THE EFFECT OF EDUCATION LEVELS, SKILLS ON WORK ETHOS AND QUALITY OF SERVICE IN THE GENERAL SECTION OF SEKDA BOVEN DIGOEL DISTRICT

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Abstract
This study aims to determine kreality in the field about The achievement and objectives in the quality of service to the community have not been fully achieved, starting from the planning, work processes and work results that are realized by the General Section of the Regional Secretariat of Boven Digoel Regency. and oOptimization of employee performance will be determined by the efforts of these members or employees in increasing knowledge and skills within the organization. In this study, the analysis method used was path analysis (PATH)..This research will be conducted in The Regional Secretariat of Boven Digoel Regency which is located at Jalan. Trans Papua KM. 2.The research conducted is estimated to be around 3 (three).In this study the population and the sample in this study is sall 21 employees of the Regional Secretariat of Boven Digoel Regency. The sample in this study is a saturated sample. The results of this study showinfluence independent variable (level of education, skill level) have a positive and significant effect on mediating variable (work ethic) and influence independent variable (level of education, skill level) has a positive and significant impact on the dependent variable (service quality) if it is mediated by the mediating variable (work ethic).

Keywords: Education Level, Skill Level, Work Ethic, Service Quality.

PRELIMINARY

The General Section of the Regional Secretariat of Boven Digoel Regency is a supporting element of the Boven Digoel Regency government which is responsible to the Mayor through the Regional Secretary. The General Section of the Regional Secretariat of Boven Digoel Regency is one of the organizations that is the regional work unit of the Boven Digoel Regency which has the main task of carrying out government affairs in improving and developing public services as well as empowering and empowering District facilities and infrastructure.

The reality on the ground that the achievements and objectives in the quality of service to the community have not been fully achieved, starting from the planning, work processes and work results that are realized by the General Section of the Regional Secretariat of Boven Digoel Regency in general, not yet fully in accordance with expectations or not in accordance with the previously established plan . It is hoped that the development of knowledge and skills based on work ethic is able to create a common understanding among members or employees of the General Section of the Regional Secretariat of Boven Digoel Regency. Optimizing employee performance will be determined by the efforts of these members or employees in increasing knowledge and skills within the organization.

The increasing number of new products and services from the government in Indonesia and the existence of increasingly sophisticated communication and information technologies allow transactions and government services to be carried out quickly, easily and can be

carried out by people in different countries. This condition is increasingly developing with the existence of a free market which makes it easy for a country to enter into another country's trade. Perceived service quality is defined as how much the gap between service users' perception of accepted reality compares to expectations of the service received(Pahlawan et al., 2019). This situation requires the General Section of the Regional Secretariat to have high expertise and ability so that the General Section of the Regional Secretariat which they manage continues to develop and be able to improve the quality of services to the community in Boven Digoel Regency.

In the current practice of government, an executive agency recruits employees who come from non-governmental or governmental science departments, for example from the pure sciences, mathematics or education majors. Of course, they lack knowledge and skills regarding government and operational science. Likewise with the problem of employee work ethics, of course they must adapt to carry out their duties in the government sector, so that employees provide the best service for the success of the executive agency. The attitude of the executive branch that still recruits employees not from government departments is also due to the perception of the public that thinks that the executive branch is the same as other institutions.

Other institutions are based on a private ethical system, while the executive is familiar with ASN ethics. However, government agencies still have to pay attention to the quality of their services. In this case, it focuses on human resources or employees who are the axis of success of an executive institution. The human resources or employees who manage the executive branch even have direct contact with the community. In this case, the ethos of employees also needs to be considered so that the community gets good service by the executive agency. This is very necessary for an executive or government agency to take part in the social world in particular and in the world economy in general.

LITERATURE REVIEW

Previous Research

Based on the results of the following searches, several relevant previous studies are presented, namely:

First, Faisal Alam Islami's research on the Analysis of the Effect of Hard Skills, Soft Skills, and Skills on the Service Quality of Sales Force (Study on Sales Workers of PT Bumi Putera Semarang Region). Based on the research results, individually from each variable it was found that the most influential was the Soft Skill variable with a regression coefficient of 0.321, while the variable with the lowest influence was Hard Skill with a regression coefficient of 0.254. The differences with the author's research are: (1) the independent variable is Hard Skill, Soft Skill, and skill, while the dependent variable is the quality of sales force service, (2) this research was conducted at PT Bumi Putera Semarang Region.

