

The Effect of Administrative Service Quality, on the Job Performance of DPRD Leaders and Members at the Secretariat of the Regional House of Representatives of Dairi Regency

Jelita Sihombing, Elfitra Desy Surya, Abdi Sugiarto

Abstract

This study aimed to examine the effect of Administrative Service Quality on the Job Performance of DPRD Leaders and Members at the Secretariat of the Regional House of Representatives of Dairi Regency, Indonesia. In the context of public sector governance, the effectiveness of legislative institutions is strongly influenced by the quality of internal administrative services that support leaders and members in carrying out their legislative, budgeting, and supervisory functions. Therefore, this research sought to provide empirical evidence regarding the role of administrative service quality in improving the job performance of DPRD leaders and members. A quantitative approach was employed using survey data collected from 36 respondents through a questionnaire. The validity and reliability of the research instrument were tested using Pearson's correlation and Cronbach's Alpha to ensure that all questionnaire items were valid and reliable. Descriptive analysis showed that both Administrative Service Quality and Job Performance of DPRD Leaders and Members were perceived positively by respondents, as indicated by relatively high mean scores and moderate standard deviations. Furthermore, simple linear regression analysis and a t-test were conducted to test the research hypothesis. The results demonstrated that Administrative Service Quality has a positive and statistically significant effect on the Job Performance of DPRD Leaders and Members, with a significance value of 0.000 and a regression coefficient of 0.873. The coefficient of determination (R^2) indicated that 93.6% of the variance in administrative service quality could be explained by the job performance of DPRD leaders and members, while the remaining 6.4% was influenced by other factors outside the research model. These findings suggest that improving the quality of administrative services, including responsiveness, reliability, and effectiveness of internal support systems, can significantly enhance the performance of DPRD leaders and members in carrying out their institutional responsibilities.

Keywords: Administrative Service Quality, Job Performance, DPRD Leaders and Members

Jelita Sihombing¹
Management, Universitas Pembangunan Panca Budi, Indonesia
e-mail: jelitasihombing01@gmail.com¹

Elfitra Desy Surya², Abdi Sugiarto³
Management, Universitas Pembangunan Panca Budi, Indonesia
e-mail: elfitradesy@dosen.pancabudi.ac.id², abdi_sugiarto@dosen.pancabudi.ac.id³
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Introduction

The job performance of regional legislative institutions is closely related to the effectiveness of internal organizational support provided by administrative institutions within the government system. In the context of regional governance, the Secretariat of the Regional House of Representatives (DPRD) plays a strategic role in supporting the institutional duties of DPRD leaders and members through administrative services, technical support, and professional assistance in legislative activities (1). The effectiveness of these internal services directly influences the job performance of DPRD leaders and members in carrying out legislative, budgeting, and supervisory functions.

However, various challenges are still found in the implementation of internal services within public sector institutions. Administrative processes are sometimes considered slow, technical support is not always fully optimal, and the competence of employees varies in terms of knowledge, skills, and professional attitudes (2). These conditions may influence the level of satisfaction experienced by DPRD leaders and members as internal service users and may eventually affect their work performance.

Administrative service quality is considered one of the main determinants in supporting institutional performance within legislative organizations. High-quality administrative services reflect the organization's ability to provide accurate, timely, responsive, and reliable services according to established procedures (3). In the public sector context, service quality is not only evaluated based on outcomes but also on the professionalism and accountability of the service delivery process.

In addition to administrative service quality, technical support also plays an important role in supporting the activities of DPRD leaders and members. Technical support includes the provision of data and information, technological facilities, documentation services, and technical assistance in legislative activities (4). Adequate technical support enables leaders and members of the DPRD to perform their duties more efficiently and effectively, particularly in bureaucratic environments that require accurate information and quick decision-making.

Another important factor influencing the quality of internal services is employee competence. Competence refers to the combination of knowledge, technical skills, professional attitudes, and adaptive abilities possessed by employees in performing their duties (5). Employees with higher competence levels are more capable of delivering effective administrative services and technical support, which ultimately enhances the satisfaction of internal service users.

Internal service satisfaction represents the perception and evaluation of DPRD leaders and members regarding the quality of services provided by the Secretariat. Satisfaction occurs when the services received meet or exceed the expectations of service users (5);(6). In organizational studies, internal service satisfaction is often considered an important mediating factor that links service quality and employee competence with organizational performance outcomes.

