

# Improvement of Supervision Quality at the Regional Inspectorate of Soppeng Regency

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## Abstract

The study's purpose was to define and examine, either directly or indirectly, the change in the level of supervision at the Regional Inspectorate of Soppeng Regency, with work ethic being the intervening component. A quantitative methodology is a technique in this report-study Position at the Soppeng Regency Regional Inspectorate. Ninety-two workers were as a population sampled. Statistical research uses visualization of roads. The findings of this research are as follows: 1) Education and training and management have a direct effect on the ethics of work and also on the quality of supervision at the Central Inspectorate of Soppeng Regency 2) And have an indirect impact on the quality of care through work ethics on education and training and governance.

**Keywords:** Education and Training, Governance, Work Ethic, and Quality of supervision, Indonesia

## 1. Introduction

Education and training can benefit from enhancing workers' efficiency, education, and practice by improving employees' skills and attitudes to better respond to their job environment (Tamsah et al., 2020; A Umar et al., 2020). The points put forward by Sumarsono (2009) on education and training, where education and training are one of the significant factors in human resources development (HR). Education and preparation increase knowledge and strengthen capabilities at work, thus increasing efficiency at work. Then, in theory, the advantages of education and training, in general, are in the form of enabling workers to undergo training or training and to develop their work both in preparation and in information and work skills, so that the level of work improves and creates a standard of monitoring that can be followed up (Ansar et al., 2019; Rijal et al., 2019; Akmal Umar, Hasbi, et al., 2019). Governance influences also significantly impact the standard of supervision, aside from education and training factors that affect management quality (Sahid et al., 2020; Akmal Umar, Amrin, et al., 2019; Usman et al., 2020). Governance is on how to provide an appropriate and reliable public service through a trustworthy justice structure

and a publicly responsible government system. Good governance can create profitable growth and design and build a climate that promotes equal and robust growth.

Besides, workers' morality or work ethic in carrying out their duties, which are full of difficulties and issues, is a consideration that significantly affects the level of supervision. From the different meanings above, work ethics is the viewpoint of an individual in responding, performing, and behaving at work, with the organization, department, or business to do adequately. An individual's mental attitude or group of people in carrying out tasks or jobs is reflected as work activity, including on-time, responsibility, and hard work, rational and truthful. Highly driven people are entities who have a high work ethic. Job ethics is a perspective and approach that is focused on the principles in which an individual believes. This expectation becomes an encouragement to act. Job ethics is the inspiration of someone who may not arise from beyond the body but is rooted in you, often referred to as inherent motivation.

The accomplishment of service performance as the roles and duties of the Regional Inspectorate is part of the achievement of the Regent and Deputy Regent's performance and responsibility. It is morally responsible to all Soppeng Regency residents. The Regional Inspectorate developed the KPI. Based on the results of the follow-up reports of the BPK review in 2018, the number of visitors was 539 cases, followed up by just 215 findings, and 639 discoveries made in 2019, and 497 followed up. Standard of oversight by job ethics at the Soppeng Regency Provincial Inspectorate.

## 2. Literature review

Education and training (Diklat) is a task to improve employees' skills, awareness, or behaviors to better respond to their job environment, according to Sastrohadiwiryo (2012). according to Nuning Akhmadi et al. (2004), governance is an essential public service, a trustworthy justice structure, and a politically accountable government system. Professional work ethics are a series of constructive job habits rooted in strong understanding, core values, followed by a complete dedication to an integral paradigm of work, and the results of Eddy Suryadi's (2010) research exploring the effect of the work ethic of education and training employees on Bank Jabar's employee efficiency, where the findings of his study showed that fundamental values consist of corporate culture and work ethic as conduct creation. In the meantime, vision, mission, policy, strategic plan and priorities, action strategies, job processes, systems, orders, instructions, and regulations are: Instrumental principles, Indicating that the more excellent the workers' work ethic, and The better the employees' efficiency Bank Jabar. Hypothesis 1 may, thus, be rendered as follows:

H1. The effect of education and training on ethics at work

Increasing public expectations for a government administration that is safe, equitable, open, and accountable must be taken seriously and systematically. Both state administrators' ranks must be committed to upholding good governance and clean governance, both in the presidential, legislative, and judicial branches (Rinantanti & Bin Tahir, 2019). The central and local governments have set goals alongside this. The Ombudsman of the Republic of Indonesia is responsible for coordinating and supervising the importance of impartial, external oversight in public services, where the primary duty is to oversee the administration.

