

# **Analysis of Service Quality Improvement with Education and Training and Professionalism and Teamwork as Mediation Variables**

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## **Abstract**

This study analyzes service quality improvement with education and training and Professionalism and teamwork as a mediating variable at the Makassar Main Harbourmaster Office. The research was carried out at the Makassar Main Harbourmaster Office. The sampling technique was purposive sampling. The total population is 263 employees and the final sample obtained is 120 samples. The analysis tool used is path analysis using SPSS version 23.0 software. The results showed that 1) Education and training have a positive and significant effect on the Employee Team Work at the Makassar Main Harbourmaster Office; 2) Professionalism has a positive and significant impact on the Makassar Main Harbourmaster Employees Team Work; 3) Education and training are not substantial towards improving the quality of services at the Makassar Main Harbourmaster Office; 4) Professionalism has a positive and significant effect on improving service quality at the Makassar Main Harbourmaster Office; 5) The Makassar Main Harbourmaster Employee Team Work is not effective towards improving the service quality of the Makassar Main Harbourmaster Office; 6) The direct effect of education and training on improving service quality is not significant, and 7) The immediate effect of Professionalism on improving service quality is positive and significant.

## **Keywords:**

Education and training, Professionalism, teamwork, service quality

## **1. Introduction**

The ability to provide and deliver quality and targeted public services is an essential indicator of local governments' success. The government is required to provide services that can meet the needs of a growing and changing society.

Thus, the government's role and work must change following the demands and dynamics of society. Improving the bureaucracy or apparatus's quality is the central point of increasing competitiveness, including human resources in the Harbourmaster apparatus. In his opinion, (Dwiyanto 2017; Nuraini et al., 2019; Umanailo, 2020, 2019) states that: Studies on the performance of the public bureaucracy, especially those involved in public services, have a very strategic value. Experience so far shows that the government's various efforts to improve the bureaucracy's performance have never been able to produce meaningful changes. This happens because the policy fails to solve multiple problems contributing to the bureaucracy's low performance.

Public services held at the Harbourmaster office are inseparable from the public's impression of the government bureaucracy, as Miftah argues (Miftah Thoha, 2012): "For economic actors, bureaucracy is an unprofessional work pattern of government officials which often means additional costs incurred. Inevitably must be borne by consumers. State Civil Servants (ASN) or Civil Servants, which are essential assets for the government, including Makassar's central Harbourmaster employees' existence, function correctly. They need to be allowed to develop because many government organizational units have not implemented employee development well. This is indicated by the inadequate implementation of government and development tasks. As it is known, the Makassar Main Harbourmaster Office has the most significant number of employees in the Order and Patrol Sector, namely 154 personnel. In general, the employees still have education levels at the secondary school level, namely SMA / SMK, which reaches 171 people. Seeing the fieldwork field that must be carried out requires the Makassar Main Harbourmaster employees to have work professionalism with good knowledge and craft in carrying out their work to produce good quality service.

In carrying out their functions and roles, the Makassar Main Harbourmaster employees need competent members who have Professionalism and teamwork in providing good quality service. According to (Mathis Robert & Jackson John, 2001), competence is mastery of tasks; Skills, attitude, and appreciation are needed to support success. Competence and teamwork that members of the organization must possess need to be realized to be valuable. The success of marine transportation safety is strongly influenced by aspects that support shipping safety, including service quality, competence and Professionalism and teamwork, and support for the implementation of education and training for employees. Especially at the Makassar Main Harbourmaster office, this condition will be carried out if human resources perform control services and supervision is sufficient for these activities.

This study answers the problem within the Makassar Main Harbormaster's scope to achieve the expected quality of service. There is a need for education and training, Professionalism, and good teamwork for employees. On this basis, the researchers tried to study the Improvement of Service Quality with Education and Training and Professionalism and Teamwork as Mediation Variables at the Makassar Main Harbourmaster Office.

## 2. Literature Review

Education and training for employees and the community aim to empower members so that employees and community members become empowered and can actively participate in the change process. Exercise can help people or society to apply the knowledge and abilities they already have. Activities carried out through training aim to strengthen a person's position through growing awareness and capacity of the individual concerned, identifying problems at hand, and thinking about steps to overcome them. Siagian (Siagian 2015; Mu'adi et al., 2020; Nawawi et al., 2020) stated that the benefits of developing training and education are one of them to increase work productivity.

