

SERVICE QUALITY MEDIATES THE INFLUENCE OF COMPETENCY ON EMPLOYEE PERFORMANCE AT THE POPULATION AND CIVIL REGISTRATION SERVICE OF INDRAGIRI HULU REGENCY RIAU PROVINCE

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Abstract: This Study aim for see influence quality service in mediate influence competence to performance employees at the Population and Registration Service civil Indragiri Hulu Regency. Respondents in study This is totaling 61 employees working at the Population and Registration Service Civil Indragiri Hulu Regency. Determination sample with use method census with The sample size was 61 employees. The research done with use method quantitative, with use questionnaire closed processed using Path *analysis* with SPSS 21 assistance. Research results show that competence influential to performance employees at the Population and Civil Registration Service of Indragiri Hulu Regency , competency influential to Quality services at the Population and Registration Service Civil Indragiri Hulu Regency , competence influential to performance employees mediated by quality services at the Population and Registration Service Civil Indragiri Hulu Regency and quality service influential to performance employees in the service population and registration civil Indragiri Hulu Regency

Keywords : Competence, Employee Performance, Service Quality

1. Introduction

Government as organizer own obligations and responsibilities answer give service prime public for give help to public in frame reach objective certain. Such as as has been poured out in Article 1 of the Law Number 25 of 2009 concerning Public Services. Implementation service public is the country's way to fulfil need basic rights and fundamental rights civil citizens. One of the organizer service public is agency government and one of the form service the is field administration population.

Village Community Empowerment, Population and Registration Service Civil Riau Province and the Population and Registration Service Civilians in every city and district is one of the agency the government which also does activity administration population. Based on Agency Performance Report Government (LKJiP) Village Community Empowerment , Population and Registration Service Civil Riau Province in 2024. Index Public Satisfaction with Services Administration Population and Registration Civilians in Riau Province are presented in table 1:

Table 1.
Index Community Satisfaction
Service Administration Population and Registration Civil
Village Community Empowerment, Population and Registration Service Civil Riau
Province in 2024

Number	Aspect Evaluation	Average value	Category
1	Condition	3,4295	Good
2	Procedure	3,3773	Good
3	Service Hours	3,2841	Good
4	Fees / Rates	3,9727	Very good
5	Compliance Product Service	3,5136	Good
6	Competence Executor	3,4068	Good
7	Behavior Officer	3,3455	Good
8	Handling Complaint	3,2727	Good
9	Facilities and Infrastructure Aspects	3,7386	Very good
Average		3.4823	Good

Source: LKJIP PMDDukcapil Service Riau Province 2025

Table 1 Shows in a way overall quality services in Riau province related service administration population and registration civil perceived average Index **Good** Community Satisfaction by users namely public Riau province.

In the region Indragiri Hulu Regency, agency or organization device area of duty in carry out service administration Population is the Village Community Empowerment, Population and Civil Registration Service. Based on Agency Performance Report Government (LKJIP) Village Community Empowerment , Population and Registration Service Civil Riau Province in 2024 for Index Public Satisfaction with Services Administration Population and Registration Civil especially in Indragiri Hulu Regency is as as shown in table 2:

Table 2.
Index Community Satisfaction
Service Administration Population and Registration Civil
Population and Registration Service Civil Indragiri Hulu Regency in 2024

Number	Aspect Evaluation	Average value	Category
1	Condition	3,4000	Good
2	Procedure	3,4000	Good
3	Service Hours	3,4000	Good
4	Fees / Rates	3,9333	Very good
5	Compliance Product Service	3,3667	Good
6	Competence Executor	3,4000	Good
7	Behavior Officer	3,2667	Good
8	Handling Complaint	3,2333	Good
9	Facilities and Infrastructure Aspects	3,6000	Very good
Average		3.4444	Good

Source: LKJIP PMDDukcapil Service Riau Province 2025

Table 1.2. Shows in a way overall quality services in Indragiri Hulu Regency related to service administration population and registration civil perceived average Index **Good**

Community Satisfaction by users namely public Indragiri Hulu Regency . This allegedly achievement performance of the Population and Registration Service Civil Indragiri Hulu Regency has not yet maximum . It is representation from performance Population and Registration Service employees Civil Indragiri Hulu Regency, as follows performance data presented employee at the Department Population and Registration Civil Indragiri Hulu Regency:

