

THE INFLUENCE OF HUMAN RESOURCES AND INFRASTRUCTURE COMPETENCE ON THE PERFORMANCE OF LICENSING SERVICES IN THE INVESTMENT OFFICE AND ONE-STOP INTEGRATED SERVICES OF CENTRAL MALUKU REGENCY**K.F. Asiqien Karepesina, Normawati, J.A. Ufie, Hendry Selanno**

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Email: iqienkarepesina@gmail.com, normawatifisip2@gmail.com,
josepantoniufi977@gmail.com, endox_selanno@yahoo.com**Abstract**

This study aims to determine the Effect of Human Resources and Infrastructure Competence on the Performance of Licensing Services in the Investment Office and One-Stop Integrated Services of Central Maluku Regency, both partially and simultaneously. This type of research is quantitative research. The respondents in this study were people/business actors who came to the Investment Office and One-Stop Integrated Services of Central Maluku Regency to apply for permits with the number of samples obtained as many as 80 people. Data collection techniques using questionnaires and processed using the SPSS statistical analysis application program. The results showed that partially and simultaneously the competence of Human Resources and infrastructure facilities had a positive and significant effect on the performance of licensing services at the Investment Office and One-Stop Integrated Services of Central Maluku Regency.

Keywords: Competence of Human Resources, facilities and infrastructure, Service Performance

INTRODUCTION

The government is essentially a public servant, therefore as The government public bureaucracy is obliged and responsible to provide better and professional public services (Tipton & Furmanek, 2016). Public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers (Law et al., 2009).

Based on this understanding, it can be interpreted that public services are a form of service services , both in the form of public goods and public services that are the responsibility of the government in providing it, both the central government / regional government and SOEs / BUMDs, as an effort to meet the needs of the community and in the context of implementing the provisions of laws and regulations.

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The purpose of the implementation of public services is to provide satisfaction and services that are in accordance with the wishes of the community or services in general. In order to achieve this goal, the quality of service in accordance with the needs and desires of the community must be the target of every public service provider institution.

Public service is one of the important elements for every public organization including government organizations (Osborne, Radnor, Vidal, & Kinder, 2014). Therefore, in public services provided by government apparatus must always be oriented to the needs of the community. Fulfillment of the needs of the community must substantively pay attention to the quality of services provided so that the community as recipients of services can provide positive responses to the results of services provided by the government apparatus.

The Investment and One-Stop Integrated Services Office (DPMPTSP) of Central Maluku Regency is an element of implementing local government affairs in the field of licensing and non-licensing services. The implementation of licensing and non-licensing services carried out by DPMPTSP Central Maluku Regency began since the issuance of Central Maluku Regent Regulation Number 22 of 2018 concerning the Delegation of Authority for Licensing and Non-Licensing Services to the Head of the Investment Office and One-Stop Integrated Services of Central Maluku Regency. The latest amendment is the issuance of Regent Regulation Number 47 of 2022 concerning the Delegation of Authority for the Implementation of Risk-Based Business Licensing to the Head of the Investment Office and One-Stop Integrated Services of Central Maluku Regency.

The presence of DPMPTSP Central Maluku Regency is expected to improve the performance of quality licensing services to the community/business actors. An overview of the performance of licensing services carried out by DPMPTSP Central Maluku Regency can be seen from the progress of the realization of licenses issued.

Table 1 Development of Licensing and Non-Licensing Realization in Central Maluku Regency 2021-2022

No.	Type of Service	Realization of Licensing		Description
		2021	2022	
1	NIB IUMK	225	0	Manual (Non-OSS)
2	NIB NON IUMK	47	0	Manual (Non-OSS)
3	Approval of Fulfillment of Commitment for Issuance of Trading Business License	17	0	Manual (Non-OSS)
4	Approval of Fulfillment of Commitment for Issuance of Tourism Business Registration Certificate	9	0	Manual (Non-OSS)
5	Warehouse Registration Mark (TDG)	12	0	Manual (Non-OSS)
6	License to Sell Alcoholic Beverages	163	0	Manual (Non-OSS)
7	Approval of Commitment Fulfillment for Issuance of Construction Services Business	4	0	Manual (Non-OSS)

