The Influence of Administrative Skills and Information Systems on Public Services at The Faculty of Economics and Business, Manado State University

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Abstract

This study aims to determine the effect of administrative skills and information systems on public services at the Faculty of Economics and Business, Manado State University. This research is a type of quantitative research, the research method is a survey method. This research was conducted at the Faculty of Economics and Business, Manado State University. With a research time of 3 months. The population in this study were students of the Faculty of Economics and Business, Manado State University, class of 2018. The sampling in this study was carried out randomly (random sampling). The results of the study show that the relationship between the administrative skills and information system variables with public services is a significant relationship. This situation illustrates that public services are determined by administrative skills and information systems.

Keywords	Public services, Administrative Skills, Information Systems

INTRODUCTION

Good service is service that is in accordance with what is expected by many people. People will assume that the waiter is correct if the service is effective and efficient, while the many problems that arise due to lack of satisfaction on the part of consumers are caused by individuals who are lacking in providing information. Services that should be received are services based on existing regulations. Employees must provide the best service oriented to the demand and satisfaction of service recipients to increase competitiveness in providing services. As a form of public service responsibility, it must be fair and equal to all people in need, regardless of background or who, community, organization or whatever.

Public service is an activity or a series of activities to fulfill the service requirements stipulated by law for all citizens, residents for goods, services, and/or management performance provided by application activities, and other legal entities dedicated to public service activities. These tasks are performed by officers, agents, and persons employed by the organization.

Currently there are many public services that are considered not to meet the needs of the parties served. This can be seen from the various complaints filed. Negative impact services through mass media and social networks create distrust of these institutions and organizations. One of the things that can be done to improve public services according to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform Number 16 of 2014 concerning Guidelines for Community Satisfaction Surveys for Service Delivery is to carry out continuous evaluations of community satisfaction.

People who are the target of service do not like complicated and convoluted services. Communities want services that are easy to understand with their respective abilities and can

be fulfilled in a short time. This must be able to be fulfilled by agencies or institutions that provide services in order to get a good image so that they can become the people's choice when making decisions.

Public services are said to be successful if they meet or even exceed what is expected by consumers with the actual operating system of the service provider. The success of the public service process is highly dependent on two parties, namely the administration (who serves) and the public (who are served). So, to see the quality of public services, there are two key aspects that must be considered and studied, namely aspects of the internal processes of bureaucratic organizations (servants) and external aspects of the organization, namely service recipients. Quality encourages customers to build close relationships with an agency. In the long run, bonds like this allow agencies to fully understand customer expectations and their needs. So, agencies can improve customer satisfaction in a number of ways, companies maximize pleasant customer experiences and minimize or eliminate bad customer experiences. Service satisfaction can create loyalty to agencies that provide high quality.

This also applies to the Faculty of Economics, Manado State University. In article 15 of Law Number 25 of 2009 it is stated that the administrator is obliged to compile and determine service standards, compile, stipulate and publish service announcements, place competent implementers, provide infrastructure and/or public service facilities that support the creation of an adequate service climate, provide services quality in accordance with the principles of public service delivery, and carry out services in accordance with service standards. Service standards must be met because it is an indicator that can prevent maladministration.

Good administration and information system skills are often associated with public service. Without talented people, there is no standard to satisfy others. The information system is a delivery requirement to become a good informant. Successful management activities will make the faculty a knowledgeable and qualified faculty and can make the faculty an exemplary faculty in demand among students. Based on this background, the authors are interested in researching with the title: "The Effect of Administrative Skills and Information Systems on Public Services at the Faculty of Economics and Business, Manado State University.

METHODS

This research is a type of quantitative research, the research method is a survey method. The survey method is a research method that takes a sample from a population and uses a questionnaire as a data collection tool. In this study, data and information were collected from respondents using a questionnaire. This research was conducted at the Faculty of Economics and Business, Manado State University. With a research time of 3 months.