Table 3.
Employee Performance

Population and Registration Service Civil Indragiri Hulu Regency 2024												
No	Year	Amount Employee	Employee Performance Values									
			Very good		Good		Enough		Not enough		Very less	
			Orga nizat ion	%	Org ani zati on	%	Org ani zati on	%	Org ani zati on	%	Org ani zati on	%
1	2024	61	-	0	57	93.44	4	6.56	-	0	-	0

Source: Dukcapil Indragiri Hulu Regency 2025

Regulation Government of the Republic of Indonesia Number 30 of 2019 concerning evaluation performance government employees stated with numbers and designations as as follows: very good ($110 \leq x \leq 120$); good ($90 \leq x \leq 110$); sufficient ($70 \leq x < 90$); less ($50 \leq x < 70$); very less (number < 50). Table 1.3 shows that predicate performance employees at the Population and Registration Service Civil Indragiri Hulu Regency . 61 employees or 93.44% with performance predicate good and still there is employees who receive predicate performance Enough namely 4 employees or 6.56 %. In the table the seen that Still not there yet capable employees get predicate very good performance , of course matter This will influence target achievement , namely excellent service that has been set .

Improvement performance is results that are qualitative and quantitative by a employee. Successful whether or not the program has been planned by the organization influenced by the level performance employee Good in a way individual and group , performance measured with instruments that have been determined . Factors that influence performance according to Mangkuprawira and Hubeis (2007:160) stated that that performance employee influenced by: a) Factors intrinsic factors that influence performance employee consists of from education , experience , motivation, health, age, skills, emotions and spirituality; b) Factors extrinsic influences performance employee consists of from environment physical and non- physical , leadership , vertical and horizontal communication , compensation , control in the form of supervision , facilities, training, workload work, procedures work , system punishment and so on .

Wirawan (2015:272) states that in evaluating performance, managers must understand the factors that influence employee performance, namely: a) Factors environment external organization consists of on politics , economics , social culture society , religion/ spirituality and competitors ; b) Factors employee consists of on age , education , competence , experience work , health physical , health soul , creativity and innovation as well as talent ; c) Factors internal organizational environment consists of above , vision and mission , HR management , compensation, industrial relations, culture organization, climate organization , leadership , team work , resources financial , resources physical , source Power technology and facilities Work and d) Behavior Work employee namely , ethos work , discipline work , enthusiasm

work, attitude work, involvement work, satisfaction work, work stress, loyalty, commitment organization and motivation Work .

Quality competence Employee Apparatus Diverse Civil Servants require agency government implementing development programs competence employee in a way regular as related policies with qualifications, competencies, assessments performance, and needs agency government. According to Regulation of the State Administration Agency of the Republic of Indonesia Number 5 of 2018 concerning development competence government employees is effort For fulfil need civil servant competency with standard competence position and plans development career. Here performance data presented employee at the Department Population and Registration Civil Indragiri Hulu Regency:

Table 4.
Employee Education Level
Population and Registration Service Civil Indragiri Hulu Regency 2024

No	Year	Amount Employee	Educational level			
			SENIOR HIGH SCHOOL	D3	S1	S2
1	2020	59	16	2	37	3
2	2021	59	16	2	37	4
3	2022	60	17	2	37	4
4	2023	61	17	2	38	4
5	2024	61	17	2	38	4

Source: Dukcapil Indragiri Hulu Regency 2025

From table 4 presented that for Education Level at the Population and Registration Service Civil Indragiri Hulu Regency still Lots there is employee with standard education or at least the level of education medium upper (high school) or equal.

One of believed factors influential to competence is level education. Formal education does not only give base knowledge theoretical , but also forms pattern think analytical skills solution problems , and ability adaptation to change . The more tall level education someone , the more wide insight and understanding possessed in carry out work , which in the end increase competence Work .

Importance competence to performance employee this is what becomes one of the reason researchers lift competence as variables reasons that can increase performance Population and Registration Service Employees Civil in give service public. Research about competence to performance Once conducted by Swanson *et al.*, (2020), Shet *et al.*, (2019) and Salman *et al.*, (2020) with the results that competence influences performance.