And Wulandani's report, 2018, discusses how the role of Work Ethics on Employee Performance with Work Atmosphere as a Moderating Variable (CV Study. Reza Mindi Raya Motor). The findings of his studies showed a negligible effect of work ethics on employee performance moderated by the work climate with work ethics. This suggests that output would be low in a work setting that is not favourable, even if the work ethic is high, or even though the work ethic is strong the environment is not conducive, performance will stay low. Hypothesis 2 should, thus, be rendered as follows:

H2. Governance's influence on job ethics

Training and education enhance supervisory efficiency so that workers can operate in compliance with predetermined operating requirements. And one of the keys to workforce management is preparation and training, ensuring that tasks and obligations are not carried out carelessly. Sastrohadiwiryo (2012) supports this in his argument that education and training are activities to improve employees' skills, comprehension, or behaviors to respond more to their job environment.

Monitoring is the whole structure, methodology, techniques that a superior could use to ensure that all actions conducted by and within the institution apply the concept of efficacy and lead to attempts, verified by Andi studies, to achieve the organization's ultimate goals (Harahap, 2008). Besse et al. (2018) report that education and training in the Personnel and Human Resources Planning Agency of Soppeng Regency would enhance employee performance. Hypothesis 3 may, thus, be rendered as follows:

H3. Impact of education and training on supervisory efficiency

One of the manifestations of state administration upholds the people's interests in the implementation of good governance, so adequate supervision is required to make it happen (Tahir & Rinantanti, 2018). This applies to the research findings of Andi Yetty et al. 2018, which investigated how the influence of employee monitoring on job performance on the Bone Regency Regional Revenue Department. And the research results indicate that successful supervision must be encouraged to increase the efficacy of good work, and vice versa if management is not sufficient, it will have an impact Hypothesis 4 may, thus, be rendered as follows:

H4. Impact of governance on supervisory efficiency

Job ethics is the spirit of employees in carrying out the organization's obligations. The quality of appropriate management will allow employees to carry out their responsibilities in compliance with the orders or organizational standards defined. And this is related to the research findings of Jamaluddin et al. 2019, which investigated how work ethic influences the increase in employees' productivity at the Bantaeng Regency Office of the Ministry of Religious Affairs. The research results indicate that if employees' work ethics are sound, efficiency will be increased automatically and vice versa. Low job ethics would affect the efficiency of workers. Thus, statement 5 may be rendered as follows:

H5. Impact of job ethics on supervisory efficiency

Growing general awareness and comprehension of the whole job world is concerned with education. This is related to the research findings of Tri Joko et al., 2018, which investigated how the effect of Career Growth, Supervision, and Employee Loyalty on Employee Performance in the Bantaeng Regency Population Management and Family Planning Office. The conclusion is that there is a direct and indirect influence on supervision and performance engagement, indicates that if supervision and performance engagement is controlled and And the findings of the study by Hj. Norbaiti, 2013, which explores the effect of oversight, leadership, and preparation on employees' efficiency and job satisfaction of the Industry and Trade Service of the South Kalimantan Province. The results of this study indicate that the impact on controlling the performance of Desperindang South Kalimantan Province employees, supervising management, training, and direct control at the same time. Thus, assumption six may be made as follows:

H6. The effect of training and education on the standard of supervision by job ethics

If a strong work ethic accompanies it, governance will influence management, and a good work ethic in the department will make workers understand how they fulfil their duties, so a high work ethic would be an essential prerequisite that must be established. Progress occurs in the life of each employee to achieve a reasonable level of supervision.

