

# The Effect Of Work Efficiency On The Quality Of Public Services

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**Abstract**-This study aims to analyze the effect of work efficiency on the quality of public services at the Population and Civil Registration Office of Palu City. The independent variable in this study is work efficiency (X), which includes the ability of employees to optimally utilize time, energy, and resources to achieve maximum work results. Meanwhile, the dependent variable is the quality of public services (Y), which is measured through the dimensions of reliability, responsiveness, assurance, empathy, and physical evidence. The research method used is quantitative research with data collection techniques through questionnaires distributed to Dukcapil employees who provide public services to the people of Palu City. This study used a sampling technique, namely purposive sampling, because the selected respondents had to meet certain criteria, namely Civil Registry Office employees in Palu City who were directly involved in providing public services. The results showed that variable X and variable Y were related, where work efficiency (X) affected the quality of public services (Y). The results of the study showed that work efficiency explained 99.9% of the variation in public service quality, while only 0.1% was influenced by other factors outside the model.

**Keywords:** Work Efficiency; Quality Of Public Services; Population And Civil Registry Office; Government Service Institutions; Employee Performance

## 1. INTRODUCTION

Public services are an important component of governance because they demonstrate how well the government meets the needs of the community (Widanti, 2022). As the agency responsible for administrative services related to civil registration, the Population and Civil Registration Agency (Dukcapil) is expected to provide fast, accurate, and precise services (Ashari & Sallu, 2023). There are still many problems that must be addressed in the implementation of public services (Akbar & Tjenreng, 2025). For example, Indonesia's bureaucratic effectiveness index still lags behind many countries, with a score of 0.58 and a ranking of 58th in the world, according to the World Bank (2023). The Indonesian Ombudsman's report also shows thousands of complaints each year related to delays, inefficient procedures, and illegal fees, indicating that the quality of public services is still far from the expectations of the community (Ines Eliyana Br Ginting, 2025). In addition, data shows that 46% of Gen-Z still lack professionalism, even though they will be dealing directly with the public in public services. Therefore, professionalism is an important requirement in accordance with Article 34 letter e of Law No. 25 of 2009 (Julia, 2025).

To overcome this problem, it is necessary to simplify procedures and implement regulations to make the public service process faster, more efficient, and easier for the public to understand. This will help overcome rigid bureaucracy and various challenges in public services (Mozi dkk., 2025). Digitalization is also important because technology-based services can reduce direct contact, speed up processes, and reduce the possibility of practices such as nepotism (Evi Apriani dkk., 2025). In addition, clear reporting mechanisms and strict internal audits are needed to improve the monitoring and accountability systems (Azizah, 2024). Competency and work ethic training must be provided to public service employees on a regular basis so that they can adapt to the times (Timbuleng dkk., 2023).

DUKCAPIL employees in Palu City must continue to be motivated to improve their performance as a result of public demand for good service (Adnan Hakim & Hamid, 2021). In order for the service process to run optimally in this context, work efficiency is an important factor that must be considered (Hasanuddin & Rony, 2025). Work efficiency is how well an employee utilizes their time, energy, and resources to produce maximum results (Daud Rizaludin, 2025). Therefore, work efficiency is considered one of the factors that contribute to improving the quality of public services (Rusdin, 2025).

The quality of public services in this study was measured through several important dimensions, namely reliability, responsiveness, assurance, empathy, and physical evidence (Saputra, F. S., 2021). These five dimensions provide a comprehensive picture of how services are provided and received by the community (Ariyadi dkk., 2024). Therefore, improving service quality is inseparable from the ability of employees to work efficiently (Alfajriyah & Rozi, 2025). The public agrees that when public services are transferred to digital platforms, it will make it easier for them to manage their documents (Mamala, 2023).

This study aims to analyze the effect of work efficiency on the quality of public services. The study uses a quantitative approach with data collection techniques through questionnaires distributed to employees of the Population and Civil Registry Office of Palu City. Purposive sampling was used to determine respondents who met the criteria, namely employees of the Population and Civil Registry Office of Palu City (Riskiyani dkk., 2024). The results of this study are expected to provide an overview of the extent to which employee work efficiency contributes to the quality of services received by the community, as well as serve as evaluation material for the Population and Civil Registry Office of Palu City in improving public service performance.

## 2. RESEARCH METHODS

This study uses a quantitative approach with descriptive statistical methods and multiple linear regression analysis supported by primary data collection. Descriptive statistical analysis is a tool used to describe or provide an overview of the object being studied through sample or population data (Dewi dkk., 2020). This analysis presents an overview of the data in the form of means, standard deviations, and frequencies. Multiple regression analysis is used to test the linear relationship between the independent variable (X), namely Work Efficiency, and the dependent variable (Y), namely Population. In this study, the population consists of all employees of the Civil Registry Office. A total of 35 employees were selected as respondents using purposive sampling. Purposive sampling is a non-probability sampling technique in which respondents are selected based on certain criteria relevant to the research objectives. In this context, the sample consists of employees who are directly involved in the delivery of public services and are therefore considered capable of providing accurate information (Andrade, 2021).