In its implementation, the purpose of education in this narrow sense is only determined by outsiders. The purpose of education is limited to the development of specific abilities. The purpose of education is to prepare a life or business run by a person or group of other people to become adults or reach a higher level of energy or livelihood in a mental sense (Sinambela, 2016). Education is programmed learning experiences in formal, non-formal, and informal education both at school and outside of school. In the future, it can play an appropriate role in life (Maunah, 2016). According to (Simanjuntak 2005), another case with training suggests that training is a part of the human investment to improve work skills and abilities to improve employee performance. Training is usually carried out with a curriculum tailored to the position's needs, given in a relatively short time, to equip someone with job skills. Training is an activity to improve and develop attitudes, behavior skills, skills, spirituality, and knowledge of employees according to an institution or organization's wishes.

The term professionalism refers to the degree of a person's appearance as a professional or a professional's formation. There is high, medium, and low Professionalism. Professionalism also refers to the profession's attitude and commitment to work based on high standards and a code of ethics for their career and one's job. Researchers have

widely used this word to see how professionals perceive their profession, which is reflected in their attitudes and behavior.

The concept of Professionalism in research (Firdaus, Sumardi, & Istiadi, 2019) explains that it has five contents or principles, namely: First, community affiliation, which is using professional ties as a reference, including formal organizations or groups of colleague's informal source of main job ideas. Through this professional association, professionals build professional awareness. Second, the need for autonomy (autonomy demand) is a view and opinion that a skilled person must make and take decisions independently without pressure from other parties (government, clients, those who are not members of the profession).

According to (Busro, 2019) professionalism is that there must be the knowledge processed in it, there must be freedom, there must be no hierarchical relationship. There must be freedom (rights should not be prosecuted) in determining attitudes and actions in carrying out one's profession. According to (Swinardi 2017), Professionalism is having an esoteric knowledge system (not owned by just anyone), formal and strict education and training, forming an association of representatives. There is a development of a Code of Ethics that directs the behavior of its members. Meanwhile, according to (Kurniawan, 2017) professionalism is "a person's ability and skills in doing work according to their respective fields and levels." From this opinion, I conclude that a professional does work based on expertise, abilities, and specific skills in their field of work.

Teamwork can be defined as teamwork or collaboration. Teamwork or teamwork is a form of group work with complementary skills and is committed to achieving pre-agreed targets to achieve common goals effectively and efficiently. Teamwork is a form of work in groups that must be well organized and managed (Tjosvold & Tjosvold, 2015). The team consists of people who have different expertise and are coordinated to work closely with the leader. Teamwork is an activity that is managed and carried out by a group of people who are members of one organization. Teamwork can enhance cooperation and communication within and between parts of the company. Usually, teamwork consists of people who have different skills to use strengths to achieve company goals. (Le Pine, Piccolo, Jackson, Mathieu, & Saul, 2008) States that teamwork is a group whose individual efforts result in higher performance than separate inputs. Teamwork generates positive synergy through coordinated efforts.

This means that the team's performance is better than the version per individual in an organization or a company. Each group and individual are closely related to the cooperation built with an awareness of achievement and performance. In partnership, various solutions will appear that are not resolved individually. The advantage of teamwork is the emergence of multiple solutions in synergy from various individuals who are teamwork members.

## 2.1. Quality of Service

Service quality (SQ), namely the mismatch between expectations (E) of a service and performance (P), can be formulated in an equation formula:  $SQ = P - E$ . This definition is in line with what was stated by (Lewis & Booms, 1983). Furthermore (Lewis & Booms, 1983) suggested this quality of service (quality of service) is to specialize in the organization's ability to keep up with change. When viewed from business administration and management, service quality is an achievement or achievement in customer service (Orueta, Ruiz, Alonso, & Gil, 2016). This reflects in every meeting in a ministry. Customers usually form service expectations from past experiences, word of mouth, person by person, or between organizations or advertisements. Consumers compare the service they feel with the service they expect, where if the previous turn is not satisfactory, the consumer will be disappointed.

## 3. Methods

The research method used in this research is descriptive analysis with the character of a case study, namely by making direct observations in detail and as deep as possible about the satisfaction of users of the service delivery to the Makassar Main's performance Harbormaster. Respondent retrieval method.