This is important to the findings of this study related to Saleha's (2016) analysis that explores the effect on employee success of the work climate, work ethics, and works culture at the Bina Marga Office of Central Sulawesi Province. And the results are strongly affected by good work ethics as well as products. The study by Suriansyah (2015), which explores the effect of motivation and work ethics on employee performance at the Regional Secretariat of Kotabaru District, reveals that employee performance is heavily affected by work ethics. Thus, assumption seven may be rendered as follows:

H7: Inspirational leadership through job imagination has a meaningful and essential influence on the quality of jobs.

### 3. Method

This research design is a survey, namely analyzing facts and data that support the information needed to help research discussions in solving and answering the main problems proposed, namely building an image with facilities and service quality and its effect on satisfaction in Soppeng Regency. The population is a generalization area consisting of objects/subjects with specific qualities and characteristics applied by researchers to be studied and then drawn conclusions. This study uses a causality design or a relationship of cause and effect on the research variables.

All 92 workers at the Soppeng Regency Inspectorate were in the research population, using a saturated sampling method involving the whole population as a sample, including 92 persons. Data collection is carried out to obtain information needed to achieve research objectives. The data required for this study is data about the influence of facilities and service quality in the Soppeng Regency. Via evaluation, interviews, questionnaires, and recording, data collection procedures were carried out. And data collection using analysis of routes.

#### 4. Results

For path analysis, structural tests 1 and 2 were carried out. Based on the results of the path analysis for each trial of the influence between variables and independent, it can see from the following table:

**Table 1.** Sub-Structure Hypothesis Test I  
Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,726	1,161		2,348	0,021
	Education and Training (X1)	0,307	0,111	0,283	2,777	0,007
	Governance (X2)	0,498	0,107	0,474	4,651	0,000

a. Dependent Variable: Work ethic (Y1)

**Source:** Primary data after processing, 2020

The constant value is 2,726 indicating that if the independent variables, namely education and training (X1) and governance (X2), are equal to zero, then the separate variable image of the work ethic (Y1) will increase by 2,726 units. This means that without education/training and governance, it is predicted that the idea of the work ethic will increase by 2,766 units.

Multiple linear regression analysis was used to see the effect of education/training, governance, and image of the work ethic on quality control. Based on the results of data processing with the help of the SPSS 19.0 program, a summary of the empirical results of the study can be seen as follows:

**Table 2.** Sub Structure Hypothesis Test II  
Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0,991	1,892		0,524	0,602
	Education and Training (X1)	0,329	0,182	0,158	2,353	0,001
	Governance (X2)	0,573	0,189	0,233	4,630	0,000
	Work ethic (Y1)	1,286	0,168	0,615	7,673	0,000

a. Dependent Variable: Quality of Control (Y2)

**Source:** Primary data after processing, 2020

The multiple regression equation obtained from the analysis results are:  $Y2 = 0.158 X1 + 0.233 X2 + 0.615 Y1$ . The regression equation means that the influence of education/training, governance and work ethic of the quality control on employee is positive. When the education, governance and work ethic of the employee improve, it will increase quality of control. This indicates that when the education, governance and work ethic of the quality control increase, it will be followed by an increase in employee.

And the results of Eddy Suryadi's (2010) research exploring the effect of the work ethic of education and training employees on Bank Jabar's employee efficiency, where the findings of his study showed that fundamental values consist of corporate culture and work ethic as conduct creation. While vision, mission, policy, strategic plan and priorities, action plans, processes and work process structures, orders, instructions, and regulations are instrumental

principles, indicating that the higher the workers' work ethic, the greater the performance of employees of Bank Jabar.

Therefore, schooling and preparation are responsible for improving their roles and obligations as civil servants and can be understood if a high work ethic assists them. They were related to Jubir Kafau et al. (2017) 's research findings, where the results showed that the mindset and spirit of commitment and energy of duty and obligation would improve with training and education.