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No.	Type of Service	Realization of Licensing		Description
		2021	2022	
License (SIUJK)				
8	Cattle Slaughter License	11	0	Manual (Non-OSS)
9	Clinic Operational License	6	2	Manual (Non-OSS)
10	Building Permit/PBG	0	165	Manual (Non-OSS)
11	Situ MB	2	0	Manual (Non-OSS)
12	License to Practice Pharmacy (SIPA)	0	11	Manual (Non-OSS)
13	Doctor's License to Practice	0	46	Manual (Non-OSS)
14	Nurse Practice License	0	13	Manual (Non-OSS)
15	Midwife Practice License	0	14	Manual (Non-OSS)
16	Permission Reklame	0	3	Manual (Non-OSS)
17	Business Identification Number (NIB)	0	2.287	Online (OSS-RBA)
18	Basic Requirements Licensing	0	855	Online (OSS-RBA)
19	Standard Certificate	0	98	Online (OSS-RBA)
20	Licence	0	22	Online (OSS-RBA)
21	Business Licensing to Support Business Activities (PB UMKU)	0	135	Online (OSS-RBA)
Total		496	3.651	

Source: DPMPSTP Maluku Terngah Business Licensing Realization Report 2022

Based on the table above, it can be seen that the number of license issuance realizations in 2021 is 496 permits, where the issuance process of all these permits is carried out manually (Non-OSS). Meanwhile, the number of license issuance realizations in 2022 is 3,651 permits, obtained through 3,397 permits issued online (OSS-RBA) and 254 permits issued manually (Non-OSS).

From the data above, it is known that the number of permit realizations in 2022 increased significantly compared to the realization of permits in 2021. This increase was largely influenced by the increase in the number of realizations on the type of licenses issued online (OSS-RBA). As for the types of licenses issued manually (Non-OSS), the number of license realizations has decreased significantly when compared to 2021.

The decline in realization achievement for this type of manually issued license (Non-OSS) illustrates that the implementation of licensing services in DPMPSTP Central Maluku Regency as a whole has not run optimally.

This condition is influenced by several inhibiting factors which include internal and external factors. Internal factors that influence include the competence of available apparatus human resources is still low both in terms of quantity and quality, this results in the performance of licensing services is not effective and efficient, the licensing service process is complicated because there are too many procedures and requirements, long licensing process times, costs / rates that are felt to be still high, and the unavailability of adequate infrastructure and service supporting facilities. Meanwhile,

the influential external factors are the lack of understanding, awareness and compliance of the community / business actors regarding the importance of their business licenses.

Based on the 2022 Central Maluku Regency DPMPTSP Business Licensing Realization Report, there are several problems that become obstacles and obstacles in the implementation of licensing services carried out, including: (1) Low human resource capabilities at DPMPTSP; 2) Lack of availability of employees in front office and back office services; (3) Facilities and infrastructure supporting the implementation of licensing services are inadequate; and (4) Lack of understanding of the community/business actors regarding the importance of business licensing.

Resources and age are important assets to support the success of an organization. In the implementation of all organizational policies, it is necessary to equip human resources with adequate competence. The competencies in question include the knowledge, abilities and expertise possessed to complete the work.

The competence of Human Resources (HR) available in a public service institution is always directly proportional to the quality of services provided. If the competence of the HR apparatus is high, the resulting service process will be of high quality and have a good impact. Conversely, if the competence of human resources possessed is low, it will result in poor services that will be received by the community. For example, the number of apparatuses available with an unbalanced number of service recipients will have a bad impact. Not to mention that the competence of available human resources is very low, for example education that is still inadequate so that it is not in accordance with service needs.

Dwiyanto, (2021) explained that the quality of public services is the result of interaction from various aspects, namely service systems, human resources service providers, strategies, and customers.

Barata, (2003) He expressed his opinion that there are four important elements in the public service process, namely service providers, service recipients, types of services, and customer satisfaction.

Furthermore, Kasmir & Lainnya, (2014) explained the elements that characterize good public services include: the availability of good employees, the availability of good facilities and infrastructure, being responsible to each customer (customer) from beginning to end, being able to serve quickly and precisely, being able to communicate, guaranteeing the confidentiality of every transaction, having good knowledge and abilities, trying to understand customer needs (customers), and able to provide trust to customers (customers).

