



## The influence of work professionalism and quality of public services on employee performance at the Bappelitbangda Office of Teluk Bintuni Regency, West Papua Province

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### Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh profesionalisme kerja dan kualitas pelayanan publik terhadap kinerja pegawai pada Kantor BAPPELITBANGDA Kabupaten Teluk Bintuni, Provinsi Papua Barat. Penelitian menggunakan pendekatan kuantitatif dengan jenis penelitian asosiatif. Populasi penelitian berjumlah 37 pegawai dengan teknik pengambilan sampel menggunakan sampel jenuh, sedangkan data yang dapat diolah sebanyak 30 responden. Teknik pengumpulan data dilakukan melalui kuesioner dan dianalisis menggunakan regresi linier berganda dengan bantuan IBM SPSS versi 23.0. Hasil penelitian menunjukkan bahwa secara parsial profesionalisme kerja tidak berpengaruh signifikan terhadap kinerja pegawai, sedangkan kualitas pelayanan publik berpengaruh signifikan terhadap kinerja pegawai. Secara simultan, profesionalisme kerja dan kualitas pelayanan publik berpengaruh signifikan terhadap kinerja pegawai pada Kantor BAPPELITBANGDA Kabupaten Teluk Bintuni. Kesimpulan penelitian menunjukkan bahwa peningkatan kinerja pegawai lebih dipengaruhi oleh kualitas pelayanan publik, sementara profesionalisme kerja perlu ditingkatkan agar dapat memberikan kontribusi yang lebih optimal terhadap kinerja pegawai.

**Kata kunci:** *Profesionalisme kerja, Kualitas pelayanan publik, Kinerja pegawai, BAPPELITBANGDA, Teluk Bintuni.*

### Abstract

*This study aims to determine the effect of work professionalism and public service quality on employee performance at the Regional Development Planning, Research, and Development Agency (BAPPELITBANGDA) Office of Teluk Bintuni Regency, West Papua Province. The study employed a quantitative approach with an associative research design. The population consisted of 37 employees, and the sampling technique used was saturated sampling, while the data analyzed were obtained from 30 respondents. Data were collected through questionnaires and analyzed using multiple linear regression with IBM SPSS version 23.0.*

*The results showed that partially, work professionalism did not have a significant effect on employee performance, while public service quality had a significant effect on employee performance. Simultaneously, work professionalism and public service quality had a significant effect on employee performance at the BAPPELITBANGDA Office of Teluk Bintuni Regency. The study concludes that improving employee performance is more influenced by the quality of public services, while work professionalism still needs to be enhanced in order to provide a more optimal contribution to employee performance.*

**Keywords:** *work professionalism, public service quality, employee performance, BAPPELITBANGDA, Teluk Bintuni.*

## Introduction

Based on a survey conducted by IPDN in 2023, it shows that the effectiveness of public services in Teluk Bintuni Regency has not been running well, this is due to the existence of facilities and infrastructure in the form of technological devices that are still lacking and require new technological devices. In addition, ASN employees who work in each field at Bappelitbangda have an educational background that is not from a Bachelor of Computer education or an IT background. Obstacles in the Implementation of Public Services in Teluk Bintuni Regency are not running well, including the lack of budget in development, the lack of facilities and infrastructure of technological devices, the lack of potential employees and the lack of awareness from the community in participating.

As we all know that the Regional Research and Development Development Planning Agency (BAPPELITBANGDA) has a very important role in regional development planning, because this institution is responsible for the implementation of regional development planning in accordance with its authority. BAPPELITBANGDA is a direct body that is under and responsible to the regional head. In addition, the Regional Research and Development Development Planning Agency (BAPPELITBANGDA) is a Regional Apparatus Work Unit (SKPD) and is a regional apparatus organization, and its existence is a supporting element of the government in the field of regional development planning.