Despite the importance of these variables, empirical studies examining the integrated influence of administrative service quality on the job performance of DPRD leaders and members through internal service satisfaction remain limited. Therefore, this study aims to analyze the influence of administrative service quality on the job performance of DPRD leaders and members through internal service satisfaction at the Secretariat of the Regional House of Representatives of Dairi Regency.

The results of this study are expected to contribute to the development of public sector management studies, particularly those related to internal service management in government institutions. Furthermore, the findings are also expected to provide practical recommendations for improving internal service quality and enhancing the performance of regional legislative institutions.

Literature Review

Administrative Service Quality

Administrative service quality refers to the level of excellence of internal services provided by employees of the DPRD Secretariat in supporting the duties of DPRD leaders and members. Administrative service quality reflects the ability of an organization to deliver accurate, timely, responsive, and reliable services according to established procedures and the needs of internal service users (7). In the context of public organizations, administrative service quality emphasizes not only the outcomes but also the professionalism, transparency, and accountability of the service delivery process (8).

High-quality administrative services play a strategic role in supporting the effectiveness of legislative institutions because they facilitate administrative processes related to meetings, policy formulation, documentation, and institutional coordination . Effective administrative services also help reduce bureaucratic obstacles that may interfere with the institutional performance of the DPRD .

This study adopts the service quality indicators developed by (7) which include:

1. Reliability, the ability of employees to deliver accurate and consistent administrative services according to established procedures.
2. Responsiveness, the willingness and speed of employees in assisting DPRD leaders and members in fulfilling administrative service needs.
3. Assurance, the level of competence, professionalism, and certainty in the services provided by employees.
4. Empathy, the attention and understanding shown by employees toward the needs of DPRD leaders and members.
5. Tangibles, the availability of administrative facilities, infrastructure, and documentation supporting internal services.

Job Performance of DPRD Leaders and Members

The performance of DPRD leaders and members refers to the level of achievement in carrying out legislative, budgeting, and supervisory functions according to the responsibilities mandated by law. Performance reflects the effectiveness, productivity, and quality of institutional work outcomes generated by the DPRD (9).

In legislative institutions, performance is influenced not only by individual capabilities but also by the quality of institutional support systems provided by the Secretariat.

The performance indicators adopted from (9) include:

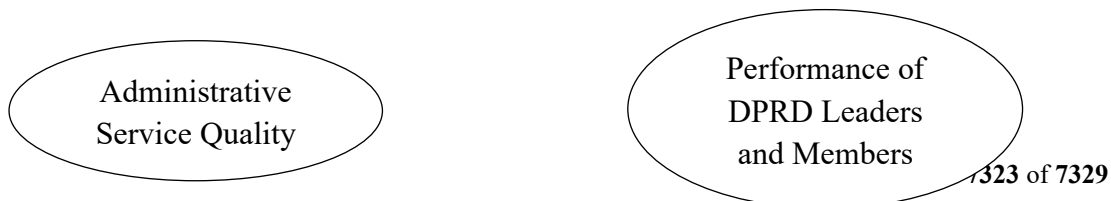
1. Effectiveness in performing duties
2. Work productivity
3. Quality of work outcomes
4. Timeliness in completing tasks

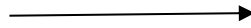
Conceptual Framework and Hypothesis

This study conceptualizes Administrative Service Quality as independent variables. And job Performance of DPRD Leaders and Members acts as the dependent variable.

The conceptual framework assumes that higher administrative service quality will improve internal service satisfaction. Increased satisfaction among DPRD leaders and members is expected to contribute positively to their work performance.

Based on this framework, the hypotheses of this study are formulated as follows:





The hypothesis is:

Ha : Administrative Service Quality has a positive and significant effect on Job Performance of DPRD Leaders and Members at the Secretariat of the Regional House of Representatives of Dairi Regency

Ho : Administrative Service Quality does not have positive and significant effect on Job Performance of DPRD Leaders and Members at the Secretariat of the Regional House of Representatives of Dairi Regency.

Research Methodology

This study employed a quantitative associative research design, which aims to examine the relationship between two or more variables (10); (11). The quantitative approach was selected to statistically test the hypothesized relationships among the research variables. However, in the present study, the primary focus is on analyzing the influence of Administrative Service Quality on Job Performance of DPRD Leaders and Members.

The research was conducted at the Secretariat of the Regional House of Representatives (DPRD) of Dairi Regency, located at Jalan Sisingamangaraja No. 170, Sidikalang City, Sidikalang District, Dairi Regency, North Sumatra, Indonesia. The study was carried out over a three-month period, from December 2025 to February 2026.