This research was conducted at the Makassar Main Harbourmaster Office. The sampling method uses the purposive sampling method, namely purposive sampling with specific considerations. The population in this study are shipping companies in the Makassar Main Harbourmaster Office work area, and shipping companies have used the Makassar Main Harbourmaster Office's services. The sampling technique was the purposive sampling method, meaning that the respondents were chosen deliberately with specific characteristics that were believed to represent the study population. The number of samples in the study was 120 people. Data collection techniques in this study were observation, questionnaires, interviews, and documentation. In collecting the data before it is processed, the validity and reliability

tests are carried out. Descriptive analysis and path analysis were carried out to analyze the collected data. The author uses SEM-AMOS statistical analysis.

The variables in this study were measured using a scale range of 1-5. The number 1 (one) indicates very dissatisfaction, and a scale of 5 (five) indicates exact satisfaction with the questionnaire's statement. The statements in the questionnaire are built from some of the concepts and results of previous research.

#### 4. Results

This study uses the SEM-Amos application. In this test, the process of validity and reliability of the questionnaire answers was carried out. By going through this test, it is expected that the hypothesis results will be answered as expected. Testing the instrument's validity, namely, calculate the correlation coefficient between the item score and the total score using a significance level of 95% or  $\alpha = 0.05$ . This validity test uses a method to correlate the answer score obtained by each statement item with the overall statement items' total score. Correlation results must be significant based on statistical measures. The correlation coefficient must be high, indicating the item's suitability with the overall or valid measure function. Validity is carried out using the product-moment correlation coefficient if the calculated R-value is  $\geq 0.179$  (r table).

From the questionnaire data processing results, each question item's validity with a valid value on all variables (training, Professionalism, teamwork, and service quality). Reliability testing of all question items from each research variable uses Cronbach Alpha (coefficient alpha), which is generally considered reliable if the Cronbach Alpha value is  $> 0.6$  (Nunally in (Ghozali, 2011)). Based on the table below, all tested variables' Cronbach Alpha value has a value above 0.60. As shown in the following table:

**Table 1.** Uji reliability of research instruments

Variable	Cronbach's Alpha	Cut of Point	Status
Training(X <sub>1</sub> )	0.790	0.60	Reliable
Professionalism(X <sub>2</sub> )	0.595	0.60	Less Reliable
Teamwork (Y <sub>1</sub> )	0.900	0.60	Reliable
Service Quality Improvement (Y <sub>2</sub> )	0.658	0.60	Reliable

The reliability test results using the Cronbach's Alpha technique indicate that the measured reliability value is  $\geq 0.60$ . Based on the results of data processing on the reliability test, the value of the reliability coefficient or Cronbach's Alpha for the training variable (X1) was 0.790; Professionalism (X2) of 0.595; Teamwork competence (Y1) of 0.900; and an increase in service quality (Y2) of 0.658. Cronbach's Alpha for the professionalism variable (X2) of 0.595 is still acceptable because it is still above the minimum requirement to be considered a valid instrument item is the validity index value  $\geq 0.3$ . However, if all items are examined simultaneously, Cronbach's Alpha value of 0.912 is above the cut-off point of 0.60 as required. The conclusion of all the things studied has an acceptable level of reliability. Descriptive Statistical Analysis

**Table 2.** Frequency/percentage of training variable indicators

Indicator	Distribution of Respondents' Answers								Mean	Category		
	STS		TS		Cs		S					
	F	%	F	%	F	%	F	%				
X1.1	0	0.0	0	0.0	1	0.8	48	40.0	71	59.2	4.58	
X1.2	0	0.0	0	0.0	0	0.0	42	35.0	78	65.0	4.05	
X1.3	0	0.0	0	0.0	0	0.0	57	47.5	63	52.5	4.53	
X1.4	0	0.0	0	0.0	0	0.0	54	45.0	66	55.0	4.55	
X1.5	0	0.0	0	0.0	2	1.7	45	37.5	73	60.8	4.59	
X1.6	0	0.0	0	0.0	2	1.7	64	53.3	54	45.0	4.43	
X1.7	0	0.0	0	0.0	10	8.3	64	53.3	46	38.3	4.30	
Mean Total Training									4.43	Very High		

Table 2 shows that respondents' assessment of education and training variables is very well perceived and favorable to the answers of the statements about training. This can be seen from the total mean value of 4.43, which falls into the very high category (between 4.01 – 5.00).

