \\ &= 520,018 - \frac{15475,360}{30} \\ &= 520,018 - 515,845 \\ &= 4,172\end{aligned}$$

$$\begin{aligned}\Sigma x_1.x_2 &= \Sigma X_1.X_2 - \frac{(\Sigma X_1).(\Sigma X_2)}{n} \\ &= 510,036 - \frac{(123,867)(122,933)}{30} \\ &= 510,036 - \frac{15227,342}{30} \\ &= 510,036 - 507,578 \\ &= 2,457\end{aligned}$$

$$\begin{aligned}\Sigma x_1.y &= \Sigma X_1.Y - \frac{(\Sigma X_1).(\Sigma Y)}{n} \\ &= 516,387 - \frac{(123,867)(124,400)}{30} \\ &= 516,387 - \frac{15409,013}{30} \\ &= 516,387 - 513,634 \\ &= 2,753\end{aligned}$$

$$\begin{aligned}\Sigma x_2.y &= \Sigma X_2.Y - \frac{(\Sigma X_2).(\Sigma Y)}{n} \\ &= 512,556 - \frac{(122,933)(124,400)}{30} \\ &= 512,556 - \frac{15292,907}{30} \\ &= 512,556 - 509,764 \\ &= 2,792\end{aligned}$$

Furthermore, to calculate constant prices or values (a), b1, and b2, the calculations are using the following formula:

$$b_1 = \frac{(\Sigma x_1 y)(\Sigma x_2^2) - (\Sigma x_1 x_2)(\Sigma x_2 y)}{(\Sigma x_1^2)(\Sigma x_2^2) - (\Sigma x_1 x_2)^2}$$

$$= \frac{(2,753).(4,229) - (2,457).(2,792)}{(3,777).(4,229) - (2,457)^2}$$

$$\begin{aligned}&= \frac{11,641 - 6,861}{15,973 - 6,039} \\ &= \frac{4,780}{9,934} \\ &= 0,481\end{aligned}$$

$$b_2 = \frac{(\Sigma x_2 y)(\Sigma x_1^2) - (\Sigma x_1 x_2)(\Sigma x_1 y)}{(\Sigma x_1^2)(\Sigma x_2^2) - (\Sigma x_1 x_2)^2}$$

$$\begin{aligned}&= \frac{(2,792).(3,777) - (2,457).(2,753)}{(3,777).(4,229) - (2,457)^2} \\ &= \frac{10,546 - 6,765}{15,973 - 6,039} \\ &= \frac{3,781}{9,934} \\ &= 0,381\end{aligned}$$

$$a = \frac{\Sigma Y - b_1(\Sigma X_1) - b_2(\Sigma X_2)}{n}$$

$$= \frac{124,400 - 0,481(123,867) - 0,381(122,933)}{30}$$

$$= \frac{124,400 - 59,604 - 46,789}{30}$$

$$\begin{aligned}&= \frac{18,007}{30} \\ &= 0,600\end{aligned}$$

Based on the calculation results obtained:

$$\begin{aligned}a &= 0,600 \\ b_1 &= 0,481 \\ b_2 &= 0,381\end{aligned}$$

From the value of the constant a and the regression coefficients b1 and b2 above, the regression equation can be made, namely:

$$\begin{aligned}\hat{Y} &= a + b_1 X_1 + b_2 X_2 \\ \hat{Y} &= 0,600 + 0,481 X_1 + 0,381 X_2\end{aligned}$$

The regression equation for education and training and human resource competence together for service is $\hat{Y} = 0.600 + 0.481 X_1 + 0.381 X_2$. This means that the high and low levels of service due to education and training and human resource competencies can be predicted through the

regression equation.

Based on the data, the highest score for education and training and human resource competency is 75 (5 x 15). 5 is the highest score for each answer and 15 is the number of question items. Therefore, the service is:

$$\begin{aligned}\hat{Y} &= 0,600 + 0,481 + 0,381. 75 \\ &= 0,600 + 64,635 \\ &= 65,235\end{aligned}$$

It turns out that if education and training and human resource competencies are increased to 75 units, then services will increase from 0.600 units to 65.235 units. This means that the better the level of education and training and the higher the competence of human resources, the more services will be provided to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions.

Discussion

Based on the hypothesis put forward about the influence of education and training and human resource competence on services to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions, it is necessary to discuss the existence of each variable.

Based on the research results, the education and training variable (X_1) has a strong and significant positive effect with a correlation coefficient of 0.693, while the coefficient of determination (r^2) is 0.481, meaning that the education and training variable contributes 48.1% in explaining service variables.