The population of this study consisted of all employees working at the Secretariat of the DPRD of Dairi Regency. According to (12); (13), a population refers to the entire group of subjects or objects that possess specific characteristics relevant to the research problem and serve as the basis for data collection and generalization of findings. In this study, the total population comprised 36 employees, all of whom were civil servants (ASN).

Given the relatively small size of the population, this research applied a saturated sampling technique (census sampling), in which all members of the population were included as research respondents. As defined by (13), a sample represents a subset of the population selected to reflect the characteristics of the entire population. However, since the population in this study was limited to 36 employees, all individuals were involved as respondents. Therefore, the total sample size was 36 employees.

The study relied on primary data collected through a structured questionnaire distributed to all respondents. The questionnaire items were developed based on established theoretical indicators of service speed and service optimization. Responses were measured using a five-point Likert scale ranging from strongly disagree to strongly agree. In addition, secondary data were obtained from institutional documents, official reports, and relevant administrative records to complement and support the primary data.

The collected data were analyzed using quantitative statistical methods with the assistance of SPSS version 26.0. The analysis was conducted in several stages. First, a validity test was performed to assess whether each questionnaire item accurately measured the intended variable (14). An item was considered valid if the calculated correlation coefficient (r-count) exceeded the r-table value. Second, a reliability test was conducted using Cronbach’s Alpha, where a coefficient greater than 0.70 indicated that the instrument was reliable.

The regression model applied in this study is formulated as follows: $Y = a + bX$, Where:

Y = Job Performance of DPRD Leaders and Members

X = Administrative Service Quality

a = Constant

b = Regression Coefficient

The t-test is used to determine whether service speed has a significant effect on service optimization. The hypothesis is accepted if the t-count value is greater than the t-table value or if the significance level (p-value) is less than 0.05. Additionally, the coefficient of determination

(R²) is calculated to measure the proportion of variance in service optimization explained by service speed. The R² value ranges from 0 to 1, with values closer to 1 indicating a stronger influence of the independent variable.

Results

Validity and Reliability Tests

Validity was assessed using Pearson’s correlation coefficient (r-value) by correlating each individual item score with the total composite score of its respective variable. With a sample size of N = 36 and a significance level of 5% (two-tailed), the critical r-table value was 0,3291. An item was considered valid if its r-value exceeded the r-table value.

Based on the results of the validity test using Pearson Correlation, the correlation coefficients obtained were 0.953, 0.937, 0.908, 0,900 and 0,900 with a significance value (Sig. 2-tailed) of 0.000 for all indicators of Administrative Service Quality variable.

Since all correlation coefficients are very high and the significance values are below 0.05, it can be concluded that all indicators are statistically significant and valid in measuring the Job Performance of DPRD Leaders and Members variable.

The results of the validity test using Pearson Correlation of Job Performance of DPRD Leaders and Members variable, obtained were 0.872, 0.821, 0.765, 0.693, 0.873, and 0.951, with a significance value (Sig. 2-tailed) of 0.000 for all indicators of the Job Performance of DPRD Leaders and Members variable.

According to (11) since all correlation coefficients are above the commonly accepted minimum threshold ($r > 0.30$) and fall within the moderate to very strong correlation range, and because the significance values are below 0.05, it can be concluded that all indicators are statistically significant and valid in measuring the Job Performance of DPRD Leaders and Members variable.

Reliability was evaluated using Cronbach’s Alpha to measure the internal consistency of each variable. A research instrument is generally considered reliable if its Cronbach’s Alpha value exceeds 0.60 (15).

Table 1. Reliability Results

Variable	Cronbach’s Alpha	Benchmark	Result
Administrative Service Quality	0.965	> 0.60	Reliable
Job Performance of DPRD Leaders and Members	0.950	> 0.60	Reliable

The Administrative Service Quality variable achieved a Cronbach’s Alpha value of 0.965, while the Job Performance of DPRD Leaders and Members variable obtained a value of 0.950. Both values were well above the 0.60 benchmark, indicating strong internal consistency. These findings confirmed that the measurement instruments were both valid and reliable.

Descriptive Analysis

The first step in the descriptive analysis was to examine the summary statistics of the two main variables (Administrative Service Quality and Job Performance of DPRD Leaders and Members). The analysis was conducted to provide an overview of respondents’ perceptions based on the composite scores obtained from the questionnaire items. Each variable score represents the total accumulation of responses across its respective indicators.