Second, Supriyanto's research on the Effect of Lecturers' Work Abilities and Skills on Service Quality to Students. This study shows the magnitude of the effect simultaneously between the variable faculty ability (X1) and teaching skills (X2) on the quality of service to students (Y) is classified as strong. While the joint contribution (simultaneously) of variables X1 and X2 to (Y) = R2x100% or 0.7122 x 100% = 50.6% while the remaining 49.4% is determined by other variables. This information provides information that the lecturer ability variable has a strong influence on the quality of service to students. The differences with the author's research are: (1) the independent variable of this study is the ability and work skills of the lecturers, while the dependent variable is the quality of service,

Third, Mega Herdiyanti's research on the Effect of Bureaucratic Ethics on the Quality of Population Administration Services in the Population and Civil Registration Office of Ketapang Regency. From the results it appears that r count (0.681) is greater than r table (0.2242) so that Ha is accepted and the correlation of 0.681 is significant. Based on this, this research can prove that there is a relationship between bureaucratic ethics and the quality of population administration services and civil registration at the Ketapang Regency Population and Civil Registration Service.

Definition of Human Resource Management
Human Resource Management (HRM) can be defined as the science of managing relationships and roles and managing work effectively and efficiently so as to achieve organizational or organizational goals. Human resource management can also be defined as planning, organizing, directing and controlling the procurement of labor, development, compensation, integration of maintenance and termination of employment with human resources to achieve individual, organizational and community goals.

Peunderstanding Knowledge
According to the Big Indonesian Dictionary (2003) Knowledge is something that is known to be related to the learning process. The learning process is influenced by various internal factors such as motivation and external factors in the form of available information facilities and socio-cultural conditions. Broadly speaking, according to Notoatmodjo (2005) the level of knowledge (cognitive) domain has six levels, including: knowing, understanding, using, describing, concluding and evaluating. The main characteristic in the level of knowledge is the memory of something that is known either through experience, learning, or information received from other people.

Understanding Skill
According to the Indonesian English Dictionary, skill means proficiency, cleverness, skills and expertise. Skills are obtained after the knowledge is converted into applications in daily work. Knowledge without being applicable means not having or mastering skills.

Work ethic
A high work ethic should also be possessed by every employee because organizations really need hard work and high commitment from each employee, otherwise the organization will find it difficult to develop and win the competition in seizing market share. Every organization that always wants to move forward, will involve members to improve the quality of its performance, including each organization must have a work ethic. So individuals or groups of people can be said to have a high work ethic, if they show the following signs:

Definition of Service Quality
Quality is the characteristic of a product or service whose ability can satisfy needs, either expressly or disguisedly. The quality objective is to meet current and future customer needs. Service is any action or activity that one party can offer to another party, which is basically not materialized and does not result in any ownership of the production that can be linked or not linked to a physical product.
Modernity with advances in technology will result in very fierce competition to acquire and retain customers. Service quality is a necessity that companies must do in order to survive and keep customers' trust. The consumption pattern of the customer's lifestyle demands that the company be able to provide quality service.

RESEARCH METHODS

Research design
This study uses a quantitative approach which aims to explain the position of the variables under study and the relationship between one variable and another. Sugiyono (2010). This

study is intended to test the previously formulated hypotheses. This study will explain the causal relationship between variables through hypothesis testing. In this study, the analysis method used was path analysis (PATH)..

Time and Location of Research

This research will be conducted in The Regional Secretariat of Boven Digoel Regency which is located at Jalan. Trans Papua KM. 2.The research conducted is estimated to be about 3 (three) months including preliminary research, preparation of research proposals, research proposal seminars to seminars on research results.

Population and Sample

Population is a generalization area consisting of objects or subjects that have the qualities and characteristics that have been determined by the researcher for further study so that a conclusion can be drawn. Population is not just the number that is in the object or subject being studied, but includes all the characteristics or properties possessed by that subject or object (Sugiono, 2013: 80). In this study the population is all employees of the Regional Secretariat of Boven Digoel Regency, totaling 21 employees.