In the research this is what becomes factor reason low performance employee limited to competence . For support problem study so done study empirical so that found *research gap* in table 5 as following:

Table 5. Research Gap

Gap Research	Results	Researchers
Competence On Performance	Influential	Swanson <i>et al.</i> , (2020), Shet <i>et al.</i> , (2019) and Salman <i>et al.</i> , (2020), Didi Wandi et al (2022),
	No effect	Adipratama <i>et al.</i> , 2020; Poovathingal and Kumar 2018. Wandi <i>et al</i> (2022)

Competence to quality service	Influential	Abdullah <i>et al.</i> , 2021 ; Chikazhe <i>et al.</i> , 2020 ; Yingfei <i>et al.</i> , 2022 ,
	No effect	Endang Burhan (2023)
Quality Service On Civil Servant Performance	Influential	Chaniago <i>et al.</i> , 2021 ; Chaudhary <i>et al.</i> , 2020 ; Sumardi and Fernades, 2022 ; Yingfei <i>et al.</i> , 2022 ; Amos <i>et al.</i> , 2022
	No effect	Sitama Waruwu <i>et al</i> (2022)

Source: Processed Data.2025

Table 5 shows that There is research that states that competence and quality service influential to performance, and there is also research that states competence and quality service influential to performance. Inconsistency results study This is room for researchers For do study repeat about influence competence to performance . *Research gap* the become reason in election variables competence as variables that cause Not yet optimally performance Employees at the Population and Registration Service Civil in give service public .

Novelty in research This is use variables quality service as variables mediation. Throughout searches that have been done , researchers Not yet find variables quality service Once used as variables mediation For see influence competence to performance employee at the Population and Civil Registry Service.

Study This use umbrella “*Goal Setting Theory*” theory for analyze connection between variables. In terms of philosophical , *goal setting theory* own assumptions / premises that people are creature rationality that persists life with use mind , will (power For think or No thinking), and actions that are regulated by the way thinking and ideas below aware they about desired results . *Goal setting* theory focus especially on performance tasks (eg. efficiency , optimal performance , and productivity). *Goal setting theory* reflect goals , valued / desired results in the future as gauge measuring performance . Because of the tendency individual will like If the goal achieved and will be feel No satisfied If objective no / not yet achieved .

Based on phenomenon about Still Not yet optimally performance employees at the Population and Registration Service Civil And Still There is inconsistency results study influence competence to performance so submitted title research: “Quality Service Mediating Influence Competence On the Performance of Population and Registration Service Employees Civil Indragiri Hulu Regency. With objective research; Testing and analyzing influence Competence on Employee Performance; Influence Competence to Quality Service; Influence competence to performance employee mediated by variables Quality services at the Population and Registration Service Civil Indragiri Hulu Regency.

2. Literature Review

Goal Setting Theory

Goal setting theory according to Neubert and Dyck (2016) is one of the theory the most influential management in study Management Human Resources (HR) and research behavior organization . *Goal setting theory* developed first by Locke and Latham (1968) and assessed as one of the from seven tens three theory important in theory management source Power humans and behavior organization .

In a way philosophical , *goal setting theory* own assumption / premise that people are creature rationality that persists life with use mind , will (power For think or No thinking), and actions that are regulated by the way thinking and ideas below aware they about desired results . *Goal*

setting theory focus especially on performance tasks (eg. efficiency , optimal performance , and productivity) Locke and Latham (1990) and Locke and Latham (2006).

Performance

Bernardin and Russel (2015:270) performance employee is the results produced by the function work certain or activities at work certain during period time certain, which shows quality and quantity from work Pasolong (2007 :175) stated that draft performance in essence can seen from two aspects , namely performance employees (individuals) and performance organization . Regulations Government of the Republic of Indonesia Number 30 of 2019 concerning Employee Performance Assessment in Article 1 paragraph 10 states that the Performance of Civil Servants is results work accomplished by each Civil Servants in appropriate organizations / units with Employee Performance Standards and Work Behavior . Mangkunegara (2015:67) mention that performance employee is results Work in a way quality and quantity achieved by a person employee in carry out his duties in accordance with not quite enough the answer given to him . Priansa (2016:269) states that performance employee is actual behavior displayed everyone as performance work produced by employees in accordance with his role in organization .