Table 2. Descriptive Statistics

Variable	Mean	Std. Deviation	N
Administrative Service Quality	20.6111	3.39981	36
Job Performance of DPRD Leaders and Members	20.2778	3.76913	36

As shown in Table 2, the mean score for Administrative Service Quality was 20.6111, with a standard deviation of 3.39981, based on 36 respondents. This result indicates that, on average, respondents perceived the quality of administrative services at a relatively good level. The standard deviation, which is lower than the mean, suggests that the responses were relatively consistent among respondents. In other words, most respondents had similar perceptions regarding the quality of administrative services provided in the institution, although minor differences in responses were still present.

Meanwhile, the mean score for Job Performance of DPRD Leaders and Members was 20.2778, with a standard deviation of 3.76913, also based on 36 respondents. This finding indicates that the performance of DPRD leaders and members was generally perceived to be at a fairly good level. Compared to Administrative Service Quality, the slightly higher standard deviation indicates that respondents' perceptions of performance showed somewhat greater variability. This means that although the general evaluation was positive, there were moderate differences in how respondents assessed the performance of DPRD leaders and members.

Overall, the descriptive statistics demonstrate that both Administrative Service Quality and Job Performance of DPRD Leaders and Members were positively evaluated by respondents. The relatively consistent responses regarding administrative service quality, together with the fairly good perception of DPRD performance, provide an initial indication that administrative services within the institution may support the effectiveness of DPRD leaders and members in carrying out their duties. These findings provide a basis for further inferential analysis to examine the relationship and potential influence between the variables.

These findings are consistent with previous studies (16);(17);(18) which indicate that the administrative Service Quality has a significant relationship with Job Performance of DPRD Leaders and Members. The findings highlighted that Administrative Service Quality significantly contribute to improved Job Performance of DPRD Leaders and Members..

Regression Analysis

Simple Linear Regression

A simple linear regression analysis was conducted to examine the effect of Service Speed (SS) on Service Optimization (SO) at the Secretariat of the Regional House of Representatives of Dairi Regency. The analysis used composite scores derived from the three indicators of each variable based on the questionnaire data from 36 respondents.

Table 3. Regression Results

Model	B	Std. Error	Beta	t	Sig. (p)
(Constant)	2.916	.807		3.612	.001
Job Performance of DPRD Leaders and Members	.873	.039	.967	22.280	.000

a. Dependent Variable: Administrative Service Quality

A simple linear regression analysis was conducted to examine the effect of Job Performance of DPRD Leaders and Members on Administrative Service Quality at the Secretariat of the Regional House of Representatives of Dairi Regency. The analysis was based on questionnaire data collected from respondents, with Administrative Service Quality as the dependent variable and Job Performance of DPRD Leaders and Members as the independent variable.

A simple linear regression analysis was conducted to examine the effect of Job Performance of DPRD Leaders and Members on Administrative Service Quality at the Secretariat of the Regional House of Representatives of Dairi Regency. The analysis was based on questionnaire data collected from respondents, with Administrative Service Quality as the dependent variable and Job Performance of DPRD Leaders and Members as the independent variable.

Based on the regression output presented in Table 3, the regression equation can be formulated as:

$$Y = 2.916 + 0.873X$$

The constant value ($B = 2.916$) indicates that when Job Performance of DPRD Leaders and Members is assumed to be zero, the predicted score of Administrative Service Quality is 2.916. Meanwhile, the regression coefficient ($B = 0.873$) shows that for every one-point increase in the Job Performance of DPRD Leaders and Members score, the Administrative Service Quality score is predicted to increase by 0.873 points, assuming other variables remain constant.

The significance value ($p = 0.000$) is lower than the significance level of 0.05, indicating that Job Performance of DPRD Leaders and Members has a statistically significant and positive effect on Administrative Service Quality. Furthermore, the standardized beta coefficient ($Beta = 0.967$) indicates a very strong positive relationship between the two variables.

The t-value of 22.280, which is substantially higher than the critical t-table value of approximately 1.690, further confirms that the influence of Job Performance of DPRD Leaders and Members on Administrative Service Quality is statistically significant. These findings demonstrate that improvements in the job performance of DPRD leaders and members significantly contribute to enhancing the quality of administrative services at the Secretariat of the Regional House of Representatives of Dairi Regency.