Meanwhile, according to Dwiyanto, (2021) that the quality of public services provided by the bureaucracy is influenced by various factors, such as the level of competence of the apparatus, the quality of equipment used for the service process, bureaucratic culture, and so on. The competence of bureaucratic officials is an accumulation of a number of sub-variables such as education level, number of years of work experience, and variety of training received. While the quality and quantity of

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equipment used will affect the procedure, process speed, and the quality of the output to be produced.

Competence is a collection of human resources that dynamically show intellectual capacity, quality of mental attitude and capability of a person. Competence is also the initial capital that must be owned by an employee to be able to carry out work in accordance with his duties and responsibilities.

Competency consists of a combination of knowledge, skills, and personality attributes of a person that can improve his performance as well as contribute to the success of the organization, also refers to the ability of the individual to meet the requirements of the job in the organization, so that the organization can achieve the expected results.

DPMPTSP Central Maluku Regency in organizing One-Stop Integrated Services (PTSP) must provide competent implementing apparatus resources. Based on Permendagri Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services, the fulfillment of the human resource needs of PTSP function providers at DPMPTSP is carried out proportionally to achieve the goals and objectives of PTSP. Human Resources assigned to PTSP must have expertise and competence in their fields. Such competencies can be improved through formal education, education and training periodically.

Currently, human resources in DPMPTSP Central Maluku Regency are 28 people consisting of 24 civil servants and 4 non-civil servants. For details can be seen in the table.

Table 2 Number of Employees by Education Level Investment Office and One-Stop Integrated Services of Central Maluku Regency

No.	Apparatus Resources	Tingkat Pendidikan				Total
		Senior high School	DII I	S 1	S 2	
1.	Head of Departement	-	-	-	1	1
2.	Secretary	-	-	1	-	1
3.	Head of Division	-	-	2	2	4
4.	Head of lead	-	-	8	1	9
5.	Staf	4	1	8	-	13
	Total	4	1	19	4	28

Source: DPMPTSP Central Maluku Regency

Based on the table above, the total number of employees available in DPMPTSP Central Maluku Regency when viewed based on the institutional structure is inadequate. The number of employees owned is still less if calculated based on the workload with the need for service personnel to be filled. The shortage of employees in various existing service units can cause concurrent position duties in the implementation of

service functions due to increased workload, so that this can affect the quality and quality of licensing services to the community.

To encourage the improvement of licensing service performance to the community, DPMPTSP Central Maluku Regency needs to make various efforts to improve the quality of its human resources. All employees in the service unit are required to attend various formal education or technical training (training) functional licensing at various levels. This is very important to do to meet the availability of human resources with adequate service competence.

Table 3 Number of Employees Participating in the Functional Technical Training of the Investment Office and One-Stop Integrated Services of Central Maluku Regency

Functional Technical Training in the Field of Licensing	Training that followed until 2022 years
Technical guidance SPIPISE	3
Apprenticeship SPIPISE	4
PTSP Training for First Level Investment	8
Advanced Investment PTSP Training	2
PTSP Training for Investment at the Sectoral Level	1
Technical guidance PTSP/OSS/SiCantik Cloud	5
Total	23

Source: DPMPTSP Strategic Plan for Central Maluku Regency 2023-2026

Based on the table above, it shows that the number of DPMPTSP employees in Central Maluku Regency who have participated in Bimtek/Functional Technical Training in the Licensing Field until 2022 is still very small when compared to the existing service duty load. If the available employees do not have the expected competence, it will certainly have an impact on the decline in the performance of licensing services provided to the community.

In addition to aspects of human resource competence, other factors that also have an important role in efforts to improve the quality of public services to the community are the fulfillment of infrastructure facilities or service supporting facilities ranging from road access, buildings or service rooms, operational vehicles, information and communication technology equipment, office supplies, telephones, internet connections, and so on.

Every public service provider agency in carrying out service activities to the community, must have adequate facilities and infrastructure or supporting facilities so that the public service process carried out can run well and quality. The availability of good facilities in each service unit will certainly have a positive impact on the performance of the services provided.