The sample is part of the number and characteristics possessed by the population Sugiono (2012: 118). The sample in this study is a saturated sample taken using the calculation of the Slovin method to determine the amount to be studied

Data collection technique

1)   Questionnaire

The collection technique is one of the techniques of data collection through a form containing questions that are asked in writing to the respondent to get answers or responses. The variables to be measured are translated into indicators, and then translated into measurable components in order to compile instrument items in the form of questions to be answered by respondents in multiple choice form, so that the data obtained from this measurement is in the form of ordinal data.

2)   Observation

Observations are made by linking two things, namely information (what happens) with the context (things that happen around it) as a meaning-seeking process. This observation also involves observing activities or behavioral conditions (behavioral observation) and non-behavioral observation (nonbehavioral observation).

 3.   Interview

Data collection techniques by conducting interviews to obtain information from respondents that are relevant to the research.

Data analysis technique

In analyzing data, researchers collect, classify, analyze, and interpret data in order to provide a clear picture of the problem under study. The analytical methods used in this research are:

Descriptive analysis.

Descriptive analysis is used to analyze data by describing or describing the collected data as it is without intending to make generalized conclusions or generalizations.

Test data quality (validity and reliability).

To determine the quality of the data, it was done by testing the validity and reliability testing using the Smart Partial Least Square (PLS) 3.2.8 software. The data validity test is used to measure whether an item in the questionnaire is valid or not. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by using the convergent validity test.

Reliability test is a tool to measure the consistency of a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be realistic or reliable if someone's answer to a question is consistent or stable over time. A variable is said to be relevant if it provides a Cronbach alpha value ≥ 0.60. Kamaruddin (2015). Reliability test can also be measured by the Cronbach Alpha statistical test. A construct or variable is said to be reliable if it provides a Cronbach Alpha value> 0.70 (Nunnally, 1994 in Ghozali, 2016).

Hypothesis Testing (Resampling Bootstraping)

Based on the research objectives, the hypothesis test design that can be made is a hypothesis test design in this study presented based on the research objectives. The confidence level used is 95%, so the level of precision or the limit of inaccuracy is (α) = 5% = 0.05, resulting in a t-table value of 1.98. The P value is also used to determine whether the coefficient value of a hypothesis is significant or not, provided that the P value must be <than 0.005 in order to be declared as having a significant effect.

Operationalization of Variables

The operationalization of variables is a detailed research effort including variable names, variable concepts, dimensions, indicators, measures, etc. which are directed to obtain the value of the research variables. Variable operationalization is used to provide an overview of the research. In this study, all indicators are measured using a Likert scale, operationalization of variables that refer to theory and according to the situation and conditions at the Regional Secretariat of Boven Digoel Regency.

RESEARCH RESULT

The results of the study consisted of a description of the research object, validity test, reliability test, description of respondent responses, and hypothesis testing and determinant coefficient.

The validity test in SmartPLS is assessed based on the loading factor indicators that measure the construct, the rule of thumb used for the initial research is the maximum factor if the value is ≥ 0.30 (level of minimum), for loading factor ± 0.40 is better and> 0 , 50 is considered very good. Or the range of statistical values is twice as large as the standard error values. The higher the loading factor value, the more important the role of loading is in interpreting the factor matrix. The results of the validity test on respondents' responses can be seen in the following table.

Table 4.1 Validity Test

	Sampel Asli (O)	T Statistik (| O/...	P Values
X1.1 <- TINGKAT KEPENDIDIKAN	0.926	10.877	0.000
X1.2 <- TINGKAT KEPENDIDIKAN	0.949	11.219	0.000
X1.3 <- TINGKAT KEPENDIDIKAN	0.922	8.502	0.000
X1.4 <- TINGKAT KEPENDIDIKAN	0.906	8.783	0.000
X2.1 <- TINGKAT KETRAMPILAN	0.969	56.403	0.000
X2.2 <- TINGKAT KETRAMPILAN	0.977	72.687	0.000
X2.3 <- TINGKAT KETRAMPILAN	0.958	31.353	0.000
Y1.1 <- ETOS KERJA	0.962	9.276	0.000
Y1.2 <- ETOS KERJA	0.896	14.122	0.000
Y1.3 <- ETOS KERJA	0.928	11.119	0.000
Y1.4 <- ETOS KERJA	0.905	6.903	0.000
Y2.1 <- KUALITAS PELAYANAN	0.943	12.779	0.000
Y2.2 <- KUALITAS PELAYANAN	0.964	12.302	0.000
Y2.3 <- KUALITAS PELAYANAN	0.943	13.478	0.000
Y2.4 <- KUALITAS PELAYANAN	0.965	11.713	0.000