Therefore, the research hypothesis stating that Administrative Service Quality has a positive and significant effect on Job Performance of DPRD Leaders and Members is accepted.

Coefficient of Determination (R^2)

The coefficient of determination (R^2) was calculated to measure the proportion of variance in Administrative Service Quality that could be explained by Job Performance of DPRD Leaders and Members at the Secretariat of the Regional House of Representatives of Dairi Regency.

Table 4. Coefficient of Determination

Model	R	R^2	Adjusted R^2
1	.967a	.936	.934

Based on Table 4, the analysis results showed that the R^2 value was 0.934. This means that 93,34% of the variance in Administrative Service Quality can be explained by Job Performance of DPRD Leaders and Members. The remaining 6.66% of the variance is influenced by other factors not included in this research model, such as training programs, leadership style, organizational culture, work environment, compensation systems, or other managerial and organizational aspects within the Secretariat.

Furthermore, the correlation coefficient ($R = 0.967$) indicates a very strong positive relationship between Job Performance of DPRD Leaders and Members and Administrative Service Quality. The Adjusted R^2 value of 0.936 also shows that the model remains highly stable even after adjusting for the number of predictors in the model. This finding is consistent with the statistically significant regression results, confirming that Job Performance of DPRD Leaders and Members makes a substantial and meaningful contribution to improving Administrative Service Quality at the Secretariat of the Regional House of Representatives of Dairi Regency. Although Job Performance of DPRD Leaders and Members plays a dominant role, Administrative Service Quality is also influenced by other complementary organizational factors beyond the scope of this study (19).

Hypothesis Testing (t-Test)

Hypothesis testing was conducted using a t-test to determine whether the independent variable, Administrative Service Quality, had a positive and significant effect on Job Performance of DPRD Leaders and Members

Table 5. t- Test Result

Model	B	Std. Error	Beta	t
(Constant)	2.916	.807		3.612
Job Performance of DPRD Leaders and Members	.873	.039	.967	22.280

a. Dependent Variable: Administrative Service Quality

Table 5 presents the results of the t-test analysis used to examine the effect of Job Performance of DPRD Leaders and Members on Administrative Service Quality at the Secretariat of the Regional House of Representatives of Dairi Regency. Based on the table, the constant value is 2.916 with a standard error of 0.807 and a t-value of 3.612, indicating the baseline value of Administrative Service Quality when the independent variable is assumed to be zero. Meanwhile, the regression coefficient for Job Performance of DPRD Leaders and Members is 0.873 with a standard error of 0.039 and a standardized beta coefficient of 0.967. The t-value of 22.280 > t-table 1,69092 indicates a very strong and statistically significant effect of Job Performance of DPRD Leaders and Members on Administrative Service Quality which means that the null hypothesis (H_0) was rejected and the alternative hypothesis (H_a) was accepted (Administrative Service Quality, had a positive and significant effect on Job Performance of DPRD Leaders and Members)

The positive regression coefficient shows that improvements in the quality of administrative services are associated with an increase of job performance of DPRD leaders and members. Therefore, these results suggest that better administrative service quality contributes significantly to enhancing the job performance of DPRD leaders and members at the Secretariat of the Regional House of Representatives of Dairi Regency (20).

Conclusion

Based on the results of the descriptive analysis, regression analysis, coefficient of determination, and hypothesis testing, it can be concluded that Administrative Service Quality has a positive and significant effect on the Job Performance of DPRD Leaders and Members at the Secretariat of the Regional House of Representatives of Dairi Regency. The descriptive statistics indicate that both variables were perceived positively by respondents, with relatively good mean scores and moderate levels of variation. Furthermore, the results of the simple linear regression analysis show that the regression coefficient value of 0.873 with a significance value of 0.000 confirms a strong positive relationship between the variables. The t-test result ($t = 22.280 > t\text{-table} \approx 1.690$) further verifies that the effect is statistically significant, meaning that improvements in administrative service quality significantly contribute to enhancing the job performance of DPRD leaders and members. In addition, the coefficient of determination ($R^2 = 0.936$) indicates that 93.6% of the variation in administrative service quality can be explained by the job performance of DPRD leaders and members, while the remaining 6.4% is influenced by other factors not included in this study. Therefore, strengthening administrative service systems, improving responsiveness, and ensuring effective administrative support are essential strategies for improving the performance of DPRD leaders and members in carrying out their legislative, budgeting, and supervisory functions.

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