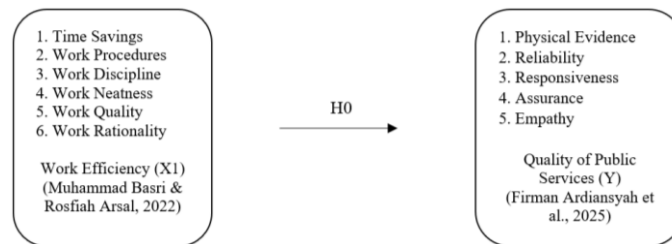


Figure 1. Konseptual Framework

## 3. RESULTS AND DISCUSSION

Table 1. Work Efficiency (X1)

Indicator	N	Mean	Std.Deviation
Saving time.	36	4.42	.554
Being punctual without compromising work quality.	36	4.31	.710
Having SOP.	36	4.61	.645
Work stages in accordance with SOP.	36	4.42	.554
Compliance with regulations.	36	4.42	.554
Responsibility in carrying out work.	36	4.31	.710
Ability to establish the best work procedures.	36	4.61	.645
Ability to complete tasks well.	36	4.42	.554
Work Quality	36	4.42	.554
Work results must meet SOP standards.	36	4.42	.554
Rational consideration when working.	36	4.31	.710
Logical thinking at work.	36	4.00	.000
Valid N (listwise)	36		

Work efficiency is the ideal ratio between the effort expended in work and the desired results in terms of both quality and quantity (Syam, 2020). The ratio of the best work results in relation to objectives, quality, and outcomes is known as work efficiency (Mamonto dkk., 2023). Based on Table 1, the indicator “Has SOP” has the highest average score of 4.61, which shows that SOP are very important in helping employees work in a more focused manner. Meanwhile, the indicator “Thinks logically at work” has an average score of 4.00, which is the lowest score and shows that logical thinking skills still need to be improved to support work efficiency.

Table 2. Quality of Public Services(Y)

Indicator	N	Mean	Std.Deviation
A clean and comfortable waiting room.	36	4.42	.554
Neat and attractive appearance.	36	4.42	.554
Having the right opening hours	36	4.31	.710
Fast and reliable service.	36	4.42	.554
Responding to public complaints.	36	4.31	.710
Being Friendly and polite	36	4.61	.645
Skill and fairness in service.	36	4.42	.554
Providing fast and satisfactory service.	36	4.42	.554
Paying attention to and listening to public complaints.	36	4.31	.710
Ability to communicate with the public.	36	4.61	.645
Valid N (listwise)	36		

Public services must be carried out responsibly and in accordance with existing provisions and regulations (Siti Marwiyah, 2023). Services are activities or a series of activities carried out to meet the service needs of every citizen and resident for goods, services, or administrative services provided by public service providers in accordance with laws and regulations (Abdul Rivai, 2024). This is because public services are one of the variables used to measure the success of regional autonomy implementation. Public services must be carried out responsibly and in accordance with applicable regulations (Ilmi Usrotin Choiriyah & Mursyidah, 2020). Based on Table 2, the “friendly and polite” indicator has the highest average score of 4.61, which shows that staff friendliness is the aspect most felt by the community in assessing service quality. Meanwhile, the indicator “Accurate operational schedule” received an average score of 4.31, which is the lowest score. This shows that although it is considered good, the accuracy of the service schedule still needs to be improved to better meet public expectations.

**Table 3.** Partial Test Results (T)

Model	Coefficients				t	Sig.
	Unstandardized Coefficients	Standardized Coefficients				
	B	Std. Error	Beta			
1	(Constant)	-3.911	.299		-13.081	.000
	X1	.914	.006	.999	162.014	.000

Based on Table 3, variable X1 has a t-value of 162.014 with a significance of 0.000, indicating that X1 has a very significant effect on variable Y. Meanwhile, the constant value of -3.911 is also significant, but its contribution is much smaller than that of X1. These findings confirm that X1 is the most dominant factor influencing companies.

**Table 4.** Coefficient of Determination Test Results

Model	Model Summary			
	R	R square	Adjust R Square	Std. Error of the Estimasi
1	.999 <sup>a</sup>	.999	.999	.202

Based on the results in the table, it can be seen that the findings of this study support the proposed hypothesis. The very high R Square value indicates that the work efficiency variable is able to explain changes in public service quality strongly and consistently. This means that increasing work efficiency has a significant positive impact on the quality of services received by the community. Thus, the hypothesis that work efficiency has a positive and significant effect on public service quality is proven to be accepted based on the results of the regression model testing.

### 3.1 Discussion

The regression coefficient for work efficiency (X1) shows that this variable has a very significant effect on the quality of public services (Y), with a t-value of 162.014 and a significance level of  $0.000 < 0.05$ . This result clearly shows that work efficiency plays a strong role in improving service quality. This is in line with the findings (Muhammad Basri & Rosfiah Aرسال, 2022). Which state that the more efficient employees are in carrying out services, the better the quality of services provided to the community. For example, employees who comply with SOPs and are able to work on time tend to provide faster, more accurate, and more satisfying services. Based on an R Square value of 0.999, work efficiency can influence the quality of public services by 99.9%, while only 0.1% is influenced by other factors.

## 4. CONCLUSION

The results of the study show that work efficiency has a very positive and significant effect on the quality of public services at the Population and Civil Registration Office of Palu City, as evidenced by the regression test results with a significance value of 0.000 and a coefficient of determination of 99.9%. Thus, problems in the background related to rigid performance, slow service, and unresponsive officials can be resolved through the implementation of optimal work efficiency, particularly through the establishment of standard operating procedures (SOPs) based on time and work responsibilities. However, this study has limitations in that the number of respondents is relatively small and only one independent variable is used, so it does not fully describe other factors that may also affect the quality of public services. Therefore, further research is recommended to increase the sample size, expand variables such as competence, leadership, and technological support, and use more diverse methods so that the research results are more comprehensive and able to make a broader contribution.

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