Source: Outer Loading Smart PLS (2020)

The table above shows that the variables of education level, skill level, work ethic, and service quality each have a loading value (original sample) of factors above 0.5 and are categorized as very good (valid) for further hypothesis testing.

The reliability test in the Smart Partial Least Square is used to measure the accuracy, consistency and precision of a measuring instrument in measuring. The reliability test is measured by composite reliability. The results of the variable reliability test in this study can be seen in the following table.

Table 4.2 Reliability Test

	Cronbach's Alpha	Reliabilitas Komposit
ETOS KERJA	0.942	0.958
KUALITAS PELAYANAN	0.967	0.978
TINGKAT KETRAMPILAN	0.967	0.976
TINGKAT PENDIDIKAN	0.945	0.960

Source: Smart PLS (2020)

Based on the table above, it can be seen that each Cronbach alpha research variable consists of education level of 0.945, skill level of 0.967, work ethic of 0.942 and service quality of 0.967. All variables have a Cronbach's alpha valuegreater than 0.7 so that the construct in this study is declared reliable or valid.

Immediate Influence

Based on the table above, the effect of education level on work ethic shows the coefficient value of 0.829 (positive), the t-statistic value is 3.267 which is greater than the t-table 1.73 and the P value is 0.001 which is smaller than 0.05. It can be said that the level of education has a positive and significant effect on work ethic so that in this case the research hypothesis is accepted.

Based on the table above, the effect of skill level on work ethic shows a coefficient value of 0.077 (positive), the t-statistic value is 0.285 which is smaller than the t-table 1.73 and P Values is 0.776 which is greater than 0.05. It can be said that the skill level does not have a significant effect on work ethic so that in this case the research hypothesis is rejected.

Based on the table above, the effect of education level on service quality shows the coefficient value of 0.181 (positive), the t statistical value is 0.805 which is smaller or less than the t-table 1.73 and the P value is 0.421 which is greater than 0.05. It can be said that the level of education does not have a significant effect on service quality so that in this case the research hypothesis is rejected.

Based on the table above, the effect of skill level on service quality shows the coefficient value of 0.238 (positive), the t statistical value is 1.975 which is smaller than the t-table 1.70 and the P value is 0.049 which is greater than 0.05. It can be said that the skill level has a positive and significant effect on service quality so that in this case the research hypothesis is accepted.

Based on the table above, the effect of work ethic on service quality shows a coefficient value of 0.603 (positive), the t statistical value is 2.906 which is greater than the t-table 1.73 and the P value is 0.004 which is smaller than 0.05. It can be said that work ethic has a positive and significant effect on service quality so that in this case the research hypothesis is accepted.

Indirect Influence (Mediation)

Based on the table above, it can be seen that the effect of education level on work ethic and service quality shows the coefficient value of 0.500 (positive), the t statistical value is 2.440 which is greater than the t-table 1.73 and the P value is 0.015 which is smaller than 0.05. It can be said that the level of education has a positive and significant effect on service quality if it is mediated by work ethic so that in this case the research hypothesis is accepted.

Based on the table above, it can be seen that the effect of skill level on work ethic and service quality shows a coefficient value of 0.046 (positive), the t statistical value is 0.310 which is smaller or less than t-table 1.73 and P value is 0.756 which is greater than 0.05. It can be said that competence does not have a significant effect on service quality if it is mediated by work ethic so that in this case the research hypothesis is rejected.

DISCUSSION
Effect of education level on work ethic
The education level variable is formed by two indicators, namely. 1) education level, 2) suitability of education with work   Based on the results of statistical tests for the variable level of education, it is concluded that the level of education partially has a positive and significant effect on work ethic This shows that if the level of education is getting better, it will increase work ethic.