DPMPTSP Central Maluku Regency in providing licensing services to the community must be supported by facilities and infrastructure or service facilitation in accordance with service provisions and standards.

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Based on Permendagri Number 138 of 2017 concerning the Implementation of Regional One-Stop Integrated Services, the facilities and infrastructure of implementing PTSP, including :

1. Front office, at least consisting of: reception counter, submission counter, payment counter, information service room/place, complaint service room/place and consultation service room.
2. Back office, at least: meeting rooms and processing rooms.
3. Supporting rooms, at least consisting of: waiting rooms, lactation rooms, disabled and elderly rooms, children's playrooms, archive rooms and libraries, toilets / bathrooms, places of worship, parking lots, and food and beverage sales rooms / places.
4. Supporting equipment/facilities, at least consisting of: service uniforms, formulars, telephones and facsimile machines, computer devices, printers, and *scanners*, queuing machines, service satisfaction measuring devices, complaint boxes, photocopiers, surveillance cameras (CCTV), internet connections, pages/*websites* and *e-mail*, electrical power providers or *uninterruptible power supplies* (UPS), fire fighting equipment, air conditioners, televisions, brochures, banners, location directions, and other supporting tools/facilities as needed.

The existence of service facilities and infrastructure as required in the provisions above certainly cannot be fulfilled optimally by DPMPTSP Central Maluku Regency. The facilities and infrastructure of services currently owned are still limited both in terms of the amount that must be met and from the feasibility of their use. This condition can result in the implementation of licensing services to the community cannot be carried out optimally.

From various reality conditions and descriptions of services faced, it indicates that there are various obstacles or obstacles in the implementation of licensing services in DPMPTSP Central Maluku Regency. The low competence of the apparatus and the unavailability of adequate service infrastructure are the main problems that are thought to affect the overall performance of the organization in providing licensing services to the community.

Based on the description above, the researcher intends to conduct research with the title: "The Effect of Human Resources and Infrastructure Competence on the Performance of Licensing Services in the Investment Office and One-Stop Integrated Services of Central Maluku Regency.

The objective to be achieved from the implementation of this research is to know and analyze the influence of HR competence on the performance of licensing services at the Investment Office and One-Stop Integrated Services of Central Maluku Regency. Know and analyze the influence of infrastructure facilities on the performance of licensing services at the Investment Office and One-Stop Integrated Services of Central Maluku Regency. Know and analyze the effect of human resource competence and infrastructure significantly on the performance of licensing services at the Investment Office and One-Stop Integrated Services of Central Maluku Regency.

RESEARCH METHODS

The method used in this study is a quantitative research method, because the data to be collected is in the form of quantitative data. Quantitative methods are research methods based on the philosophy of positivism, used to examine certain populations or samples, collect data, use research instruments, quantitative or statistical data analysis with the aim of testing hypotheses that have been determined (Sugiyono, 2020). Based on the nature of the research, it includes descriptive research analysis, which is research that seeks to tell the solution of existing problems based on data. There is data presentation, data analysis, as well as data interpretation (Sugiyono, 2017).

This research was conducted at the Office of the Investment Office and One-Stop Integrated Services of Central Maluku Regency, Jl. Imam Bonjol No.6 Masohi. The population in this study is the community/business actors who come to apply for permits from August to September 2023, which is 80 people.

RESULT AND DISCUSSION

Figure 4. Normality Test Results

One-sample Kolmogorov-smirnov Test		
		Unstandarized residual
N		80
Normal	Mean	.0000000
Parameters ^{a,b}	Std. Deviation	1.326143
Most extreme	Absolute	.065
Differences	Positive	.052
	Negative	-.065
Test statistic		.065
Asymp. Sig.(2-tailed)		.200 ^{c,d}
a. Test Distribution is normal		
b. Calculates from data		

Source : Data Analysis Results 2023

Based on the table above, it is known the significance value of Asymp. Sig. (2-tailed) is $0.200 > 0.05$. From the resulting value, it can be concluded that the research data is normally distributed. Thus, the assumption or requirement of normality in the regression model has been fulfilled.

