

THE EFFECT OF COMPETENCE AND PUBLIC SERVICE OPTIMIZATION ON THE IMPLEMENTATION PERFORMANCE OF THE QUICK WINS PROGRAM



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Abstract

In the era of globalization and rapid technological development, Human Resources (HR) competency is a key factor in determining the success of organizations, including in the public sector, so researchers are interested in conducting research. This research aims to obtain empirical evidence regarding the influence of competence, optimization of public services and implementation of Quick Wins performance (Survey of the Sub-Directorate of General Duties of the West Java Police Samapta Directorate on Jl. Soekarno – Hatta No. 748, Cimenerang, Kec. Gedebage, Bandung City, West Java 40613). This research method used is descriptive verification analysis and multiple linear regression analysis. Data were collected using a questionnaire distributed to all employees using proportional random sampling technique. The number of respondents collected was 100 people representing personnel from the Sub-Directorate of General Duties of the West Java Police Samapta Directorate on Jl. Soekarno-Hatta No. 748, Cimenerang, Kec. Gedebage, Bandung City, West Java 40613 which was randomly selected. The results of descriptive research show that competence, optimization of public services and performance implementation are generally relatively good. The results of verification analysis, both partially and simultaneously, prove that competency and service optimization have a positive and significant effect on performance implementation, so researchers recommend that it be maintained and improved further.

Keywords: Competence, Optimization of Public Services, and Performance

INTRODUCTION

In the era of globalization and rapid technological advancement, Human Resource (HR) competence has become a key factor in determining organizational success, including in the public sector. Superior HR not only possesses high technical competence but also integrity and commitment to optimal public service. Based on the general provisions of Law Number 2 of 2002 concerning the Indonesian National Police, there are definitions regarding various matters related to the police.

According to Article 1 of Law Number 2 of 2002 concerning the Indonesian National Police, policing is defined as all matters relating to police functions and institutions in accordance with the legislation. The Indonesian National Police, as one of the institutions responsible for maintaining public security and order, is required to continuously innovate and improve the quality of its services. One of the efforts made by the Indonesian National Police is through the implementation of the Quick Wins program, which aims to provide fast, effective, and efficient solutions to problems faced by society.

Currently, the phenomenon of problems emerging within the Polri Precision institution includes public dissatisfaction with the public services provided, which are often considered slow and less responsive. In addition, there are challenges in maintaining integrity amid pressures and temptations that may affect individual and organizational performance. Limited competence and a lack of sustainable HR development also pose obstacles in achieving optimal performance. Therefore, it is important to evaluate how HR competence and the optimization of public services can be enhanced through the Polri Precision Quick Wins program.

Quick Wins Polri is a flagship program of the National Police aimed at achieving success through QTAP (Quick, Transparent, Accountable, and Professional), intended to build public trust in the institution in a short period of time. The concept of "Quick Wins" emerged as a key strategy to provide fast solutions to problems faced by local governments, which in turn is expected to improve overall public welfare and satisfaction.

The Polri Precision Quick Wins program is a strategic initiative designed to achieve significant results in a short period of time by optimally utilizing available resources. The success of this program's implementation greatly depends on the competence of the HR involved as well as the optimization of public services provided. HR competence includes the knowledge, skills, and attitudes necessary to carry out tasks effectively, while the optimization of public services involves improving processes and work systems to achieve higher efficiency and effectiveness.

Below is the social media analysis of the Polri Precision Quick Wins program for the fourth quarter of 2023:

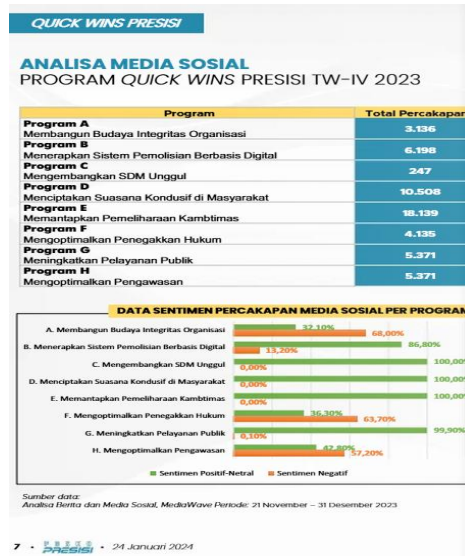


Figure 1.
Quick Wins Program

Source: Quick Wins Precision Performance Review 2023

From the figure, in the context of Quick Wins implementation, it can be seen that the key roles include developing superior HR, creating a conducive social environment, and optimizing public services. The public perceives that through these three Polri programs, they are served with fast and responsive actions for every problem occurring within the community, while minimizing complaints directed at Polri. Referring to the Precision Quick Wins program, it embodies norms, values, and practices that encourage honest, transparent, and accountable behavior in the delivery of public services.