**Table 3.** Frequency/percentage of professional variable indicators

Indicator	Distribution of Respondents' Answers										Mean	Category		
	STS		TS		Cs		S		SS					
	F	%	F	%	F	%	F	%	F	%				
X2.1	0	0.0	0	0.0	2	1.7	52	43.3	66	55.0	4.53	Very High		
X2.2	0	0.0	0	0.0	2	1.7	55	45.8	63	52.5	4.50	Very High		
X2.3	0	0.0	0	0.0	1	0.8	62	51.7	57	47.5	4.47	Very High		
X2.4	0	0.0	0	0.0	1	0.8	56	46.7	63	52.5	4.52	Very High		
X2.5	0	0.0	0	0.0	9	7.5	63	52.5	48	40.0	4.33	Very High		
X2.6	23	19.2	52	43.3	15	12.5	21	17.5	9	7.5	2.51	Low		
X2.7	0	0.0	0	0.0	1	0.8	69	57.5	50	41.7	4.41	Very High		
Mean Total Variable Professionalism										4.18	Very High			

Table 3 shows that respondents' assessment of professionalism variables is well perceived and favorable to Professionalism's answers. This can be seen from the total mean value of 4.18, which falls into the very high category (between 4.01 – 5.00).

**Table 4.** Frequency/percentage of employee teamwork indicators Makassar Main Harbourmaster

Indicator	Distribution of Respondents' Answers										Mean	Category		
	STS		TS		Cs		S		SS					
	F	%	F	%	F	%	F	%	F	%				
Y1.1	0	0.0	0	0.0	0	0.0	66	55.0	54	45.0	4.45	Very High		
Y1.2	0	0.0	0	0.0	1	0.8	53	44.2	65	55.0	4.54	Very High		
Y1.3	0	0.0	0	0.0	1	0.8	64	53.3	55	45.8	4.45	Very High		
Y1.4	0	0.0	0	0.0	1	0.8	54	45.0	65	54.2	4.53	Very High		
Y1.5	0	0.0	0	0.0	1	0.8	62	51.7	57	47.5	4.47	Very High		
Y1.6	0	0.0	0	0.0	0	0.0	42	35.0	78	65.0	4.65	Very High		
Y1.7	0	0.0	0	0.0	0	0.0	55	45.8	65	54.2	4.54	Very High		
Y1.8	0	0.0	0	0.0	0	0.0	53	44.2	67	55.8	4.56	Very High		
Y1.9	0	0.0	0	0.0	1	0.8	63	52.5	56	46.7	4.46	Very High		
Y1.10	0	0.0	0	0.0	0	0.0	44	36.7	76	63.3	4.63	Very High		
Y1.11	0	0.0	1	0.8	8	6.7	59	49.2	52	43.3	4.35	Very High		
Y1.12	0	0.0	11	9.2	29	24.2	62	51.7	18	15.0	3.73	High		
Y1.13	0	0.0	0	0.0	5	4.2	75	62.5	40	33.3	4.29	Very High		
Y1.14	0	0.0	2	1.7	3	2.5	78	65.0	37	30.8	4.25	Very High		
Y1.15	4	3.3	17	14.2	32	26.7	58	48.3	9	7.5	3.48	High		
Y1.16	0	0.0	1	0.8	3	2.5	92	76.7	24	20.0	4.16	Very High		
Y1.17	0	0.0	0	0.0	1	0.8	80	66.7	39	32.5	4.32	Very High		
Y1.18	0	0.0	0	0.0	0	0.0	50	41.7	70	58.3	4.58	Very High		
Y1.19	0	0.0	0	0.0	0	0.0	66	55.0	54	45.0	4.45	Very High		
Y1.20	0	0.0	0	0.0	0	0.0	45	37.5	75	62.5	4.63	Very High		
Mean Total Teamwork of Makassar Main Harbourmaster Employees										4.38	Very High			

Table 4 shows respondents' assessment of the variable Teamwork Makassar Main Harbourmaster Employees perceived very well and positively to the answers of the statements about teamwork Makassar Main Harbourmaster employees. This is seen from the total mean value of 4.38, which falls into very high (between 4.01 - 5.00).