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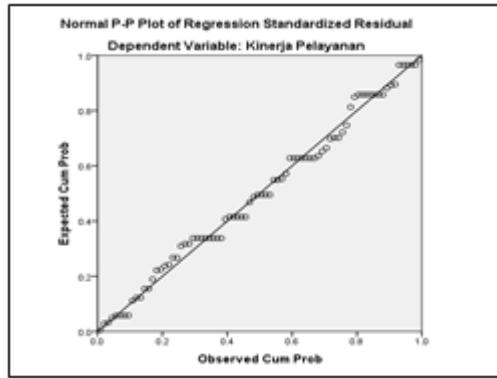


Figure 2 Normalitas Test Result

Based on the figure above shows the points spread around the line and following the diagonal line, so the regression model already satisfies the normality assumption if the diagram shows following a straight line flow.

Table 5. Multikolinieritas Test Result

		Coefficients ^a						
Model		Unstandardized		Standardized	t	Sig	Collinearity	
		Coefficients					Beta	statistic
		B	Std. Error					Tolerance
1	Constant	13.112	2.083		6.296	.000		
	Kompetensi SDM	.350	.149	.364	2.342	0.22	.279	3.583
	Infrastruktur	.377	.164	.357	2.298	.024	.279	3.583

Source: Data Analysis Results 2023

Based on the table above, in the *collinearity statistics section* , it is known that the *tolerance value* for the HR competency variables (X1) and infrastructure facilities (X2) is $0.279 > 0.10$. While the VIF value for HR competency variables (X1) and infrastructure facilities (X2) is $3.583 < 10$. From the results obtained, it is concluded that there are no symptoms of multicollinearity in the regression model.

a. Uji Heteroskedastisitas

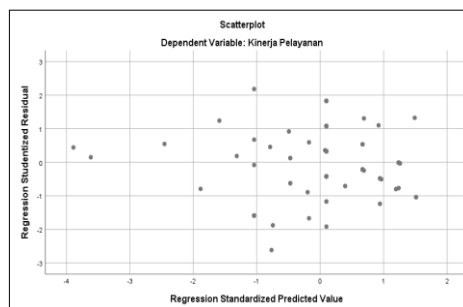


Figure 4. Test Results of Scatterplots

Based on the Scatterplots output image above, it is known that the data points are spread above and below or around the number 0, the points do not collect only above or below, the spread of data points does not form a wavy pattern widening and then narrowing. Thus, based on the results obtained, it can be concluded that there is no heteroscedasticity problem in the data.

Table 6 Multiple Linear Regression Test Results

Coefficients ^a					
Model	Unstandardized coefficients		Standardized coefficients	t	Sig
	B	Std. Error	Beta		
1 (constant)	13.122	2.083		6.296	.000
HR Competency	.350	.149	.364	2.342	.022
Facilities and infrastructure	.377	.164	.357	2.298	.024

Source : Data Analysis Results 2023

Based on the table above, it provides an overview of the regression equation and whether or not there is an influence of HR competency variables (X1) and infrastructure facilities (X2) partially (individually) on service performance variables (Y). From the results of the analysis, it was found that the value of the constant (α) was 13.112, the value of the regression coefficient (β) of HR competence (X1) was 0.350, and for infrastructure facilities (X2) was 0.377. The regression equation in this analysis or research is as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 \text{ atau } Y = 13,112 + 0,350 X_1 + 0,377 X_2$$

Based on the above equation can be explained as follows:

1. The constant value (α) has a positive value of 13.112. A positive sign shows a unidirectional influence between HR competency variables (X1), infrastructure facilities (X2) and service performance variables (Y). If the competence of human resources (X1) and infrastructure (X2) is considered constant or does not change, then the value of service performance (Y) is 13,112.
2. The value of the regression coefficient (β) of the HR competency variable (X1) has a positive value of 0.350. This shows that if HR competence increases by 1 point, service performance will increase by 0.350 or 35%.
3. The value of the regression coefficient (β) of the infrastructure variable (X2) is positive at 0.377. This shows that if infrastructure facilities experience an increase of 1 point, service performance will increase by 0.377 or 37.7%.
4. From the value of the regression coefficient (β) obtained, it shows that the contribution of the infrastructure variable (X2) is greater than the HR competency variable (X1) in improving the performance of licensing services in DPMPSTP Central Maluku Regency.