The Subditgasum of Ditsamapta, West Java Regional Police, is one of the units within the West Java Police Department that plays an important role in maintaining public security and order. In carrying out its duties, there is also a need to improve performance through the optimization of public services and the development of superior HR competence. Organizational culture becomes an important element that can influence the successful implementation of the Quick Wins program within this unit.

In the context of this research, it is expected to investigate the role of HR competence and the optimization of public services as independent variables, and the implementation of the Quick Wins Precision program performance in the Indonesian National Police as the dependent variable. By considering the available literature from 2020 to 2024, this study aims to provide a deeper understanding of the factors influencing the successful implementation of Quick Wins and their implications for public welfare.

LITERATUR REVIEW

Management

According to (Lian & Amiruddin, 2021), management is a series of activities (including planning and decision-making, organizing, leading, and controlling) directed toward organizational resources (human, financial, physical, and informational).

Human Resource Management

According to (Raymond J. Stone, Anne Cox, 2020), human resource management is the design and implementation of HR policies and practices that strategically integrate the interests of the organization and its employees. It is more than just a series of activities related to the coordination of an organization's human resources.

Competence

According to (Hasbullah Eka Saputra & Cris Kuntadi , 2024), competence is a combination of knowledge, skills, and attitudes required to perform a job effectively.

Optimization of Public Services

(Dwiyanto, 2020), states that the optimization of public services is an effort to improve the efficiency and effectiveness of services provided by government institutions to the public by maximizing resources and reducing existing obstacles.

Performance of the Quick Wins Program

According to (Riyanto, 2023), the performance of the Quick Wins Program is defined as an effort to achieve significant results in a short period of time, with emphasis on efficiency in the use of resources and effectiveness in meeting the needs of society.

RESEARCH METHOD

The research method used in this study is quantitative with a descriptive and verificative survey approach. This research applies a quantitative approach with a descriptive research design. The quantitative approach is used to measure and analyze the relationship between the studied variables, namely competence, optimization of public services, and the implementation of the Quick Wins program performance, both partially and simultaneously. The object of the research, which becomes the focus of the study, is the performance of the Quick Wins program in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, located at Jl. Soekarno-Hatta No.748, Cimenerang, Gedebage District, Bandung City, West Java 40613.

In this study, the data used are primary data with a quantitative approach. According to Sugiyono (2020), primary data are sources of data obtained directly from the source by providing data to the data collector. Primary data come directly from respondents. Respondent data are essential to understand their responses. In this case, the data were obtained directly by distributing questionnaires in the form of Google Forms through social media such as WhatsApp, which were distributed to 100 respondents regarding the Quick Wins program at the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, located at Jl. Soekarno-Hatta No.748, Cimenerang, Gedebage District, Bandung City, West Java 40613.

The total population in this study is 109 personnel, and the sample calculation is as follows:

$$n = \frac{109}{1 + 109(0,1)^2} = 98,28 \text{ rounded to } 100$$

Based on the calculation above, a sample of 100 respondents was taken. The limitation of time in distributing the questionnaires was also considered so that the data could be processed and analyzed promptly.

RESULT AND DISCUSSION

Classical Assumption Test

Normality Test

The normality test is used to determine whether the dependent and independent variables in the regression model are normally distributed or not. The testing tool used in this research is the normal probability plot (P-Plot).

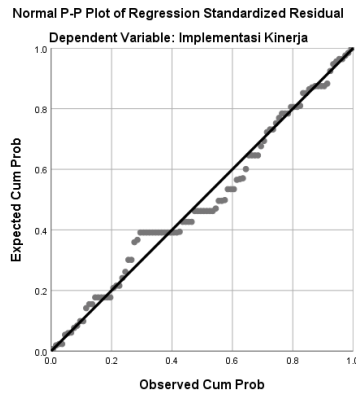


Figure 2.
Normality Test Results (P-Plot)
 Source: Processed primary data, 2025

The P-Plot in Figure 2 shows that the points spread around the diagonal line. The distribution pattern deviates to the right, leading to the conclusion that the regression model is normally distributed.

Multicollinearity Test

The multicollinearity test aims to determine whether there is a strong/high correlation among the independent variables in the regression model. The regression model is considered free from multicollinearity problems if the tolerance value is greater than 0.10 and the VIF value is less than 10, indicating no correlation between the independent variables.

Table 1.
Multicollinearity Test Results
 Coefficients^a

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
COMPETENCE	.875	1.142
OPTIMIZING PUBLIC SERVICES	.875	1.142

a. Dependent Variable: Performance Implementation

Source: Processed primary data, 2025

From Table 1, all tolerance values are greater than 0.10, and the VIF values are less than 10; thus it can be concluded that the regression model is free from multicollinearity. Based on the table, the variables of competence and optimization of public services meet the required standards.