Indicator performance based on Regulation Government of the Republic of Indonesia Number 30 of 2019 concerning Civil Servant Performance Assessment is : 1) Quantity that is amount / quantity output and / or benefits (*outcomes*) that must be There is in each performance target . 2) Quality that is quality output and/ or quality benefits and disadvantages always must There is in performance targets , adjusted types and characteristics activities carried out . 3) Time , namely standard time used For finish activities and not always must There is in performance targets , adjusted types and characteristics activities carried out . 4) Costs namely the funds needed For finish activities and not always must There is in performance targets , adjusted types and characteristics activities carried out.

Competence

Moehariono (2014:5) states that competence is connection causal that competence can cause or used For predict performance somebody It means If have high competence so will have performance high too (cause and effect). Competence is something ability For carry out or do something work or based tasks will skills and knowledge as well as supported by attitude work required by the job the (Wibowo, 2014:271).

Indicator competence according to Spencer and Spencer (1993) are: 1) Beliefs and values. Beliefs and values is principles , objectives or standard social owned by each employee in carry out duties and responsibilities answer . 2) Skills . Skills is ability employee For use reason thoughts , ideas and creativity in work on , change and make something become more meaningful so that produce more work worth . 3) Experience . Experience is events that have happened experienced (undergone , experienced , borne , etc.) by employees in carry out duties and responsibilities the answer so that can completed more good . 4) Characteristics personality . Characteristics personality is overall method How employee react and interact with colleague work , boss and society . 5) Ability intellectual ability intellectual is abilities possessed employee For do various mental activity , thinking , reasoning and problem solving problem work .

Study this , researcher use all over indicator competence according to Spencer and Spencer (1993) which consists of from 1. Beliefs and values , 2. Skills , 3. Experience , 4. Characteristics personality and 5. Ability intellectual.

Quality Service

Kotler and Keller (2016:143) “quality is completeness feature something product or services that have ability For give satisfaction to something needs ”. Agility can interpreted as built capabilities in a way continuous For respond change agile , effective , precise time , and sustainable . According to Kasmir (2016:47) Quality Service defined as action or actions a or organization aim For give satisfaction to customer or employees . Meanwhile according to Parasuraman *et al.*, (2004:132) stated quality service is component important things to do noticed in give Quality Excellent service . Quality service is point central for company Because influence satisfaction consumers and satisfaction consumer will appear if quality services provided with Good .

According to (Parasuraman *et al.*, 1988:123) there are five dimensions quality services provided guidelines by customers in evaluate quality services , namely : 1) Tangible (*Tangible*) includes appearance facility physical , equipment , and personnel . 2) Empathy *such* as give attention personal for customer . 3) Reliability (*reliability*) is ability For carry out promised services with accurate and reliable . 4) Responsiveness (*Responsiveness*) is will For help customers and provide service with fast or responsive . 5) Assurance is knowledge and politeness employee as well as ability they For cause trust and confidence .

Quality services in research This measured with : 1). Reliability, 2). Tangibility , 3). Responsiveness , 4). Confidence , 5). Empathy .

Tables and Figures Framework

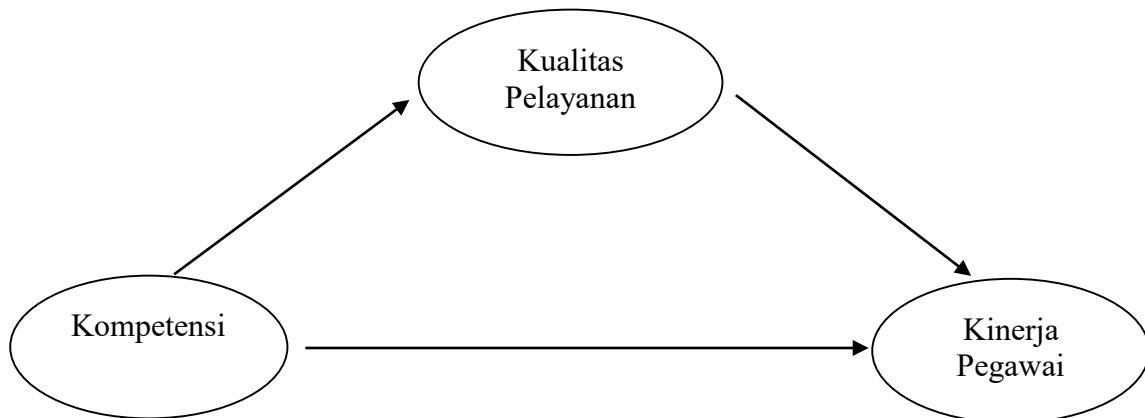


Figure 1. Research Framework

Hypothesis :