The results also show the respondents' responses about the level of education towards work ethics which indicate a high / good average response of respondents although there are still those who show doubts and disagreement with the work ethic currently being felt towards the level of education. Based on the results of interviews and observations, it shows that the level of education related to the work ethic of employees shows that the educational level of employees with undergraduate backgrounds has a better work ethic than those of high school backgrounds.

Effect of skill level on work ethic

The results showed that the variable skill level had no significant effect on the employee work ethic variable. Based on these results, it shows that if the skill level is getting better, it will not increase the work ethic of employees. The results showed the respondents' responses about the skill level and work ethic of employees which showed a high / good average response of respondents even though there were still those who showed doubts, disagreed and strongly disagreed with the work ethic currently being felt on the skill level.

Effect of education level on service quality
Based on the results of statistical tests for the variable level of education on service quality it is concluded that the level of education partially does not have a significant effect on service quality. Based on these results, it shows that if the level of education is getting better, it will not improve the quality of service. The results showed that the respondents' responses about the level of education and service quality indicated a high / good average response of respondents although there were still those who showed doubts, disagreed and strongly disagreed with the quality of service that was currently not felt on the level of education.

The Influence of Skill Levels on Service Quality

Based on the results of statistical tests for variables The level of skills on service quality concluded that the level of skills partially had a positive and significant effect on service quality. Based on these results, it shows that if the skill level is getting better, it will improve service quality. The results showed that the respondents' responses about the quality of service showed a high / good average response of respondents although there were still those who showed doubts, disagreed and strongly disagreed with the quality of service on skill levels.

These results are also supported by research Nurmasitha (2013) entitled The Influence of Employee Competence and Work Environment on Service Quality (Study at the Department of Population and Civil Registration of Sidoarjo Regency. The results of the analysis show that competence has a significant effect on service quality.

Effect of work ethic on service quality

Based on the results of statistical tests for variables Work ethic on service quality concluded that work ethic partially has a significant influence on service quality. Based on these results, it shows that if the work ethic is getting better, it will improve service quality. The results of the study show that the respondent's responses about work ethic to service quality indicate a high / good average response of respondents, although there are still those who show a doubtful response,

The results of this study are supported by the theory put forward by Kotler in Nur Afifah (2014) states that one of the factors for improving service quality is by increasing the work ethic of each employee.

These results are also supported by research Nur Afifah (2014) with the title Influence of employee work ability, work ethic and morale on service quality at the Sale District Office, Rembang Regency. The results of the analysis show that work ethic has a positive and significant effect on service quality.

Influence of education level on work ethic and service quality.

The results of the study show that the education level variable has a significant effect on the service quality variable if it is mediated by work ethic.

Based on these results, it shows that if the level of education is increased it will increase the quality of service if it is mediated by work ethic. The results of the study show that the respondents' responses about the level of education, work ethic and service quality indicate a high / good average response rate of respondents although there are still those who show doubts, disagree and strongly disagree with the work ethic and service quality that is currently being felt at this level. education. Based on the results of interviews and observations with employees of the general division of the regional secretary of Boven Diogel, who were met, they said that the level of education related to work ethic and service quality indicated a good level of education but needed to be improved so that the work ethic and service quality were getting better.

Effect of skill level on service quality through motivation

The results showed that the skill level variable did not have a significant effect on the service quality variable if it was mediated by work ethic

The results of the study show the responses of respondents about Skill level, work ethic and service quality indicate a high / good average response of respondents, although there are still those who show doubts, disagree and strongly disagree with the work ethic and service quality currently being felt on the skill level. Based on the results of interviews with the head of the general division of the regional secretary of Boven Diogel who were met, they said that

the skill level of employees was not yet fully skilled but had no impact on improving service quality and work ethic.

CONCLUSION

Based on the results of this study, the following conclusions can be drawn:

The variable level of education partially has a positive and significant effect on work ethic in the general division of the regional secretary of Boven Digoel district, which means that the better the education level of employees, the better the work ethic of employees. The variable skill level partially does not have a significant effect on work ethic in the general division of the regional secretary of Boven Digoel district, which means that the better the skill level in the general division of the regional secretary of Boven Digoel district, the less likely it will increase the work ethic of employees. The variable level of education partially does not have a significant effect on service quality at the general division of the district secretary of Boven Digoel, which means that the better the education level of employees, the less service quality will be.

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