At the BAPPELITBANGDA office, of course, there are public services. Public service can be interpreted as providing services for the needs of people or communities who have an interest in the organization in accordance with the main rules and procedures that have been set. Public services according to Wasistiono (2011:11) are the provision of services either by the government or the private sector to the community, with or without payment to meet the needs and/or interests of the community. In the sense of having an attitude of work professionalism.

Professionalism is the ability to plan, coordinate and carry out their functions efficiently, innovatively, flexibly, and have a high work ethic. Based on this theory, the researcher provides an initial assumption of both variables that the professionalism of employees affects service conditions that are in accordance

with the vision and mission of the organization to create quality service delivery. Professionalism refers to the knowledge and ability/expertise of employees at Bappelitbangda Teluk Bintuni Regency who work optimally according to their abilities so that quality public services are realized. Considering that the Influence of Employee Professionalism is very important to improve public services, every employee is required to constantly improve their work professionalism

## Theoretical Review

### Public Service

Service according to the Great Dictionary of the Indonesian Language (KBBI) is an effort to help prepare or take care of what others need. Meanwhile, according to Moenir (2015: 26), service is an activity carried out by a person or a group of people based on material factors through a certain system of procedures and methods in order to meet the interests of others in accordance with their rights.

Kotler (2003:464) He mentioned that service is an action or performance that can be given to others. Services or also better known as service can be classified into two, namely.

1. High contact service is a classification of a service where the contact between the consumer and also the service provider is very high, the consumer is always involved in a process of the service.
2. Low contact service is a classification of service where the contact between consumers and a service provider is not too high. Physical contact with consumers only occurs at the front desk which is included in the classification of low contact service. Suppose it is a financial institution.

Service quality as a dynamic condition that is characterized by products, services, people, processes and environments that meet or exceed customer expectations. The Accounts Commission identified six factors that determine the quality of service, namely: 1. Access, namely the ease and convenience of obtaining services. 2. Communication, which is to keep consumers always getting information in a language that consumers understand and hear. 3. Competence, namely having skills and knowledge of the services provided. 4. Respect, which includes courtesy, respect for consideration and friendliness from all levels of staff. 5. Reliable, providing consistent, accurate and reliable service, and providing services as promised. 6.

Responsiveness, which is having the willingness and readiness to provide services when needed.

Basically, services can be measured, therefore, satndar can be determined, both in the time needed, and the results.

### **Professionalism**

Professionalism is an attitude or state in carrying out work that requires expertise through certain education and training and is carried out as a job that is a source of income. The dimensions of professionalism are competence, effectiveness, and efficiency as well as responsibility. Sedarmayanti (in Fitri Wirjayanti, 2014).

According to Budi Rajab (in Fitri Wirjayanti, 2014) that professionalism is needed in organizations. Professional human resources are needed, which will create good abilities and commitment from the people who work in the organization as well as be able to foster the image of the organization.

The characteristics of the professionalism of the apparatus are in accordance with the guidance of good governance, according to Mertin Jr (in Fitri Wirjayanti, 2014) including:

- a. Equality Equal treatment for the services provided. This is based on a type of rational bureaucratic behavior that consistently provides quality services to all parties regardless of their political affiliation and social status.
- b. Equity Equal treatment to the community is not enough, besides that is also fair treatment. For a pluralistic society, sometimes fair treatment and equal treatment are needed.
- c. Loyalty Loyalty to the constitution, leaders, subordinates, and colleagues. The various types of loyalty are bound to each other and no absolute loyalty is given to one particular type of loyalty to the exclusion of the others.
- d. Accountability Every government apparatus must be ready to accept responsibility for whatever they do.

### **Performance**

In the world of work, one must have good performance. One of them is to have work ethics. Talking about ethics means talking about attitudes related to the values of manners, manners and mutual respect, namely how to interact with each other that concerns the

relationship between humans and humans, both individually and directly, as well as collectively or in groups in the form of social institutions and other formal organizations. (Abdurrozzaq:2017). One must also need the concept of cooperation. Where every employee in the organization is required to make a positive contribution through good performance, considering that the performance of the organization depends on the performance of its employees (Gibson, et all, 1995:364). Performance is the level at which employees achieve the work requirements efficiently and effectively (Simamora, 2006:34). Employee performance is a work achievement, which is a comparison between the work results that can be seen in real terms with the work standards that have been set by the organization. Then Robbins (2008) defines performance, which is a result achieved by employees in their work according to certain criteria that apply to a job.