As for the human resource competency variable (X_2), it has a strong and significant positive influence on service, with a correlation coefficient value of 0.665, while the coefficient of determination (r^2) is 0.442, meaning that the human resource competency variable contributes 44.2% in explaining the service.

The results of the simultaneous analysis, it shows that education and training, and human resource competence have a strong and significant positive effect on service. This level of education and training directly affects service, it has been significantly proven from the results of research partially and simultaneously it is known that service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions can be determined by education and training factors and human resource competence, namely the contribution of the resulting influence (R^2) of 57.2% and the remaining 42.8% is determined by other factors outside this research model.

Based on the above, namely the variables of education and training and the competence of human resources for services, it shows that the magnitude of the influence of the variables quantitatively can be explained as follows:

1. The effect of variable X_1 (education and training) on Y (services) needs to be analyzed by researchers because education and training is an attempt to improve the skills and knowledge of employees based on detailed and routine work activities so that they can carry out and complete the work assigned to him.
2. For the effect of variable X_2 (human resource competence) on Y (service) it is necessary to analyze researchers because human resource competence is a set of knowledge, skills, and attitudes (personality) that must be mastered by an employee through learning activities regarding the field of work and position, which

can be measured by motives of encouragement that have the character to be able to influence tasks as self-concept includes attitudes and values that are believed to know learning outcomes and skills from courses.

3. For the influence of variables X_1 (education and training) and X_2 (human resource competence) together on variable Y (services) it is necessary to analyze researchers because service is an activity serving the needs of other people or people who have an interest in the organization it is following the main rules and procedures that have been established through tangibles, reliability, responsiveness, assurance, and empathy.
 - a. Identifying the variables of education and training and human resource competence will affect service. Based on the thoughts above, according to the researcher, the hypothesis states that education and training and human resource competencies have a strong influence on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions is acceptable.
 - b. The magnitude of the influence of the two independent variables with the dependent variable also shows the fact how to carry out and improve services optimally, this fact has been answered with good education and training and high competence of human resources.
 - c. Practically speaking, the two variables run together, meaning that in the process education and training and human resource competencies can become variables or factors that determine whether service is high or low. If the education and training are good and the competence of human resources is high, the service will automatically increase.
 - d. In this discussion, the researcher concludes that from the two independent variables above, there is a very significant influence, meaning that without good education and training and high human resource competence, services to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions cannot be maximized or implemented.

Conclusion

Based on the results of the study, the researcher can draw the following conclusions:

1. Based on the results of hypothesis testing the effect of education and training variables on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions, it turns out to have a strong and significant positive influence, this is indicated by the correlation coefficient value of 0.693 and the t-test of $5.093 >$ from t-table of 2.048. While the coefficient of determination is $r^2 = 0.481$ or 48.1%, this means that 48.1% of service is determined by education and training, and the remaining 51.9% is determined by other factors.
2. Based on the results of hypothesis testing the effect of the human resource competency variable on service to the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions, it turns out to have a strong and significant positive influence, this is indicated by the correlation coefficient value of 0.665 and the t-count test of $4.708 >$ from t-table of 2.048. While the coefficient of determination is $r^2 = 0.442$ or

44.2%, this means that 44.2% of service is determined by the competence of human resources, and the remaining 55.8% is determined by other factors.

3. To test the double correlation hypothesis of education and training and human resource competency variables together on services at the Assistant Deputy for Labor Affairs of the Ministry of Development of Disadvantaged Regions, it turns out to have a strong and significant positive effect with a correlation coefficient value of 0.756 with F-count test of 18.054 > F-table of 3.35. While the coefficient of determination is $r^2 = 0.572$, this means that together 57.2% of service is determined by education and training and human resource competence, and the remaining 42.8% is determined by other factors.

Suggestion

Based on the results of the research and discussion in the conclusion above, the researcher tries to put forward suggestions that might be followed up, namely as follows:

1. It is recommended that the provision of education and training for employees be further enhanced because education and training is an important effort to improve the quality of employees. The provision of education and training will have an impact on increasing knowledge and skills which in turn will have an impact on improving performance in doing work. With education and training for employees, insight and knowledge will certainly also increase, this will greatly assist employees in completing the tasks assigned to them.
2. It is recommended that human resource competence be improved by increasing job training programs so that employees acquire knowledge and skills by mastering the basis of work activities, mastering the material/workload, compiling work activity programs and implementing work activity programs, and assessing work results through work attitudes for its implementation in carrying out tasks and work in the workplace that refers to the specified work requirements.
3. It is suggested that services need to be improved by improving services to people who have an interest in the organization by providing assistance and convenience to the community through services that are fast, precise, accurate, cheap and easy, and straightforward to achieve service objectives that exist within the organization following the main rules and procedures that have been determined.