Heteroscedasticity Test

The heteroskedasticity test aims to determine whether in a regression model there is inequality of variance in the residuals from one observation to another. If the points in the scatter plot are randomly distributed above and below the number zero on the vertical axis (Y-axis), then heteroskedasticity is not present.

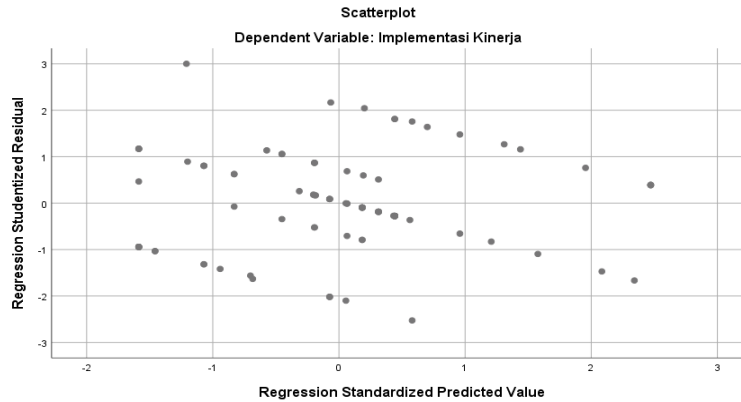


Figure 3.
Heteroskedasticity Test Results

Source: Processed primary data, 2025

Based on Figure 3, the points are scattered above and below, or around zero. The points are not clustered only above or only below, and they do not form any clear pattern. Therefore, it can be concluded that the regression model is free from heteroskedasticity.

Method of Successive Intervals (MSI)

The data obtained by the researcher are ordinal (Likert scale) and therefore cannot be directly analyzed using parametric statistics, such as linear regression or path analysis. Thus, the ordinal data must first be transformed into interval data. A simple transformation technique applied in this study is the Method of Successive Intervals (MSI).

Multiple Linear Regression Test

Multiple linear regression analysis is used to determine the effect of the independent variables, competence (X1) and optimization of public services (X2), on the dependent variable, performance implementation (Y). It is also used to assess the extent to which the independent variables influence the dependent variable. Data were processed using SPSS version 25, as shown in Table 2.

Table 2.
Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.160	1.147		3.626	.000
	COMPETENCE	.384	.070	.486	5.496	.000
	OPTIMIZING PUBLIC SERVICES	.131	.062	.186	2.097	.039

a. Dependent Variable: Performance Implementation

Source: Processed primary data, 2025

The multiple linear regression equation is:

$$Y = 4.160 + 0.384X_1 + 0.131X_2 + e$$

$$eY = 4.160 + 0.384X_1 + 0.131X_2 + e$$

Explanation of the regression equation:

1. The constant value (α) is 4.160, which has a positive relationship direction and indicates that if competence and optimization of public services are assumed to remain constant, the estimated performance implementation variable is 4.160 with no changes.
2. The coefficient value of the competence variable (X_1) is 0.384 with a positive coefficient, indicating a direct relationship between competence and performance implementation. This means that if competence increases, performance implementation will also increase.
3. The coefficient value of the optimization of public services variable (X_2) is 0.131 with a positive coefficient, indicating a direct relationship between optimization of public services and performance implementation. This means that if optimization of public services increases, performance implementation will also increase.

Hypothesis Testing

T-Test (Partial)

The T-test is used to determine the extent to which each independent variable, competence and optimization of public services, explains the dependent variable, performance implementation. The partial T-test results can be seen in Table 3.

Table 3.
T-Test (Partial)

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
1 (Constant)	4.160	1.147		3.626	.000
COMPETENCE	.384	.070	.486	5.496	.000
OPTIMIZING PUBLIC SERVICES	.131	.062	.186	2.097	.039

a. Dependent Variable: Performance Implementation

Source: Processed primary data, 2025

1. Competence Variable (X_1) Influences Performance Implementation (Y)

The calculated t-value for this variable is 5.496. Meanwhile, the critical t-value at a 5% significance level is 1.661. Since $5.496 > 1.661$, H_0 is rejected and H_a is accepted, with a significance value of $0.000 < 0.05$. This means that the competence variable (X_1) has a significant influence on performance implementation.

2. Optimization of Public Services Variable (X_2) Influences Performance Implementation (Y)

The calculated t-value for this variable is 2.097. Meanwhile, the critical t-value at a 5% significance level is 1.661. Since $2.097 > 1.661$, H_0 is rejected and H_a is accepted, with a significance value of $0.039 < 0.05$. This means that the optimization of public services variable (X_2) has a significant influence on performance implementation.

F-Test (Simultaneous)

The F-test is used to determine whether all independent variables included in the model simultaneously influence the dependent variable. The SPSS output results can be

seen in Table 4.