As for performance, to be measurable, it must have work indicators, namely

1. Quality of work is the quality of work that is achieved based on the requirements of conformity and high readiness in turn will give birth to rewards and progress as well as organizational development through systematic improvement of knowledge and skills according to the demands of science and technology that are increasingly developing.
2. Time Determination (Pomptnees) is related to whether or not the time of completion of the work is appropriate to the planned target time. Each work is tried to be completed according to the plan so as not to interfere with other work.
3. Initiative is having self-awareness to do something in carrying out tasks and responsibilities. Subordinates or employees can perform their duties without having to depend constantly on their superiors.
4. Ability is one of several factors that affect a person's performance, it turns out that what can be intervened or therapy through education and practice is a factor that can be developed.
5. Communication is an interaction carried out by superiors to subordinates to express their suggestions and opinions in solving the problems they face. Communication will lead to better cooperation and there will be a harmonious relationship between employees

and superiors, which can also lead to feelings of mutual responsibility.

**Method**

Contains the type of research, time, and place. The design of this study uses a quantitative approach. The data collection technique of this study is observation, documentation and questionnaire of employees of the Regional Research and Development Development Planning Agency (BAPPELITBANGDA) of Teluk Bintuni Regency. The population and sample totaled 37 people by processing primary and secondary data sources. The data analysis in this study includes instrument tests, classical assumption tests, heteroscedasticity tests, hypothesis tests, and multiple linear regression analysis.

**Result and Discussion**

The Regional Research and Development Development Planning Agency (BAPPELITBANGDA) of Bintuni Bay Regency was formed based on the Regional Regulation of Bintuni Bay Regency Number 33 of 2016 concerning the Formation and Composition of the Regional Apparatus of Bintuni City. Based on Regent Regulation Number 23 of 2023, the Duties, Functions, and Work Procedures of the Regional Development Planning Agency of Teluk Bintuni Regency have been determined. The Bintuni Bay Regional Research and Development Development Development Planning Agency (BAPPELITBANGDA) located on Jl. Raya Bintuni\_Manokwari, Bintuni Bay Regency Government Office Complex, Bintuni Bay, West Papua, BAPPELITBANGDA Teluk Bintuni is headed by a Head of Agency consisting of 1 Secretariat and 5 fields, namely (1) Human and Community Development, (2) Economy and Natural Resources Sector, (3) Social Sector, (4) Infrastructure and Regional Development Sector, and (5) Research and Development with a total number of ASN/Honorary employees as many as 43 people, but what is exemplary in the author's research is 30 ASN employees who are used as respondents.

The data description in this study is an overview of the data used for the hypothesis testing process. The description of the data was carried out to describe or describe the condition of the respondent who is an employee of the Regional Research and Development Development Planning Agency

(BAPPELITBANGDA). Civil Servants who work at BAPPELITBANGDA Teluk Bintuni Regency are 37 people and non-civil servants are 13 people (excluding the head of BAPPELITBANGDA) as objects in this study. The description of the presented data includes the characteristics of the respondents based on gender, age, education level and job title.