- H1: Influence Competence On Employee Performance at the Population and Registration Service Civil Indragiri Hulu Regency .
- H2: Influence Competence To Quality Services at the Population and Registration Service Civil Indragiri Hulu Regency .
- H3: Influence Competence On Employee Performance mediated by Quality Services at the Population and Registration Service Civil Indragiri Hulu Regency .
- H4: Influence Quality Service on Employee Performance at the Population and Registration Service Civil Indragiri Hulu Regency.

3. Method

Quantitative approach method; The location of this research is at the Population and Population Registration Service . Civil Indragiri Hulu Regency . ; Population and Sample of 61 people. And the sampling method used is the census method or saturated sample; The type of data used in this study is quantitative. The data sources used in the study use primary data; Data collection techniques; Interviews. Questionnaire Distribution. Data Analysis Methods: Validity Test; Reliability Test; Classical assumption test; Normality Test; Linearity Test; Model Feasibility Test (F Test); Path Analysis; Path Correlation Coefficient (R); Multiple Correlation; Determination Coefficient (R²); Hypothesis Test (t Test).

4. Results and Discussion

Validity and Reliability Test

According to Vincent, the validity test used For evaluate eligibility questionnaire (instrument) whether the items (points) of the questions worthy used (correct /valid) or No worthy used (Vinsensus, 2023). The validity test carried out writer measured using the SPSS program version 21. Based on validity test results all existing statement items in variables performance employee (X) has mark as following:

Table 6. validity Competence (X)

No statement	R count	R table	information
Competency 1	0.832	0.2126	Valid
Competency 2	0.708	0.2126	Valid
Competency 3	0.845	0.2126	Valid
Competency 4	0.867	0.2126	Valid
Competency 5	0.844	0.2126	Valid

Source : primary data (questionnaire) processed in SPSS 2025

Based on table on can seen for 5 indicators on the variable Competence (X) has calculated r value > r table (0.2126), then can concluded that statement Indicator For variables Competencies (X) used in study This worthy.

Table 7. Validity of Employee Performance (Y)

No statement	R count	R table	information
Employee Performance 1	0.861	0.2126	Valid
Employee Performance 2	0.986	0.2126	Valid
Employee Performance 3	0.986	0.2126	Valid
Employee Performance 4	0.973	0.2126	Valid

Source : primary data (questionnaire) processed in SPSS 2025

Based on table on can seen for 4 indicators in the Employee Performance variable own calculated r value > r table (0.2126), then can concluded that statement Indicator For Employee Performance variable (Y) used in study This worthy.

Table 8. validity Quality Service (Z)

No statement	R count	R table	information
Quality Service 1	0.941	0.2126	Valid
Quality Service 2	0, 960	0.2126	Valid

Quality Service 3	0.981	0.2126	Valid
Quality Service 4	0.963	0.2126	Valid
Quality Service 5	0.963	0.2126	Valid

Source : primary data (questionnaire) processed in SPSS 2025

Based on table on can seen for 5 indicators on the variable Quality Service own calculated r value > r table (0.2126), then can concluded that statement Indicator For variables Quality Service (Z) used in study This worthy .

Reliability Test

Test is a test for ensure whether questionnaire research that will be used For collect variable data study reliable or no . A instrument can it is said reliable if own Cronbach's Alpha value is higher from 0.60. In the study this , testing Reliability done with use Cronbach's Alpha method . Reliability Test Results in study presented in the table following :

Table 9. Reliability Test

No statement	N of items	Cronbach's Alpha	Alpha	Description
Competence (X)	5	0.980	0.60	Reliable
Employee performance (Y)	4	0.870	0.60	Reliable
Quality service (Z)	5	0.966	0.60	Reliable

Source : primary data (questionnaire) processed in SPSS 2025

From the table on obtained results mark *Cronbach's alpha* For variables Competence (X), Employee Performance variable (Y) and variable Quality service (Z) has mark more big from 0.60, which means all statement items on each variables is reliable.