RESULT AND DISCUSSION

This chapter will discuss the results of the research which include: (1) a description of the data which aims to obtain an overview of the characteristics of the score from the research results of each variable that has been studied. The variables studied were public services, administrative skills and information systems. (2) testing requirements analysis which is

often called the classic assumption test which includes normality tests, linearity tests for simple regression. (3) hypothesis testing, and (4) discussion of research results. Each of these will be explained successively as follows:

Description of Research Results Data

This study consists of three variables, with details: two independent variables and one dependent variable. The independent variable is administrative skills and the dependent variable is information systems public services. In order to get an overview of the research data for each variable, the following will present the research data through descriptive statistics, namely the frequency distribution of each variable.

Public Service (Y)

The research instrument was in the form of a questionnaire which was compiled and tested for the variable Public service which produced 25 valid statements out of the 25 statements prepared for testing. Thus, theoretically, the score of respondents' answers is in the range between 25 – 125.

Table 1
Frequency Distribution of Public Service Variable Data

No.	Class Interval	Frequency		
		Absolut	**Relative (%)**	**Cumulative (%)**
1	60 – 69	4	3,45	3,45
2	70 – 79	7	8,05	11,49
3	80 – 89	12	13,79	25,29
4	90 – 99	14	16,09	41,38
5	100 – 109	21	24,14	65,52
6	110 – 119	17	19,54	85,06
7	120 – 129	13	14,94	100,00
Sum		**87**	**100**	**-**

Based on the research data, it is known that the empirical score is in the range of 61 – 124. The frequency distribution is made by dividing the distribution class into seven classes whose presentation can be seen in table 1. It can be seen in the frequency distribution list that the highest frequency is located in the 5th class interval with an absolute frequency of 21 so that it forms a relative frequency of 24.14%. The lowest frequency is in the 1st interval class or in the range 60-69 with a frequency of 4 so that the absolute frequency is 3.45%. The statement regarding the highest public service is owned by 13 people who are respondents which can be seen in the last range, namely 120-129 from the frequency distribution list which forms a relative frequency of 14.94%.

Administrative Skills

Data on administrative skill variables were captured through a research instrument in the form of a questionnaire which was compiled and tested to produce 24 valid statements from the 25 prepared statements. By paying attention to the number of statement items consisting of 24 items, theoretically, the score of respondents' answers is in the range between 24 – 120.

Table 2
Frequency Distribution of Variable Data Administrative Skills

No.	Class Interval	Frequency		
		Absolut	**Relative (%)**	**Cumulative (%)**
1	55 – 64	4	4,60	6,86
2	65 – 74	9	10,34	14,94
3	75 – 84	14	16,09	31,04
4	85 – 94	21	24,14	57,17
5	95 – 104	18	20,69	75,86
6	105 – 114	14	16,09	91,95
7	115 – 124	7	8,05	100,00
Sum		**87**	**100**	**-**

Based on research data, it is known that the empirical score is in the range of 60 – 118. The frequency distribution is made by dividing the distribution class into seven classes whose presentation can be seen in table 2.

It can be seen in the frequency distribution list that the highest frequency is located in the 5th class interval with an absolute frequency of 18 so that it forms a relative frequency of 20.65%. The lowest frequency is in the 1st interval class or in the range 55-64 with a frequency of 4 so that the absolute frequency is 4.60%.
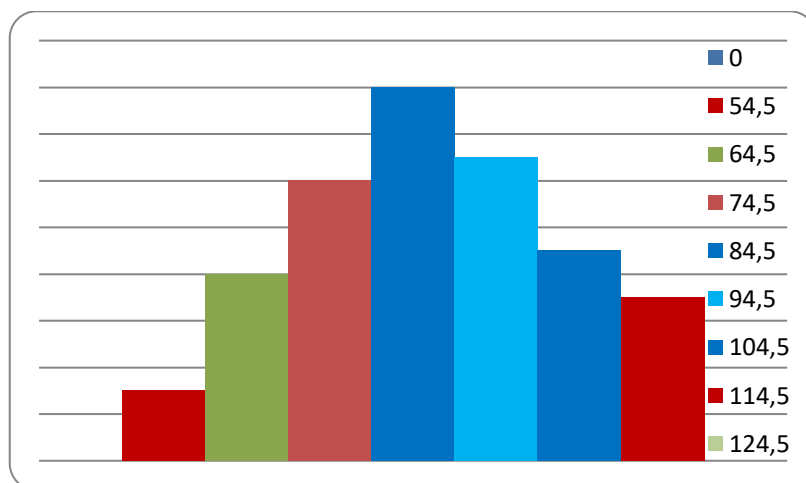