**Table 5.** Frequency/percentage of variable indicators improving service quality

Indicator	Distribution of Respondents' Answers										Mean	Category		
	STS		TS		Cs		S		SS					
	F	%	F	%	F	%	F	%	F	%				
Y2.1	0	0.0	0	0.0	7	5.8	65	54.2	48	40	4.34	Very High		
Y2.2	0	0.0	0	0.0	8	6.7	89	74.2	23	19.2	4.13	Very High		
Y2.3	0	0.0	0	0.0	3	2.5	55	45.8	62	51.7	4.49	Very High		
Y2.4	0	0.0	0	0.0	6	5.0	75	62.5	39	32.3	4.27	Very High		
Y2.5	0	0.0	1	0.8	2	1.7	88	73.3	29	24.2	4.22	Very High		
Mean Total Variable Quality Improvement service										4.29	Very High			

Table 5 shows that respondents' assessment of Service Quality Improvement is very well perceived and favorable to the answers of the statements on Improving the Quality of Service. This can be seen from the total mean value of 4.29, which falls into the very high category (between 4.01 – 5.00).

Multiple regression analysis was used to see the influence of Training and Professionalism on the Teamwork of Makassar Main Harbourmaster Employees. The results of data processing using the IBM SPSS 23.0 program can be seen in the summary of the following table's empirical results.

The double regression equation obtained from the analysis results is seen as follows:  $Y_1 = 0.90 X_1 + 0.557 X_2$  the regression equation means that the influence of Training ( $X_1$ ) on the Teamwork of Makassar Main Harbourmaster Employees ( $Y_1$ ) has a positive effect. The power of Professionalism ( $X_2$ ) on the Work Team of Makassar Main Harbourmaster Employees ( $Y_1$ ) positively affects. This shows that Training and Professionalism will improve Teamwork in Makassar Main Harbourmaster Employees.

**Table 6.** The output of the influence training and Professionalism on the teamwork of the Makassar Main Harbourmaster Employees Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. error			
1 (Constant)	28.932	6.708			
Education and training (X1)	.513	.207	.190	2.472	.015**
Professionalism (X2)	1.445	.199	.557	7.261	.000*** *

a. Dependent Variable: Teamwork of Makassar Main Harbourmaster Office ( $Y_1$ )

\*\*) significance of 5%, \*\*\*) significance 1%

The constant value of 28,932 indicates that if the variable education and training ( $X_1$ ) and Professionalism ( $X_2$ ) equal to zero, then the variable bound or dependent variable, namely Teamwork Makassar Main Airport Employee ( $Y_1$ ), will increase by 28,932 units. This means that without Education and Training ( $X_1$ ) and Professionalism ( $X_2$ ), then the Teamwork of Makassar Main Airport Employees ( $Y_1$ ) will increase by 28,932 units. To determine the significance or insignificance of the Regression Coefficient of Education and Training ( $X_1$ ). Based on Table 6 above, the value of regression coefficient ( $X_1$ ) = 0.513, which means any improvement and improvement at the level of Employee Education and Training, will increase teamwork by 0.513 with a significant significance of 0.15, which means substantial. Thus, it is stated that the variables of Education and Training have a positive and significant effect on teamwork. The magnitude of the influence of Education and Training on Teamwork can be seen in standardized coefficients beta of 0.190 or 19.0%.

To determine the significance of the nominal value of the Regression Coefficient of Professionalism ( $X_2$ ). Based on Table 6 above, the value of the regression coefficient ( $X_2$ ) = 1,445, which means any increase and improvement at the level of Employee Professionalism, will increase teamwork by 1,445 with a significant significance of 0.000, which means substantial. Thus, it is stated that the variables of Professionalism have a positive and significant effect on teamwork. The magnitude of the influence of Education and Training on Teamwork can be seen in standardized coefficients beta of 0.557 or 55.7%.

To see the influence of Training, Professionalism, Teamwork Makassar Main Harbourmaster Employees on Improving the Quality of services then used multiple linear regression analysis. The results of data processing using the IBM SPSS 23.0 program can be seen as empirical results in the following table.

**Table 7.** Output results of the influence of training, Professionalism, teamwork Makassar Main Harbourmaster employees to improve the quality of services

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. error	Beta		
1 (Constant)	8.187	2.105		3.889	.000
Education and training (X1)	-.041	.062	-.056	-.664	.508
Professionalism (X2)	.353	.070	.498	5.055	.000***
Teamwork					
Makassar Main Harbourmaster Officer (Y1)	.048	.027	.176	1.780	.078*

a. Dependent Variable: Service Quality Improvement (Y2)

b. Predictors (Constants), Teamwork Makassar Main Harbourmaster Employees (Y1), Training (X1), Professionalism (X2) \*) significance 10%, \*\*\*) significance 1%

The double linear regression equation obtained from the above analysis is  $Y_2 = -0.056X_1 + 0.498X_2 + 0.176 Y_1$ . The linear regression equation means that education and training's influence does not affect the Improvement of Service Quality (insignificant). At the same time, Professionalism, Team Work Makassar Main Harbourmaster Employees to Improve The Quality of Service is a positive (significant) effect. This shows that education and training do not affect Improving the Quality of Service (insignificant), while the Professionalism and Teamwork of Makassar Main Harbourmaster Employees to Improve the Quality of Service is influential (significant).