Respondents by Age/Age

NO	Age/Age	BAPPELITBANGDA Teluk Bintuni Regency	
		Quantity (org)	Present (%)
1	20 to 30	3	10
2	31 to 40	12	40
3	41 to 50	10	33.33
4	> 51	5	16.67
<b>Total</b>		<b>30</b>	<b>100.00</b>

Source: Primary Data Processed, 2024

Respondents by Education Level

NO	Education Level	BAPPELITBANGDA Teluk Bintuni Regency	
		Quantity (org)	Present (%)
1	SMA	10	33.33
2	S1	14	46.67
3	S2	5	16.67
4	S3	1	3.33
<b>Total</b>		<b>30</b>	<b>100.00</b>

Source: Primary Data Processed, 2024

Respondents Based on Position Classification Level

N O	Job Classificatio n	BAPPELITBANGD A Teluk Bintuni Regency	
		Quantity (org)	Present (%)
1	Staff	16	53.33
2	Echelon IV	8	26.67
3	Echelon III	5	16.67
4	Echelon II	1	3.33
<b>Total</b>		<b>30</b>	<b>100.00</b>

Source: Primary Data Processed, 2024

As for the size of the questionnaire in this study, each answer has a score of value or weight (Sugiono: 2015)

	Yes	Information	Score
1	Strongly Agree (SS)		5
2	Agree (S)		4

3	Disagree (KS)	3
4	Disagree (TS)	2
5	Strongly Disagree (STS)	1

1. Descriptive Test Results  
**Statistical Descriptive Test Results**

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Professionalism	30	15	54	45.90	7.213
Quality of Service	30	37	54	47.73	4.631
Quality of Employee Performance	30	37	54	47.07	4.653
Valid N (listwise)	30				

Source: Primary Data Processed, 2024

The Professionalism Variable shows a maximum value of 54 and a minimum value of 15 with a Mean value of 45.90 and a standard deviation of 7.213. The Service Quality variable shows that the maximum value is 54 and the minimum value is 37 with a mean value of 47.73 and a standard deviation value of 4.631. The Employee Performance Quality variable shows that the maximum score is 54 and the minimum score is 37 with a mean value of 47.07 and a standard deviation value of 4.653.

2. Data Quality Test Results

a. Test the Validity of Professionalism

Question Item Number	Pearson Correlations	Sig (2-Tailed)	Information
P1	0.1	0.000	Valid
P2	0.425	0.019	Valid
P3	0.241	0.199	Valid
P4	-0.013	0.945	Valid
P5	0.579	0.001	Valid
P6	0.545	0.002	Valid
P7	0.376	0.041	Valid
P8	0.421	0.020	Valid
P9	0.407	0.026	Valid
P10	0.416	0.022	Valid
P11	0.108	0.570	Valid
P12	0.019	0.000	Valid

Source: Primary data processed. 2024

The table above shows that the Professionalism variable has a Valid criterion for all statements items with a significance value less

than 0.05. This shows that each statement is worth using for the research variable.

b. Validity Test of Service Quality

Question Item Number	Pearson Correlations	Sig (2-Tailed)	Information
KP1	0.1	0.005	Valid
KP2	-0.279	0.135	Valid
KP3	0.270	0.130	Valid
KP4	0.258	0.178	Valid
FP5	0.486	0.006	Valid
KP6	0.137	0.472	Valid
KP7	-0.114	0.550	Valid
FP8	-0.068	0.720	Valid
KP9	0.310	0.096	Valid
KP10	0.390	0.033	Valid
KP11	0.147	0.439	Valid
KP12	0.239	0.204	Valid

Source: Processed primary data. 2024

The table above shows that the service quality variable has a Valid criterion for all in each statement item with a significance value less than 0.05. This shows that each statement is worth using for the research variable.

c. Testing the Quality of Employee Performance

Question Item Number	Pearson Correlations	Sig (2-Tailed)	Information
GB1	0.001	0.005	Valid
GB2	0.112	0.554	Valid
GB3	0.249	0.185	Valid
GB4	0.205	0.278	Valid
GB5	0.327	0.078	Valid
GB6	0.425	0.019	Valid
GB7	-0.026	0.890	Valid
GB8	0.121	0.523	Valid
GB9	0.074	0.697	Valid
GB10	0.315	0.090	Valid
GB11	0.204	0.280	Valid
GB12	0.402	0.028	Valid

Source: Primary data processed. 2024

The table above shows that the employee performance quality variable has a Valid criterion for each statement item with a significance value less than 0.05. This shows that each statement is worth using for the research variable.