Figure: Administrative Skills Variable Histogram

The highest administrative skills are owned by 7 respondents which can be seen in the last range of the frequency distribution list. This histogram image further clarifies the distribution of respondents' answers regarding the administrative skills variable. It can be seen that the respondents' answers with the most frequency is in the range 85 – 94 which is shown by the height of the histogram.

Information Systems

The research was conducted in addition to capturing administrative skills variable data, as well as capturing data about information systems. Data collection was carried out using an instrument in the form of a prepared and tested questionnaire to produce 25 valid statements out of 25 instruments prepared for testing, so that theoretically, the score of respondents' answers was in the range between 25 – 125. Based on the research data, it is known the empirical score is in the range of 60 – 124. The frequency distribution is made by dividing the distribution class into seven classes whose presentation can be seen in table 4.3 below.

It can be seen in the frequency distribution list that the highest frequency is located in the 4th class interval with an absolute frequency of 22 so that it forms a relative frequency of 25.29%. The lowest frequency is in the 1st interval class or in the range 60-69 with a frequency of 5 so that the absolute frequency is 5.75%. The highest administrative skills are owned by 6 teachers who are respondents which can be seen in the last range, namely 120-129 from the frequency distribution list which forms a relative frequency of 6.90%.

Table 3
Frequency Distribution of Information System Variable Data

No.	Class Interval	Frequency		
		Absolut	Absolut	Relative (%)
1	60 – 69	5	5,75	5,75
2	70 – 79	9	10,34	16,09
3	80 – 89	14	16,09	32,18
4	90 – 99	22	25,29	57,47
5	100 – 109	18	20,69	78,16
6	110 – 119	13	14,94	93,10
7	120 – 129	6	6,90	100,00
	Sum	87	100	-

An overview of the respondents' answers in the form of a diagram can be seen in the following histogram.
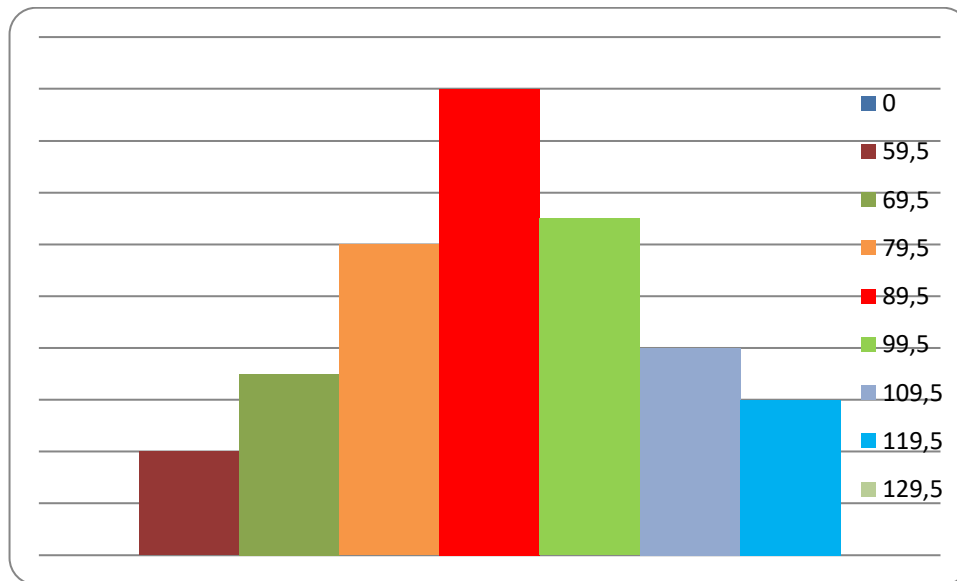
Figure: Histogram of Information System Variables

As an illustration obtained through the frequency distribution list where the highest absolute frequency is in the range 90 – 99, it can be seen that the highest frequency in the diagram belongs to the class limit of 89.5 intervals.