Tabel 7 Coefficient of Determination Test Results

Model summary ^b					
Model	R	R Square	Adjusted R square	Std. Error of the Estimate	Durbin-Watson
1	.694 ^a	.481	.468	1.343	1.634

a. Predictions (Constant) HR Competency, Facilities and infrastructure
 b. Dependent Variable : performace service

Source : Data Analysis Results 2023

Based on the table above, it is known that the value of the coefficient of determination (*R Square*) is 0.481. By looking at these values, it can be concluded that the service performance variable (Y) can be explained by the HR competency variable (X1) and the infrastructure variable (X2) of 0.481 or 48.1%. While the remaining 51.9% was influenced by other variables outside this regression equation or variables that were not studied.

Uji Parsial (Uji t)

Table 8. Uji t

Coefficients ^a					
Model	Unstandardized coefficients		Standardized coefficients	t	Sig
	B	Std. Error	Beta		
1 (constant)	13.122	2.083		6.296	.000
HR Competency	350	149	.364	2.342	.022
Facilities and infrastructure	377	164	.357	2.298	.024

Source : Data Analysis Results 2023

Based on the results of the partial test of HR competence on service performance, a t-count value of 2.342 > t-table of 1.991 was obtained with a significance value (Sig.) 0.022 < 0.05. From the results obtained, the hypothesis stating that partially HR competence has a positive and significant effect on the performance of licensing services at DPMPTSP Central Maluku Regency is proven and acceptable.

While the results of the parial test of infrastructure facilities on service performance, obtained a t-count value of 2.298 > t-table of 1.991 with a significance value (Sig.) 0.024 < 0.05. From the results obtained, the hypothesis stating that partially infrastructure facilities have a positive and significant effect on the performance of licensing services at DPMPTSP Central Maluku Regency is proven and acceptable.

Table 9. Hasil Uji Hipotesis dengan Uji F

Anova ^a						
Model		Sum of square	df	Mean square	F	Sig
1	Regression	128.754	2	64.377	35.679	000 ^b
	Residual	138.954	77	1.804		
	Total	267.688	79			
a. Dependen variable : performa service						
b. Predictors : (constant) HR Competency, Facilities and infrastructure						

Source : Data Analysis Results 2023

Based on the results of simultaneous tests of HR competence and infrastructure on service performance, an F-count value of 35.679 > F-table of 3.11 was obtained with a significance value (Sig.) of 0.000. < 0.05. From the results obtained, the hypothesis stating that simultaneously the compatibility of human resources and infrastructure facilities has a positive and significant effect on the performance of licensing services at DPMPSTP Central Maluku Regency is proven and acceptable.

The Effect of HR Competency on Service Performance

Based on the results of the partial test of HR competence on service performance, a t-count value of 2.342 > t-table of 1.991 was obtained with a significance value (Sig.) 0.022 < 0.05. From the results obtained, the hypothesis of this study is proven and accepted, meaning that partially the competence of human resources has a positive and significant effect on the Performance of DPMPSTP Licensing Services in Central Maluku Regency.

The results of this study illustrate that HR competence is one of the important aspects that affect organizational performance. The higher the competence possessed by employees related to their duties and job responsibilities can produce maximum performance in their place of duty. Moehariono, (2014) explained that a person's competence included in the high or good category will later be proven and shown when he has done the work. Conversely, if it has a low level of competence, it will tend to perform low as well.

High HR competence can be measured from increasing knowledge and skills, as well as the development of attitudes / behaviors owned. Employees who have high competence tend to have good knowledge in carrying out work, have the skills to be able to complete work based on work targets set by the organization, and have good and professional attitudes / behaviors in building relationships in the work environment. While employees who do not have high competence, tend not to have the ability to work well. Hutapea & Nurianna Thoha, (2008) who revealed that there are three main components of competency formation, namely the knowledge a person has, skills, and attitudes.