Based on the results of the scheme as presented in table 3, the total effect is obtained, the independent variables, namely facilities and service quality, on patient satisfaction. As can be seen in the following table:

**Table 3.** Total Effect

Variabel Independen	Variabel Dependen	Koefisien
Education (X1)	Quality of control (Y2)	6.986
Governance (X2)		1.689
Work Ethic (Y1)		1.502

Total education (X1) on quality of control (Y2) are equal to the direct impact plus the indirect effect, namely: 6.986. This indicates that the education can increase quality control by combining direct and indirect effects of 6.986. The total effect of governance (X2) on quality control (Y2) is equal to the direct effect plus the indirect effect, namely: 1.689. This indicates that the quality of governance can increase patient satisfaction by combining direct and indirect effects of 1.689. The total effect of work ethic (Y1) on quality control (Y2) is 1.502. This indicates that the image of the work ethic can increase quality control through the combination of direct and indirect effects of 1.502.

Training and education enhance supervisory efficiency so that workers can operate in compliance with predetermined operating requirements. And one of the keys to workforce management is preparation and training, ensuring that tasks and obligations are not carried out carelessly. And recognizing the value of education and training since the standard of employee work is decided by the knowledge, attitudes, and skills possessed. Anwar (2005) described that for employees to be qualified; every employee must undergo or attend appropriate education and training for his job. In the execution of their careers.

## 5. Discussion

Sumarsono (2009) argues that schooling and preparation are critical variables in the growth of human capital. Training and practice increase knowledge and improve career skills, thus increasing the efficiency of the job. Tjiptono & Anastasia (2010), meanwhile, suggested that teaching is part of schooling. Training is more scientific than philosophical. Education and preparation, however, have the same purpose, namely, learning. A piece of unconscious knowledge is present in learning. Workers are empowered by knowing to become innovators, take action, solve creative challenges, and make employees productive and successful in doing work. Wahyudi (2009) aims to remove the difference between the elements held by a worker and the parts needed by the organization. Via education and preparation, this initiative is carried out by increasing the workforce's job ability by expanding their expertise and skills.

Growing an organization's work ethic is strongly reliant on increasing social accountability and the organization's work atmosphere because this represents the corporate capacity to handle and distribute capital such that it needs effective governance to manage it such that it affects the productivity of workers in enhancing their efficiency.

According to the Tuning Akhmadi et al. 2004 statement, governance is an essential public utility, a trustworthy judiciary mechanism, and a politically accountable government system. Good power can create profitable growth and design and build a climate that promotes equal and robust growth. This is related to the findings of Wulandani's report (2018), which explores how the effect of work ethics on employee success as a moderating variable with the work environment (CV study. Reza Mindi Raya Motor), where the outcomes of his studies showed that work ethics has a substantial impact. The insignificance of the work ethic, which is moderated by the work climate, on employee results. This suggests that output would be low in a work setting that is not favourable, even if the work ethic is high, or even though the work ethic is strong the environment is not conducive, performance will stay low.

And according to Sastrohadiwiryo (2012), in his quote, education and training are a responsibility to improve employees' skills, awareness, or attitudes to better respond to their work environment. However, oversight is an entire scheme, procedures, methods that a person might use. Superiors maintain that all actions carried out within and within the organization apply the concept of effectiveness and attempt to accomplish its overall objectives (Harahap, 2008). Thus, education and training influence supervision because workers can increase job efficiency through education and training by implementing the theory of effectiveness. If monitoring is not sufficient, so there would still be inadequate instruction and preparation.

Increasing public expectations for a government administration that is safe, equitable, open, and accountable must be taken seriously and systematically. Both state administrators' ranks must be committed to upholding good governance and clean governance, both in the presidential, legislative, and judicial branches. The central and local governments have set goals alongside this. Control is also a decision-making mechanism that can be enforced or vice versa. According to Nag (2018), all aspects of duty by decision-makers are achieving good governance, engagement, the rule of law, transparency, and accountability.

The level of supervision is strongly dependent on state managers' work ethic since an indicator of workers with a strong work ethic is hard-working and consistent with all appropriate legislation is essential to Sinamo's (2011) view. He notes that work ethic is a set of good attitudes, values, and commitment to performing a duty imposed.