The constant value of 8,187 indicates that if the free variable, namely Education and training (X1) and Professionalism (X2) and the bound variable is Teamwork of Makassar Main Airport Employee (Y1) equal to zero, then the bound variable that is the improvement of service quality (Y2) will increase by 8,187 units. This shows that without Education and Training (X1), Professionalism (X2) and Teamwork of Makassar Main Airport Employees (Y1) will increase by 8,187 units.

Testing was conducted to determine the significance or insignificance of the Education and Training regression coefficient value (X1). Based on Table 7 above, the value of regression coefficient (X1) = -0.041 which means any improvement and or improvement in Education and Training, will decrease the Quality of Service by -.0.041 with a significance level of 0.508 which means insignificant. Thus, it is stated that the variables of Education and Training have a negative and negligible effect on improving the Quality of Service. The magnitude of the influence of Education and Training on The Quality of Service can be seen in standardized coefficients beta of -0.056.

Testing was conducted to determine the significance or insignificance of the Professionalism regression coefficient value (X2). Based on Table 7 above, the value of the regression coefficient (X2) = 0.353, which means any improvement in Professionalism development, will improve the Quality of Service by 0.353 with a significant significance of 0.000 means substantial. Thus, it is stated that the variable Professionalism has a positive and significant effect on the Quality of Service. The magnitude of Professionalism's influence on Service Quality can be seen in standardized coefficients beta of 0.498 or 49.8%.

Testing was conducted to determine the significance or insignificance of the Teamwork regression coefficient value (X3). Based on Table 7 above, the value of regression coefficient (X3) = 0.048, which means any improvement in Teamwork development, will improve the Quality of Service by 0.048 with a significance level of 0.078 which means insignificant. Thus, it is stated that the Teamwork variable has no significant effect on the Quality of Service. The magnitude of teamwork's influence on Service Quality can be seen in standardized coefficients beta of 0.078 or

This study used two independent variables (X), namely ( $X_1$ ) and ( $X_2$ ), and utilized intervening variables (Y) as many as one variable, namely  $Y_1$ . An intervening variable is an intermediate variable that mediates the relationship between an independent (X) and dependent (Y) variable. To test the influence of intervening variables can be done using the path *analysis* method or path analysis. Path analysis is an extension of regression analysis to interpret causality relationships between previously defined variables based on the theory used.

## 5. Discussion

The Education and Training ( $X_1$ ) beta coefficient on the Makassar Main Harbormaster Employee Team ( $Y_1$ ) is 0.513 with a SE value of 0.207 at a significance level of 0.015. This shows that the Education and Training ( $X_1$ ) influence positively and significantly affects the Makassar Main Harbormaster Employees Teamwork ( $Y_1$ ). This means that the increase in Education and Training ( $X_1$ ) is substantial or has a significant impact on the Makassar Main Harbormaster Employee Team ( $Y_1$ ), assuming other factors that affect the size of the Makassar Main Harbormaster Employee Teamwork ( $Y_1$ ) are considered constant. In this study, the Education and Training effect on the Makassar Main Harbormaster Employee Team is positive and significant. This study's results are in line with the opinion (Nitisemito, 2001), namely, Training as everything around the workers that can influence themselves in carrying out their duties.

The beta coefficient of the influence of Professionalism ( $X_2$ ) on the Makassar Main Harbormaster Employee Team ( $Y_1$ ) is 1,445 with a SE value of 0.199 at a significance level of 0.000. This shows that Professionalism ( $X_2$ ) positively and significantly affects the Makassar Main Harbormaster Employees Teamwork ( $Y_1$ ). This means that an increase in Professionalism ( $X_2$ ) will be followed by the rise in the Makassar Main Harbormaster Employee Team ( $Y_1$ ), assuming other factors that affect the size of the Makassar Main Harbormaster Employee Team ( $Y_1$ ) are considered constant. In this study, Professionalism on the Makassar Main Harbormaster Employee Teamwork is positive and significant. The empirical findings are made following Law Number 17 of 2008 concerning Harbormaster.