References

1. Badudu JS, Sutan Mohammad Zain. Kamus Besar Bahasa Indonesia. Jakarta: Pustaka Sinar Harapan; c2001.
2. Hasibuan Malayu SP. Manajemen: Dasar, Pengertian dan Masalah. Jakarta: Bumi Aksara; c2004.
3. Kurniawan Agus. Transformasi Pelayanan Publik. Yogyakarta: Pembauran; c2006.
4. Lukman Sampara. Manajemen Kualitas Pelayanan. Jakarta: STIA LAN Press; c2000.
5. Mangkunegara AA, Anwar Prabu. Manajemen Sumber Daya Manusia Perusahaan. Bandung: Remaja Rosdakarya; c2004.
6. Moeheriono. Pengukuran Kinerja Berbasis Kompetensi. Ciawi Bogor: Ghalia Indonesia; c2009.
7. Moenir HAS. Manajemen Pelayanan Umum di Indonesia. Jakarta: Bumi Aksara; c2006.
8. Mulyasa E. Kurikulum Berbasis Kompetensi: Konsep, Karakteristik dan Implementasi. Bandung: Remaja Rosdakarya; c2003.
9. Nawawi Hadari. Evaluasi dan Manajemen Kinerja di Lingkungan Perusahaan dan Industri. Yogyakarta: Gadjah Mada University Press; c2006.
10. Notoatmojo Soekidjo. Pengembangan Sumber Daya Manusia. Jakarta: Rineka Cipta; c2009.
11. Pasolong Harbani. Teori Administrasi Publik. Bandung: Alfabeta; c2007.
12. Patton Patricia. EQ: Pelayanan Sepenuh Hati, terjemahan Hermes. Jakarta: Pustaka Delapatra; c2000.
13. Peraturan Menteri Negara Pembangunan Daerah Tertinggal Nomor 15/PER/M-PDT/VIII/2010 tanggal 20 Agustus tentang Organisasi dan Tata Kerja Kementerian Pembangunan Daerah Tertinggal; c2010.
14. Peraturan Pemerintah Nomor 14 Tahun tentang Pendidikan dan Pelatihan Jabatan Pegawai Negeri Sipil; c1994.
15. Prihadi Syaiful F. Assessment Centre: Identifikasi, Pengukuran, dan Pengembangan Kompetensi. Jakarta: Gramedia Pustaka Utama; c2004.
16. Ranupandojo, Heidjrachman, Husnan S. Manajemen Personalial (Edisi 4). Yogyakarta: BPFE; c2008.
17. Riduwan. Metode & Teknik Menyusun Tesis. Bandung: Alfabeta; c2004.
18. Riduwan. Skala Pengukuran Variabel-variabel Penelitian. Bandung: Alfabeta; c2007.
19. Samsudin Sadili. Manajemen Sumber Daya Manusia. Bandung: Pustaka Setia; c2006.
20. Simamora Henry. Manajemen Sumber Daya Manusia. STIE YKPN, Yogyakarta; c2000.
21. Sinambela Lijan Poltak. Reformasi Pelayanan Publik: Teori, Kebijakan, dan Implementasi. Jakarta: Bumi Aksara; c2005.
22. Sugiyono. Metode Penelitian Administrasi. Bandung: Alfabeta; c2009.
23. Suryadi Ace. Pendidikan, Investasi SDM dan Pembangunan. Jakarta: Balai Pustaka; c2000.
24. Sutrisno Edy. Manajemen Sumber Daya Manusia. Jakarta: Kencana Prenada Media Group; c2009.
25. Thoha Miftah. Perilaku Organisasi. Jakarta: RajaGrafindo Persada; c2001.
26. Tjiptoherijanto Prijono. Pemberdayaan Penduduk dan Peningkatan Kualitas Sumber Daya Manusia. Jakarta: Cipta Putra Bangsa; c2002.
27. Undang-Undang Nomor 5 Tahun tentang Aparatur Sipil Negara (ASN); c2014.
28. Undang-Undang Republik Indonesia Nomor 25 Tahun tentang Pelayanan Publik; c2009.
29. Warella Y. Administrasi Negara dan Kualitas Pelayanan Publik. Jakarta: Jurnal Ilmu Administrasi dan Kebijakan Publik; c2004.
30. Wibowo. Manajemen Kinerja. Jakarta: RajaGrafindo Persada; c2007.