### 3. Reliability Test Results

Variable	Cronbach Alpha Count	Cronbach Alpha Standard	Information
Professionalism X1	0,683	0,60	Reliable
Quality of Service X2	0,716	0,60	Reliable
Quality of Employee Performance Y	0.756	0,60	Reliable

Source: Primary data processed, 2024

The Reliability Test showed that the Cronbach's Alpha value for the Professionalism variable was 0.683, Service Quality was 0.716, and Employee Performance Quality was 0.756. Because it has a Cronbach Alpha value of  $>0.60$ , it can be said that the statements in this questionnaire are reliable.

### 4. Classical assumption test results

#### a. Normality Test enter

One-Sample Kolmogorov-Smirnov Test				
		Professionalism (X1)	Quality Service(X)	Quality of Employee Performance (Y)
N		30	30	30
Normal Parameter <sub>sa,b</sub>	Mean	45.90	47.73	4.23
	Std. Deviation	7.213	4.631	.568
Most Extreme Differences	Absolute	.227	.190	.359
	Positive	.152	.112	.359
	Negative	-.227	-.190	-.274
Test Statistic		.227	.190	.359
Asymp. Sig. (2-tailed)		.000c	.002c	.000c
a. Test distribution is Normal.				
b. Calculated from data.				
c. Lilliefors Significance Correction.				

Source: Primary Data Processed, 2024

Based on the results of the Kolmogorov-Smirnov test in the table above, the output result of Asymp.SIG (2-tailed) was obtained of 0.00 which is greater than 0.05 which means a Normal value.

#### b. Multicollinearity Test

Coefficient								
Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	19.788	7.690		2.573	.016		
	Professionalism	-.010	.117	-.015	-.082	.935	.756	1.322
	Quality of Service	.581	.183	.578	3.180	.004	.756	1.322

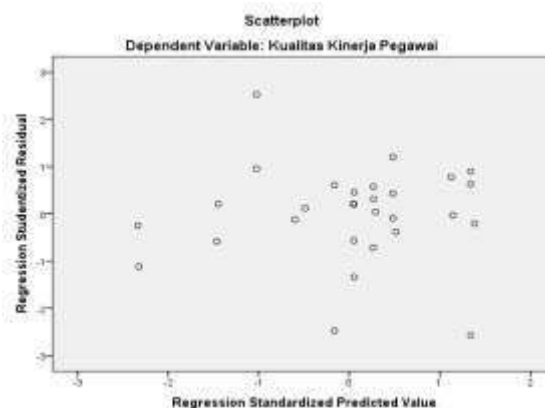
Dependent Variable: Quality of Employee Performance

Source: Primary Data Processed, 2024

Based on the table above, it shows that the results of the multicollinearity test, for the three independent variables have a tolerance value, namely Professionalism ( $X_1$ ) = 0.756, Quality of Service ( $X_2$ ) = 0.756, with a VIF value, namely Professionalism ( $X_1$ ) = 1.322, Quality of Service ( $X_2$ ) = 1.322, then it can be concluded that for the value of the two independent variables, multicollinearity does not occur because the tolerance value is  $>0.10$  and the VIF value

#### c. Heteroscedasticity Test

##### Heteroscedasticity Test Results



Source: Primary Data Processed, 2024

Based on figure 4.5. The scatterplot graph above shows that the data is spread above and below the number 0 (zero), on the Y axis and there is no clear pattern in the spread. This indicates that heteroscedasticity does not occur in the regression equation model.

5. Hypothesis Test Results  
 a. Statistical Test (t-test)

**Table 4.16. Results of statistical test t**

Coefficient						
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	19.788	7.690		2.573	.016
	Professionalism	-.010	.117	-.015	-.082	0.935
	Quality of Service	.581	.183	.578	3.180	0.004
a. Dependent Variable: Quality of Employee Performance						

Source: Primary Data Processed, 2024

See the results in table 4.16. above and compare the tcount with the t table of 2,000 obtained from table t with  $df = n - k$  (33-3) i.e. 30 and alpha 0.05. Below is a discussion of the partial test between the dimensions of professionalism and service quality on the quality of performance of BAPPELITBANGDA employees of Teluk Bintuni-West Papua Regency.