Assumption test Classic

Test results normality that is carried out with using the SPSS 21 program is as following :

Table 10. Assumption Test Classic

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		61
Normal Parameters ^{a,b}	Mean	.0000000
	Standard Deviation	2.00398054
Most Extreme Differences	Absolute	.280
	Positive	.218
	Negative	-.280
Test Statistics		.280
Asymp . Sig. (2-tailed)		.300 ^c
Test distribution is Normal.		
Calculated from data		

Source : primary data (questionnaire) processed in SPSS 2025

From table 10 Based on normality test results using the Kolmogorov Smirnov Test on the table on obtained results Asymp . Sig (2-tailed) > 0.05, namely 0.300. Then it can be it is said if the data used normally distributed .

Path Analysis

Test results analysis track equations substructure first can seen in table 5.7 below This :

Table 11. Equations Structural 1

		Coefficients ^a				
Model		Unstandardized Coefficients	Standardized Coefficients		t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,673	1,963		2,381	.021
	X	.794	.089	.759	8,955	.000

a. Dependent Variable: Z

Source : primary data (questionnaire) processed in SPSS 2025

From table 11 on obtained results equality substructure First is $Z = a + \beta_1 X$ which means that beta value on performance pefwai to quality waiter is 0.759 with mark significance is 0.000 (p sign<0.05).

Table 12. Equations Structural 2

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.511	2,672		.191	.849
	X	.611	.179	.532	3.110	.003
	Z	.870	.181	.767	4,819	.000

a. Dependent Variable: Y

Source : primary data (questionnaire) processed in SPSS 2025

From the table on obtained equality substructure second that is :

$$Y = a + \beta_1 X + \beta_2 Z$$

From the equation substructure second own meaning as following :

- Competency beta value to performance employee is 0.532 with number significance = 0.003(p < 0.05)
- Quality beta value service to performance is 0.767 with number significance = 0.000 (p<0.05)

Table 13. Influence Path Analysis No direct

Variables	Standardized coefficients (beta)
X against Y	0.532
X against Z	0.759
X through Z to Y	$0.759 \times 0.767 = 0.582$ (0.532<0.582)
Z against Y	0.767

Source : primary data (questionnaire) processed in SPSS 2025

Hypothesis test (T-test)

Table 14. Hypothesis T-test structural equation 1

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	4,673	1,963		2,381	.021
	X	.794	.089	.759	8,955	.000

a. Dependent Variable: Z

Source : primary data (questionnaire) processed in SPSS 2025

Table 15. Hypothesis T-test structural equation 2

Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	.511	2,672		.191	.849
	X	.611	.179	.532	3.110	.003
	Z	.870	.181	.767	4,819	.000

a. Dependent Variable: Y

Source : primary data (questionnaire) processed in SPSS 2025

From the results of the T test, structural equations 1 and 2 show that For influence Competence (X) towards performance employee (Y) shows mark significant of $0.003 < 0.05$ with t value $3,110 > 1,671$ t table that It means that H1 is accepted . The influence Competence (X) towards quality service (Z) with mark beta coefficient $8.955 > 1.671$ and value significance of $0.000 < 0.05$, which means H2 is accepted . The result of the multiplication mark beta coefficient of influence performance employee (X) towards quality service (Z) with mark quality beta coefficient service (Z) on employee performance (Y) is $0.759 \times 0.767 = 0.582$. The results are show that influence direct more small from influence No direct namely $0.532 < 0.582$, which means H3 is accepted . The influence quality service (Z) to performance (Y) with mark beta coefficient $4.819 > 1.671$ and value significance of $0.000 < 0.05$ which means H4 is accepted

Coefficient Test Determination

Coefficient determination used For measure to what extent the model's capabilities in explain variables dependent . Coefficient value determination range between 0 and 1. The coefficient value little determination means ability variables dependent For explain variation variables very limited independence . Values close to 1 mean variables independent give almost all predictive information variation variables dependent .

Table 16. Substructure equation 1

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.759 ^a	.576	.569	1.14865

a. Predictors: (Constant), X

Source : spss 2025 data processing

Table 17 Substructure equation 2

Model Summary

Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.687a	.473	.454	2.03824

a. Predictors: (Constant), Z, X

From table 16 and 17 the size influence can known from mark coefficient determination (R²). Based on results analysis coefficient determination of the equation substructure First obtained results that is of 0.576, which means that 57.6% of the variables mediation (quality service) can explained by variables independent (performance employees). Based on results analysis coefficient determination of the equation substructure second obtained results that is of 0.473, which means 47.3% of the variable bound (performance employees) can explained by variables free (competence) and variable mediation (quality service).