Testing Requirements Analysis

In accordance with the rules that apply in parametric statistical testing, before the data is calculated for the purposes of testing the hypothesis, it is first necessary to test whether the test requirements are met or not. At least the requirements that must be met in the parametric statistical test are the normality test and the assumption of linearity test. As a requirement, before carrying out an analysis for testing the hypothesis, the test requirements in question must be met. The test results in question are as follows.

Data Normality Test

One of the requirements in the use of parametric test statistics is the normality test. This test was conducted to ascertain whether the data collected from respondents came from a normally distributed population or not. One test that is often used to test the normality of data is the Liliefors test. One of the advantages of this normality test is the use of the z distribution list for calculating the normality of the data. The hypothesis that guides this test is:

H0: Lcount < Ltable = data comes from a normally distributed population
H1 : Lcount > Ltable = data comes from populations that are not normally distributed

Based on the research data, it can be explained that the state of the data from the normality test results is as follows:

Variable Normality Public services

From the results of the normality test for public service variable data, based on the results of the attached analysis, Lcount is obtained, namely the highest value of F(Zi) – S(Zi) of 0.0787 while the critical value of Liliefors (L¬table) for n = 87 at α = 0 .05 is 0.950. From these results it is known that Lcount <Ltable, so H0 is accepted and Ha is rejected. Thus it can be concluded that the public service variable data comes from a normally distributed population.

Normality of Administrative Skills Variable

From the results of the data normality test based on the results of the attached analysis, Lcount is obtained, namely the highest value F(Zi) – S(Zi) of 0.0571 while the critical value for Liliefors (L¬table) for n = 87 at α = 0.05 is 0.0950 . From these results it is known that Lcount <Ltable, so H0 is accepted and Ha is rejected. Thus it can be concluded that the administrative skill variable data comes from a normally distributed population.

Normality of Information System Variables

From the results of the data normality test based on the results of the attached analysis, Lcount is obtained, namely the highest value of F(Zi) – S(Zi) of 0.0935 while the critical value of Liliefors (L¬table) for n = 87 at α = 0.05 is 0, 0950. From these results it is known that Lcount <Ltable, so H0 is accepted and Ha is rejected. Thus it can be concluded that the information system variable data comes from a normally distributed population.

Based on the test results on normality for the three variables, it can be seen that everything is normal. Or in other words that the data collected comes from a normally distributed population. The normality test results of each variable can be summarized in the table which can be seen below.

Table 4 Summary of Normality Test Results

No.	Variable	L_{table} (a=0,05)	L_{count}	Information
1	Public service (Y)	0,0950		Normal
2	Administrative skills (X1)	0,0950	0,0571	Normal
3	Information Systems (X2)	0,0950	0,0935	Normal

By looking at the results of the analysis in table 4, an illustration can be obtained that the value of Lcount for all variables is smaller than Ltable. For this reason, it can be concluded that the data collected for all variables comes from populations that are normally distributed.

Variable Linearity Test

Research data were analyzed using regression analysis techniques and multiple correlations and partial correlations. In addition to using this analytical technique according to the hypothesis that has been proposed and the variable measurement scale which is at least an interval, it also fulfills the requirements, especially regarding data normality. To facilitate

data processing, the SPSS (Statistical Program for Social Science) Release 19 for Windows program is used. This program is also used to test the validity of measuring instruments, reliability and test whether the data obtained comes from populations that are normally distributed or not.

In conducting trials of this research instrument, the respondents were as many as 30 people. Respondents were taken randomly from the population in this study, namely students of the Faculty of Economics and Business, Unima.