1) The Effect of Professionalism ( $X_1$ ) on the Quality of Employee Performance (Y)  
 Hypothesis 1

From the results of the t-test in table 4.16. produced a significant value for the influence of the variable Professionalism ( $X_1$ ) on the quality of employee performance (Y) was  $0.935 > 0.05$  and the t-value calculated  $-0.082 > t$  table 2.000. So it can be concluded that  $H_01$  is accepted and  $H_a1$  is rejected, meaning that the Professionalism variable does not have a significant effect on the quality of performance of Bappelitbangda employees of Teluk Bintuni-West Papua Regency. This opinion is strengthened by the results of a study (Aufa Z.F, Juliana N, 2022) entitled "The Influence of Professionalism and Motivation on the Performance of UPT Employees. Examination and Quality Certification of Medan Goods", this study explains that the results of work discipline variables have a positive and significant influence on employee performance.

2) The Effect of Service Quality ( $X_2$ ) on Employee Performance Quality (Y)  
 Hypothesis 2.

From the results of the t-test in table 4.16, a significant value was produced for the effect of the variable Quality of Service ( $X_2$ ) on the quality

of employee performance (Y) was  $0.004 < 0.05$  and the t-value was calculated  $3.180 > t$  table 2.000. So it can be concluded that  $H_02$  is rejected and  $H_a2$  is accepted, meaning that the service quality variable has a significant effect on the quality of performance of Bappelitbangda employees of Teluk Bintuni Regency, West Papua. This opinion is strengthened by the results of Iwan Kurnia Wijaya's (2018) research entitled "The Influence of Service Quality on CV Bukit Sanomas Employee Performance", this study explains that the results of the job satisfaction variable have a significant influence on employee performance.

b. Statistical Test F

NEW ERA						
Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	204.516	2	102.258	6.522	.005b
	Residual	423.351	27	15.680		
	Total	627.867	29			
a. Dependent Variable: Quality of Employee Performance						
b. Predictors: (Constant), Quality of Service, Professionalism						

Source: Primary Data Processed, 2024

Based on the results of simultaneous testing of work discipline ( $X_1$ ), Professionalism and Service Quality ( $X_2$ ) on Employee Performance Quality (Y). In table 4.20, F is calculated as  $6.522 > F$  is 2.76 with a significance of 0.000. Because the significance level is smaller than 0.05, it is interpreted that  $H_a4$  is rejected, meaning that Professionalism ( $X_1$ ) and Service Quality ( $X_2$ ), together have an influence on the Quality of Employee Performance (Y) of BAPPELITBANGDA Teluk Bintuni Regency, West Papua.

6. Multiple Linear Regression Analysis

Coefficient						
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	19.788	7.690		2.573	.016
	Professionalism	-.010	.117	-.015	-.082	.935
	Quality of Service	.581	.183	.578	3.180	.004
a. Dependent Variables: Quality of Employee Performance						

Source: Primary Data Processed, 2024

The multiple linear regression formula used by the researcher is  $Y = a + b_1X_1 + b_2X_2$

Information:

Y = Employee Performance

a = Constant

X1 = Professionalism  
 X2 = Quality of Public Services

Based on the multiple linear regression formula above. Then the regression equation is obtained as follows:

$$Y = 19.788 + (-0.010X_1) + 0.581X_2 + e$$

Information:

Y = Performance

a = Kontanta

X1 = Professionalism

X2 = Quality of Service

The above model has fulfilled all the assumptions in multiple linear regression, the variables that affect the Quality of Employee Performance there are 2 independent variables, namely (Professionalism and Service Quality), for 1 independent variable that does not have a significant effect on the variable of Employee Performance Quality from the equation above, can be interpreted as follows:

