

The Influence of Human Resources and Infrastructure on Service Process and Service Quality

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Abstract

This study analyzes human resources and infrastructure on the service process and service quality at Class IIA Correctional Institutions in Gowa Regency. The research design and approach used is an explanatory approach with quantitative methods. The research method used is Path Analysis, for the sample in this study were all employees totaling 116 employees. The results showed that: 1) Human resources had a positive and significant effect on the service process; 2) facilities have a positive and significant impact on the service process; 3) Human resources have a positive and significant impact on service quality; 4) Infrastructure facilities have a positive and significant effect on service quality; 5) The service process has a positive and significant impact on service quality; 6) Human resources have a positive and significant impact on service processes and service quality; 7) Infrastructure has a positive and significant effect on service processes and service quality.

Keywords:

Human Resources, Infrastructure, Process, Quality, Service

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Awaluddin Sam is a student at Magister Program of Economic Science of STIE AMKOP, Indonesia. His areas of interest and research include social science and economic. He has published some articles in national journals.

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