The beta coefficient of Education effect and Training ( $X_1$ ) on the Improvement of Service Quality ( $Y_2$ ) is -0.041 with a SE value of -0.062 at the significance level of 0.508. This shows that Education and Training ( $X_1$ ) is not significant to the Improvement of Service Quality ( $Y_2$ ). This means that the increase in education and training ( $X_1$ ) is not substantial or has no significant impact on improving service quality ( $Y_2$ ), assuming other factors that affect the size of service quality improvement ( $Y_2$ ) are considered constant. This study shows that the effect of training on improving service quality is insignificant. This study's findings contradict the findings (Mulyono, Yoestini, Nugraheni, & Kamal, 2007) that there is a positive and significant influence between training on teamwork and service quality. This is thought to be due to the activity, such as facilities and infrastructure. The atmosphere can motivate high work to carry out the Makassar Main Harbormaster Office's duties in better service not running as expected.

The beta coefficient of Professionalism influence ( $X_2$ ) on the Improvement of Service Quality ( $Y_2$ ) is 0.353 with a SE value of 0.070 at a significance level of 0.000. This shows that the influence of Professionalism ( $X_2$ ) has a positive and significant effect on improving service quality ( $Y_2$ ). This means that an increase in Professionalism ( $X_2$ ) will be followed by an increase in service quality improvement ( $Y_2$ ), with the assumption that other factors that affect the size of the increase in service quality ( $Y_2$ ) are considered constant. This study shows the effect of Professionalism on improving service quality is positive and significant. These findings are in line with (Mailisa Safitri & Shabri, 2012) that teamwork determines the ability and feasibility of a team in their duties as learning agents and realizing goals.

The Makassar Office Employees' Teamwork ( $Y_1$ ) beta coefficient on the Improvement of Service Quality ( $Y_2$ ) is 0.048 with a SE value of 0.027 at the 0.078 significance level. This shows that the power of the Makassar Office of the Harbormaster's Employees Teamwork ( $Y_1$ ) has a positive and significant effect on improving service quality ( $Y_2$ ). This means that an increase in the Makassar Harbormaster Employee Teamwork ( $Y_1$ ) will be followed by the rise in the Service Quality Improvement ( $Y_2$ ), assuming other factors that affect the size of the Service Quality Improvement ( $Y_2$ ) are considered constant. This study shows that the effect of Makassar's Main Harbormaster Employees Team Work on Service Quality Improvement is positive and significant. This finding is in line with Law No. 5 of 2014 concerning ASN (State Civil Apparatus) explained that teamwork is the ability of a Makassar Main Harbormaster Employee in managing the learning process.

## 6. Conclusion

From the research results that have been carried out at the Makassar Main Harbourmaster Office, it can be concluded that education and training have a positive and significant effect on the Employee Team of the Makassar Main Harbourmaster office. The better the education and training, the more it will improve the Makassar Main Harbourmaster office's employee teamwork. Professionalism has a positive and significant effect on the Makassar Main Harbourmaster Employee Teamwork. The better the Professionalism, the better the Employee Teamwork of the Makassar Main Harbourmaster office. Education and training are not significant or have no significant effect on the Improvement of the Makassar Main Harbourmaster Office's Service Quality. Higher education and training will not have a substantial impact on the quality of services provided. Professionalism has a positive and significant effect on the Improvement of the Makassar Main Harbourmaster Office's Service Quality.

The better is the Professionalism, the better is the service quality for the Makassar Main Harbourmaster Office employees. The Makassar Main Harbourmaster Employee Teamwork is not significant or has no significant effect on the Improvement of Service Quality at the Makassar Main Harbourmaster Office. The bigger the teamwork will not have a substantial impact on the quality of service provided. The direct effect of education and training on quality improvement is not significant. The immediate impact of Professionalism on improving service quality is positive and significant. Professionalism needs to be maintained because it has a natural impact on Teamwork Improvement and Service Quality at the Makassar Main Harbourmaster Office. Education and training have no biological or insignificant effect on teamwork and improving service quality due to Service SOPs (Standard Operating Procedures), Service Technical Guidelines, and Integrity Facts. Which are references and core guidelines for employees have not been appropriately implemented. Education and training, and Professionalism have a strong correlation. Therefore, it can improve the quality of services for the better. It is hoped that the following research can focus on other variables that are considered to affect improving the service quality.

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