Table 4.
F-Test (Simultaneous)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	102.029	2	51.015	24.410	.000 ^b
	Residual	202.721	97	2.090		
	Total	304.750	99			

a. Dependent Variable: Performance Implementation

b. Predictors: (Constant), Optimization of Public Services, Competence

Source: Processed primary data, 2025

Table 4 shows that the significance probability is $0.000 < 0.05$, so H_0 is rejected and H_a is accepted. This means that competence and optimization of public services simultaneously have a significant influence on performance implementation in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, Jl. Soekarno-Hatta No.748, Cimenerang, Gedebage District, Bandung City, West Java 40613.

Coefficient of Determination (R-Square)

The coefficient of determination (R-Square) test aims to measure how well the independent variables explain the dependent variable. This can be seen in Table 5.

Table 5.
Coefficient of Determination (R-Square)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.579 ^a	.335	.321	1.446

a. Predictors: (Constant), Optimization of Public Services, Competence

b. Dependent Variable: Performance Implementation

Source: Processed primary data, 2025

From Table 5, the R-Square value is 0.335. This indicates that 33.5% of the variation in performance implementation can be explained by the two independent variables, competence and optimization of public services. Meanwhile, the remaining 66.5% (100% – 33.5%) is influenced by other variables not examined in this study. Future researchers may include other variables such as motivation, leadership, etc.

The Influence of Competence on Performance Implementation

The hypothesis test results show that the significance value for the competence variable is $0.000 (< 0.05)$. This finding is consistent with previous research conducted by Rio Rinaldy Panggabean (2017), which concluded that competence significantly influences performance. Therefore, it can be concluded that competence individually has a significant influence on performance implementation. This can be seen from considerations among personnel in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, where some personnel currently tend to have greater confidence in making decisions related to public services and are still considering participation in relevant training to further improve individual competence.

The Influence of Optimization of Public Services on Performance Implementation

The hypothesis test results show that the significance value for the optimization of

public services variable is 0.039 (< 0.05). This is consistent with previous research by Novia Tumilantouw, Martinhus Mandagi, and Wilson Bogar (2019), which concluded that the quality of public services significantly influences performance. Therefore, it can be concluded that optimization of public services individually has a significant influence on performance implementation. This can be seen from considerations among personnel in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, where digital public services at West Java Regional Police already meet public expectations.

The Influence of Competence and Optimization of Public Services on Performance Implementation

The simultaneous hypothesis test results show that the significance value for competence and optimization of public services is 0.000 (< 0.05). This finding is consistent with previous research by Tampubolon & Purnamasari (2019), which concluded that competence and public service optimization significantly influence performance. Therefore, it can be concluded that competence and optimization of public services simultaneously have a significant influence on performance implementation. This can be seen from considerations among personnel in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, where personnel are able to communicate effectively with colleagues, thereby improving competence quality, while digital public services at West Java Regional Police already meet public expectations.

CONCLUSION

Based on the data and research analysis that has been carried out in accordance with the research problems and objectives regarding the influence of competence and the optimization of public services on the implementation of the Quick Wins program performance in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, located at Jl. Soekarno-Hatta No.748, Cimenerang, Gedebage District, Bandung City, West Java 40613, the following conclusions can be drawn:

1. Results of descriptive analysis

- a. Competence, based on the average questionnaire score, is generally categorized as good. However, the average score for the indicator “I feel confident in making decisions related to public services” is the lowest compared to other indicators.
- b. Optimization of public services, based on the average questionnaire score, is generally categorized as good. However, the average score for the indicator “there is a good feedback system from the public regarding services” is the lowest compared to other indicators.
- c. Implementation performance, based on the average questionnaire score, is generally categorized as good. However, the average score for the indicator “I observe the optimal use of budget and resources in the implementation of the Quick Wins program” is the lowest compared to other indicators.

2. **Partially**, it is proven that competence has a positive and significant effect on the implementation performance of the Quick Wins Program in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police. This is because the calculated t-value of $5.496 > t\text{-table of } 1.661$, thus H_0 is rejected and H_a is accepted, with a significance value of $0.000 < 0.05$.

3. **Partially**, it is also proven that the optimization of public services has a positive and significant effect on the implementation performance of the Quick Wins Program in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police. This is because the calculated t-value of $2.097 > t$ -table of 1.661, thus H_0 is rejected and H_a is accepted, with a significance value of $0.039 < 0.05$.
4. **Simultaneously**, it is proven that competence and the optimization of public services together have a significant effect on the implementation performance in the Sub-Directorate of General Tasks, Directorate of Samapta, West Java Regional Police, with a significance value of $0.000 < 0.05$. Therefore, H_0 is rejected and H_a is accepted.

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