Discussion

Based on the results of data processing using the methods previously explained using the SPSS version 21 program, it can be concluded that the results of the hypothesis test are as follows:

Influence Competence On Employee Performance at the Population and Registration Service Civil Regency Indragiri Hulu

Based on influence test results competence to performance employees who have done obtained mark thitung > ttabel (3.110>1.671) with mark significance of 0.003 <0.05 means that H1 is accepted . This result meaningful that there is significant influence competence to performance employees at the **Population and Registration Service Civil Indragiri Hulu Regency** . Research results This meaningful that the more tall competencies possessed employee like knowledge , skills and attitudes so will the more good too performance generated . Research results This in line with research conducted by Muhammad Aulia et al (2024) There are influence positive and significant between Competence on Employee Performance . However No in line with research conducted by Didi Wandi et al (2022) that Competence No influential significant to performance Employees at the Karanganyar Community Health Center UPT, Lebak Regency .

Influence Competence To Quality Services at the Population and Registration Service Civil Indragiri Hulu Regency

Based on influence test results competence to performance employees who have done obtained t - value 8.955>1.671 with mark significance as big as value 0.000<0.05 with It means that H1 is accepted . This result meaningful that there is significant influence competence to quality services at the Population and Registration **Service Civil Indragiri Hulu Regency** . Research results This meaningful that employees who have Competence tall so will can increase quality service , so that produce more services good , efficient , and appropriate hope customer or Society. Research results This in line with research conducted by Kamil Muhammad Arifin et al (2023) There are influence positive and significant between Competence to Quality service with mark Sig value . is 0.011 < 0.05 , that is show connection between Competence Employees and Quality Service is significant . However No in line with research conducted by Endang Burhan (2023) that No there is influence competence to quality service

Influence Competence On Employee Performance mediated by Quality Services at the Population and Registration Service Civil Indragiri Hulu Regency

Multiplication result mark beta coefficient of influence performance employee (X) towards quality service (Z) with mark quality beta coefficient service (Z) on employee performance (Y) is $0.759 \times 0.767 = 0.582$. The results are show that influence direct more small from influence No direct namely $0.532 < 0.582$, which means Competence influential against performance mediated by quality service at the Department Population and Registration Civil Indragiri Hulu Regency . Its meaning High competence will make a employee know How give service best so that Quality service increase with so users feel satisfaction and work process become efficient . Performance increases due to results Work fulfil or exceeding the set target This is in line with research conducted by Rismawanti Venny (2024) results study show that quality service influential to performance employee .

Influence Quality Service on Employee Performance at the Population and Registration Service Civil Indragiri Hulu Regency

Based on influence test results Quality service to performance employees who have done obtained t . value $8.955 > 1.671$ with mark significance as big as value $0.000 < 0.05$ with It means that H1 is accepted . This result meaningful that there is significant influence quality service to performance employees at the Department Population and Registration Civil Indragiri Hulu Regency . Research results This meaningful that Quality good service is reflection from performance good employees . The more tall quality the services provided , the more the performance shown by the company is also good . This is in line with research conducted by Tri Rusanti (2025) that quality service influential to performance employees at the Regency DPMPTSP Pesawaran with mark significance is $0.000 < 0.005$. However No in line with research conducted by Sitama Waruwu et al (2022) that It was found that partially service quality did not have a significant effect on employee performance.

5. Conclusions

Based on the results of data testing regarding the influence of competence on employee performance through the quality of service of the Service Population and Registration Civil It can be concluded that the competency variable has a positive and significant effect on the quality of service at the Indragiri Hulu Regency Service. Population and Registration Civil Indragiri Hulu Regency ; Competence has a positive and significant impact on the quality of service at the Department Population and Registration Civil Indragiri Hulu Regency ; competence has a positive and significant influence on employee performance through the quality of service at the Department Population and Registration Civil Indragiri Hulu Regency ; service quality has a positive and significant effect on employee performance at the Department Population and Registration Civil Indragiri Hulu Regency .

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