- 1) The value of (a) Constant is 19.788. The value of the constant value is positive, meaning that the value of Professionalism and Service Quality is considered constant or equal to zero, then employee performance increases
- 2) The value of the Coefficient X1 is -0.010. The value of the X1 coefficient is negative, meaning that the influence of Professionalism on the Quality of Employee Performance at the Bappeda office of Teluk Bintuni Regency, West Papua, is negative and quite strong. If the value of professionalism increases, the quality of employee performance will be higher even

though the results are negative.

- 3) The value of the X2 Coefficient is 0.581. The value of the X2 coefficient is positive, meaning that the effect of Service Quality on the Quality of Employee Performance at the Bappeda office of Teluk Bintuni Regency, West Papua is positive and significant and quite strong. If the value of Service Quality increases, the quality of employee performance will be higher.

a. Results of Determination R square (R<sup>2</sup>)

Model Summary <sup>b</sup>				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.571a	.326	.276	3.960
a. Predictors: (Constant), Quality of Service, Professionalism				

b. Dependent Variable: Quality of Employee Performance

Source: Primary Data Processed, 2024  
 Pearson product moment (PPM) correlation formula

$$r_{count} = \frac{n(\sum XY) - (\sum X)(\sum Y)}{\sqrt{\{n \cdot \sum X^2 - (\sum X)^2\} \cdot \{n \cdot \sum Y^2 - (\sum Y)^2\}}}$$

Where:

*r calculation* = correlation coefficient

X = Independent variable

Y = Bound variable

n = number of respondents

Based on the results of the study in the table above, it shows that the Adjusted R Square value of 0.276 or 27.6% shows that the variable of employee performance quality can be explained by the variable of professionalism and the variable of service quality of 27.6%, while the remaining 72.4% is explained by other factors that are not included in this study..

Tables are written in the middle or at the end of each descriptive text of research results/obtainings. If the table width is not enough to be written on half a page, then it can be written on a full page. Table titles are written from the left center, with all words beginning with a capital letter, except conjunctions. If more than one line is written in single space. For example, see Table 1. *Tabel 1. The Style and Its Function*

No	Name of Style	Function
1.	JPE_Title	Title
2.	JPE_Author	Author
3.	JPE_AbstractBody	Abstract
4.	JPE_AbstractTitle	Abstract Title
5.	JPE_AbstractKeyw ord	Keyword
6.	JPE_Heading 1	Subtitle 1
7.	JPE_Body	Paragraph
8.	JPE_Picture Capture	Figure Title
9.	JPE_Table Capture	Table Title
10.	JPE_Reference	List of References
And more		

Results in the form of images, or data created as drawings, diagrams, graphs, or similar, should be presented according to the established rules. The title or name of the image should be placed below the image, from the left, and spaced one space from the image. If the image spans more than one line, the lines should be single-spaced. An example is shown in Figure 1.

The discussion focuses on linking the data and analysis results to the research problem or

objectives and the broader theoretical context. The discussion can also answer questions about why the facts found in the data are relevant.

*Services in the Digitalization Era.*  
Probolinggo : Publisher.

The discussion should be written in conjunction with the data being discussed. It should not be separated from the data being discussed.

### **Conclusion**

Based on the results of the data that have been collected and tested using the multiple linear regression analysis model, the following conclusions can be drawn:

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1. Partially, the Professionalism variable (X1) has no effect on the Quality of Employee Performance at the BAPPELITBANGDA Office of Teluk Bintuni Regency, West Papua.
2. Partially, the variable of Service Quality (X2) affects the Quality of Employee Performance at the BAPPELITBANGDA Office of Teluk Bintuni Regency, West Papua.
3. Simultaneously, Professionalism (X1), and Service Quality (X2) affect Employee Performance at the BAPPELITBANGDA Office of Teluk Bentuni Regency, West Papua.

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