Items in the test being compiled that do not show good quality are removed or revised before they become part of the test. Only high quality items are used in the test. The basic work used in item selection in this case is to select items whose size function is aligned or in accordance with the test measure function. In other words, the basis is selecting items that measure the same thing as what the test as a whole measures.

The Effect of Administrative Skills on Public Services

Based on the results of data analysis on the effect of administrative skills on public services, the regression equation $Y = 50,738 + 0.555X_1$ is obtained. This regression equation explains the coefficient of influence of administrative skill variables on public services if the score or magnitude of the value of that variable changes either increasing or decreasing. However, before it is used in the context of drawing conclusions, it is necessary to examine the significance of the influence of administrative skill variables on public services.

Based on the test results regarding the significance of the regression equation, $F_h = 48,078$ was obtained. With an error rate of 0.0001 or 0.01%. This value indicates that the administrative skills variable studied for its contribution to public services cannot be ignored, so the hypothesis that the effect of administrative skills on public services can be accepted with α 0.05.

If you look at the results of the t test of the administrative skill variable for public services, the results obtained are t count = 6.934 greater than the significant t price = 0.000 less than $\alpha = 0.05$. Because the calculated t value is greater than significant t, the hypothesis which states that administrative skills have a positive and significant effect on public services at the Faculty of Economics and Business, Manado State University, cannot be ignored.

Influence of Information Systems on Public Services

Based on the results of data analysis on the influence of information systems on public services, the regression equation $Y = 52,215 + 0.566X_2$ is obtained. This regression equation explains the information system coefficient on public services if the score or value of the variable changes either increasing or decreasing. However, before being used in the context of drawing conclusions, it is necessary to examine the significance of the influence of information system variables on public services.

Based on the test results on the significance of the regression equation, $F_h = 143,608$ is obtained. With an error rate of 0.0001 or 0.01%. This value implies that the information system variable being studied has an effect on teacher job satisfaction cannot be ignored, so the hypothesis that the information system for public services can be accepted with α 0.05.

If you look at the results of the t test, it shows that t count = 11,984 and t is significant = 0.000, which is less than α = 0.05. Because the value of t count is greater than t table, the hypothesis which states that information systems have an effect on public services, can be accepted.

If there is an erroneous conclusion in accepting the research hypothesis that has been proposed, then the chance for an error to occur is p = 0.000. Because of the small error, this can be used as a basis for accepting the research hypothesis.

The Effect of Administrative Skills and Information Systems on Public Services.

Based on the results of data analysis on the simultaneous (together) influence of administrative skills and information system variables on public services, the regression equation $Y = 49,432 + 0.059X_1 + 0.533X_2$ is obtained.

This regression equation explains the coefficient of influence of each variable on public services if the scores or magnitudes of the values of the variables in question change either increasing or decreasing. However, before it is used in the context of drawing conclusions, it is first necessary to examine the significance of the influence of each variable on public service variables.

Regarding the results of the analysis of the degree of determination simultaneously from the variables of administrative skills and information systems to public services of $R_2 = 0.630$ with a large correlation coefficient of R = 0.794. Based on the test results on the significance of the regression equation, Fh = 71,571 is obtained. With an error rate of 0.0001 or 0.01%. This value indicates that of the two variables studied, their contribution to public services cannot be ignored, so the hypothesis that the influence of administrative skills and information systems on public services can be accepted with α 0.05.

Administrative skills for public services

Based on the results of data analysis, the research hypothesis which states that there is an influence of administrative skills on public services is acceptable. Data analysis shows that the effect of X1 on Y is significant. (attachment).

This effect based on the F test statistic turned out to be significant. The results of this data analysis explain that administrative skills make a significant contribution to public services. The results of this study indicate that administrative skills have an effect on public services.