This research is in line with the theories that have been put forward and is also relevant to several previous empirical research results such as those conducted by (Yessy Budaya Gultom, 2022; Hariyanto, Susanto, & Sulistyowati, 2021; Muhammad

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Sabil, 2021) with the results obtained that partial competence has a positive and significant effect on service performance.

The Effect of Infrastructure Facilities on Service Performance

Based on the results of the partial test of infrastructure facilities on service performance, a t-count value of $2.298 > t\text{-table of } 1.991$ was obtained with a significance value (Sig.) of $0.024 < 0.05$. From the results obtained, the hypothesis of this study is proven and accepted, meaning that partially infrastructure facilities have a positive and significant effect on the Performance of Licensing Services at DPMPTSP Central Maluku Regency.

The results of this study illustrate that infrastructure has a positive effect on service performance. The better the infrastructure facilities owned will improve service performance to the community / business actors. However, if the infrastructure is poor, then service performance will also not be optimal. Moenir, (2008) explained that infrastructure facilities are facilities that indirectly function to support the implementation of a work process in improving performance according to their duties and responsibilities.

This research is in line with the theories that have been put forward and is also relevant to several previous empirical research results such as those conducted by (Oskar Gultom, 2022; Hariyanto et al., 2021) which show that facilities and infrastructure partially have a positive and significant effect on service performance.

The Effect of Human Resources and Infrastructure Competencies Simultaneously on Service Performance

Based on the results of simultaneous tests of HR competence and infrastructure on service performance, an F-count value of $35.679 > F\text{-table of } 3.11$ was obtained with a significance value (Sig.) of $0.000. < 0.05$. From the results obtained, the hypothesis of this study is proven and accepted, meaning that simultaneously the compatibility of human resources and infrastructure facilities has a positive and significant effect on the performance of licensing services in DPMPTSP Central Maluku Regency.

While the results of multiple linear regression testing obtained a coefficient of determination (*R Square*) value of 0.481. This value gives an idea that the service performance variable can be explained by the HR and infrastructure competency variable of 0.481 or 48.1%. While the remaining 51.9% is the influence of other variables that were not studied in this study.

The results of this study illustrate that the competence of human resources and infrastructure together affects organizational performance. To provide quality public services in an agency, competent human resources are needed, and must be supported by adequate service infrastructure. (Dwiyanto, 2021) explained that the quality of public services provided by the bureaucracy is influenced by various factors, such as the level of competence of the apparatus, the quality of equipment used for the service process, bureaucratic culture, and so on.

This research is in line with the theories that have been put forward and is also relevant to several previous empirical research results such as those conducted by Hariyanto, (2021), Gultom, (2021), and Ardi (2021) which show that the competence of human resources and infrastructure simultaneously has a positive and significant effect on service performance.

CONCLUSION

Based on the results of data analysis of the research that has been done, it is concluded that HR competence partially affects service performance. This is shown t-count value of 2.342 > t-table of 1.991 and significance value (Sig.) 0.022 < 0.05. If the t-count value > t-table and the significance value (Sig.) < 0.05, then the hypothesis is accepted. This means that partially infrastructure facilities have a positive and significant influence on the performance of licensing services in DPMPTSP Central Maluku Regency. Infrastructure facilities also partially affect service performance. This is indicated by a t-count value of 2.298 > t-table of 1.991 and a significance value (Sig.) of 0.024 < 0.05. If and the t-count value > t-table and the significance value (Sig.) < 0.05, then the hypothesis is accepted. This means that partially infrastructure facilities have a positive and significant influence on the performance of licensing services in DPMPTSP Central Maluku Regency. The competence of human resources and infrastructure simultaneously affects service performance. This is indicated by the F-count value of 35.679 > F-table 3.11 and the significance value (Sig.) 0.000 < 0.05. If the F-count value > the F-table and the significance value (Sig.) < 0.05, then the hypothesis is accepted. This means that simultaneously the competence of human resources and infrastructure facilities has a positive and significant effect on the performance of licensing services in DPMPTSP Central Maluku Regency. Based on the coefficient of determination test (R Square) obtained a value of 0.481. This value gives an idea that the service performance variable can be explained by the HR and infrastructure competency variable of 48.1%. While the remaining 51.9% is the influence of other variables that were not studied in this study.

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