The work ethic is also the spirit of workers in enforcing their obligations borne by the company. It would allow employees to execute duties according to the specified directives or organizational requirements with appropriate supervision. And this is related to the research findings of Jamaluddin et al. 2019, which investigated how work ethic influences the increase in employees' productivity at the Bantaeng Regency Office of the Ministry of Religious Affairs. The research results indicate that if employees' work ethics are sound, efficiency will be increased automatically and vice versa. Low job ethics can affect the efficiency of workers.

Work ethics is heavily affected by schooling and preparation on the quality of supervision, meaning that even though someone's experience, qualifications are right without work ethics (Bin tahir & Hanapi, 2020). It would impact leadership quality since this work ethic is directly connected to personality, actions, and character, therefore a good work ethic. Any state administrator should have a chief or a subordinate, for this requires a lot of hard work and a high degree of devotion to reaching an operational objective.

This analysis is related to the findings of Tri Joko et al., 2018, which investigated how the effect of career growth, supervision, and employee engagement on employee performance at the Bantaeng Regency Population Management and Family Planning Office. His research results indicate that care and attention significantly impact performance, meaning that if supervision and family planning are carried out, And verified by Hj's study findings. Norbaiti, 2013, which explores the effect of management, leadership, and training on employees' efficiency and job satisfaction of the Industry and Trade Service of the South Kalimantan Province. The findings indicate that the impact on the performance control of Desperindang employees in the Province of South Kalimantan simultaneously oversees leadership, training, and power. It has a huge impact directly on job satisfaction through efficiency, meaning that if management, leadership, and preparation are successful.

Suppose a strong work ethic accompanies it. In that case, governance will influence the level of supervision. A good work ethic in the department will make workers understand how they fulfill their duties, so a high work ethic would be an essential prerequisite that must be established. Progress occurs in the life of each employee to achieve a reasonable level of supervision. This is important to the findings of this study related to Saleha's (2016) analysis that explores the effect on employee success of the work climate, work ethics, and work culture at the Bina Marga Office of Central Sulawesi Province. The results are strongly affected by good work ethics as well as impacts. The study by Suriansyah (2015), which explores the effect of motivation and work ethics on employee performance at the Regional Secretariat of Kotabaru District, reveals that employee performance is heavily affected by work ethics.

A strong work ethic in an organization will also help workers perform their duties when they recognize what needs to be accomplished to achieve a level of supervision in line with predetermined expectations. This work ethic is often seen as a prerequisite for employees to be a source of inspiration for their behavior. To optimize its efficiency to produce better supervision.

## 6. Conclusion

Based on the findings of the previous chapter's study and discussion on the effects of education and training and governance on the standard of supervision by work ethics at the Soppeng Regency Regional Inspectorate. It can be inferred that supervisory quality is positively affected by factors such as education and training, good governance, and work ethics. This implies, implicitly or indirectly, because if education and training are successful and well-controlled, the supervision level will increase. Whereas, in this case, education and training, and governance have an indirect impact between the dependent variable and the independent variable, i.e., the quality of supervision is positively affected by the variable concerned, i.e., work ethics. This means that the influence of education and training, and governance on supervisory quality control is strongly contingent on the role of work ethics in the Soppeng Regency Regional Inspectorate.

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**M Chairul Basrun Umanailo** has worked as a Lecturer at Iqra Buru University since 2011 until now he is still active in the University's academic activities. has served as head of the Centre for Planning and Community Development Studies (PSP2M) since 2018. Completed his master's program at Sebelas Maret University in 2016, is currently still completing research on the conversion of agricultural land functions.

**Sjaid S Fais Assagaf** is one of the technical faculty lecturers of Iqra Buru University who chose to concentrate on the social field of agriculture. Completed undergraduate studies on Indonesian Muslim universities with the development of community infrastructure research. Currently still running research activities on empowering and diversification of agriculture focused on rural areas