The results of the study provide information that administrative skills in the Faculty of Economics and Business at Unima have an effect on student public services. The results of this study are also in line with the opinion of Gibson (2003: 198) that the life or death of a job depends on the ability of the worker to utilize his ability and willingness to accept it. Administrative skills possessed by employees greatly affect a person's efforts

Information System for Public Services

Based on the results of data analysis, the research hypothesis which states that there is an influence of information systems on public services is acceptable. Data analysis gives results between X2 and Y which is significant. (attachment).

This effect based on the F test statistic turned out to be significant. The results of this data analysis explain that the information system makes a significant contribution to public services. The results of this study illustrate that the service received by each student is strongly influenced by the existing service system at the Faculty of Economics and Business, where employees do their jobs. The results of this study support the opinion of Gibson (2003:172) that one of the goals of providing good service is to motivate employees to achieve high. Likewise with students at the Faculty of Economics and Business, Manado State University, who really expect good service, which is also a form of motivation for students to excel.

Service is any activity that benefits in a group or unit, and offers satisfaction even though the results are not tied to a product physically, even in an extreme way it can be said that service cannot be separated from human life, service providers (serving) the needs of people or communities who have the interests of the organization are in accordance with the main rules and procedures that have been determined (Sinambela, 2010). In line with Dwiyanto (2015), that public service is a series of activities carried out by the public bureaucracy to meet community needs in accordance with service standards, because the community has the right to receive excellent service from the government or quality service. In relation to this research conducted at the Faculty of Economics and Business, Manado State University, where employees have provided good service, although there are still employees who have not been able to perform services as expected by service recipients, in this case students. Employees are obliged to provide services to students who need services. In line with Kotler (2014), service is an action or deed that can be offered by one party to another, which is basically intangible and does not result in the ownership of anything. Employee services help prepare or manage what students need in connection with completing studies. In relation to public services Nugraha (2019); Laoli & Ndraha (2022), revealed that with public services the act of serving a service needed by the community in all fields as well as management control over employee performance. The same thing was also expressed by Basir (2021) and Mardi (2013) public service is a service provided to the general public who are citizens or who are legally citizens of the country. So that service is a form of system, procedure or certain methods given to other people in this study are students who want service from employees, so that student needs can be met as expected. From the results of this analysis it can also be explained that providing information in services is very important, someone who has good performance will not be separated from a good service process.

Administrative Skills and Information Systems for Employee Public Services

Based on the results of data analysis on the simultaneous (together) influence of administrative skills and information systems variables on public teacher services, the regression equation $Y = 49,432 + 0.059X_1 + 0.533X_2$ is obtained.

This regression equation explains the contribution coefficient of each variable to public services if the score or magnitude of the values of the variables in question changes either increasing or decreasing. However, before being used in the framework of drawing

conclusions, it is necessary to examine the significance of the contribution of each variable to the public service variable.

Taking into account the results of this analysis, information is obtained that the increase in public services does not only occur partially or individually, but can occur simultaneously by the two variables studied, namely administrative skills and information systems. It is understood that in an organization, the information system is a very important factor for improving public services.

Based on this theory. related to the results of the study it can be explained that every employee will do his job well, if he has good skills in mobilizing all the potential that exists in him, and pays attention to information systems in service.

The results of the analysis also show that the relationship between the administrative skills and information system variables with public services is a significant relationship. The results of the analysis show that the multiple correlation of the variables studied has a relationship with this public service of $Ry12 = 0.794$ with a degree of determination of $R2y12 = 0.630$. Information that can be obtained through the results of this correlation analysis is that the relationship between the variables of administrative skills and information systems on public services is a positive relationship and cannot be ignored. This situation illustrates that public services are determined by administrative skills and information systems.

CONCLUSION

Based on the results of the research and discussion of the results of the research, the following findings were obtained:

1. There is an influence of administrative skills on public services. This means that employees who have good administrative skills can carry out their duties properly.
2. There is an influence of information systems on public services. The influence on public services is an influence that cannot be ignored. That is, a good information system is a motivating factor for employees to do work in the office where the employee performs his duties. With a good information system has an effect on services for students who need services.
3. There is an influence of administrative skills and information systems together on public services. This means that good administrative skills and good information systems have an effect on public services.

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