

The Influence of Information and Service Quality on Employee Performance through Supervision Quality at the Department of Energy and Mineral Resources of South Sulawesi Province

Yeni Apriani, Agus budiono, Baharuddin Baharuddin and Gunawan B. Ilyas
Sekolah Tinggi Ilmu Ekonomi AMKOP Makassar, Indonesia
apriani2345@gmail.com, agusbudiono@gmail.com, baharuddin@universitasbosowa.ac.id,
gunawan@stieamkop.ac.id

Sitti Hairani Idrus
Department of Public Administration, Universitas Halu Oleo, Indonesia
sitihairani@uho.ac.id

Arwin Arwin
Politeknik Cendana, Indonesia
arwin.my@live.com

Rahmadani
Sekolah Tinggi Ilmu Manajemen Sukma Medan, Indonesia
02rahmadani@gmail.com

Abstract

Performance is a benchmark in determining an institution's excellent or flawed condition, both government and private institutions. Performance is measured in various models and aspects, such as culture, economy, politics, etc. This research was conducted at the Department of Energy and Mineral Resources (ESDM) office of South Sulawesi Province. It was carried out for 2 (two) months, starting from June 2020 to August 2020. The population in this study were all employees based in the Provincial ESDM Office South Sulawesi, with a population of 117 employees where the sampling technique used saturated sampling. The method of collecting data was done by interview, questionnaire (questionnaire), and observation, while data analysis used path analysis. The results showed that: 1) The effect of information quality on the quality of supervision showed significant results with a path coefficient of 0.492 (positive) ; 2) The effect of information quality on employee performance also shows significant results with a path coefficient of 0.331 (positive) ; 3) The effect of service quality on the quality of supervision shows significant results with a path coefficient of 0.251 (positive) ; 4) The effect of service quality on employee performance also shows significant results with a path coefficient of 0.377 (positive) ; 5) The effect of the quality of supervision on employee performance shows a significant result with a path coefficient of 0.471 (positive) ; 6) The effect of information quality on employee performance through mediation of the quality of supervision shows significant results with a path coefficient of 0.176 (positive) ; and 7) The influence of service quality on employee performance through mediation of quality supervision also shows significant results with a path coefficient of 0.102 (positive).

Keywords

Information and Service Quality, Employee Performance and Supervision Quality.

1. Introduction

Performance is a benchmark in determining an agency's excellent or flawed condition, government agencies, and private agencies. Performance is measured in various models and aspects, such as culture, economy, politics, etc. This

is done exclusively to measure performance for a specific purpose. This study examines the performance of ESDM office employees in the province of South Sulawesi. The Department of Energy and Mineral Resources of South Sulawesi Province is an SKPD stipulated by Regional Regulation no. Number 8 of 2008 concerning the Organization and Work Procedure of the South Sulawesi Provincial Office.

Therefore, performance is measured in various models and aspects, such as culture, economy, politics, etc. This is done exclusively to measure strength for a specific purpose. This study examines the performance of ESDM office employees in the province of South Sulawesi. The Department of Energy and Mineral Resources of South Sulawesi Province is an SKPD stipulated by Regional Regulation no. Number 8 of 2008 concerning the Organization and Work Procedure of the Regional Apparatus of South Sulawesi Province.

The Department of Energy and Mineral Resources in the former South Sulawesi Province (2001-2008) and ahead of regional autonomy appointment to the position in ESDM (before 2001), the Organization of the South Sulawesi Province was in charge. The affairs of The Department of Energy and Mineral Resources are managed by the Head of the Service, which Dr. H. Andy carries out. Erawan Bintang, MT. ESDM targets in South Sulawesi Province are expected to support the achievement of the organizational goals that have been set. Objectives describe the medium-term achievements needed to achieve the goals. Based on the results of observations and surveys conducted by researchers, there are 3 (three) variables that are the objectives of researchers because these variables are determined by researchers based on surveys, observations, and staff development at the governor. Ministry of Energy and Minerals. South Sulawesi. Service and supervision become the standard in understanding the performance of an employee. The information obtained will later be helpful and beneficial to the community. Of course, this cannot be separated from good office.

2. Literature Review

This research is research that focuses on management science, especially human resource management. What is meant by human resource management (MSDM) is the process of solving various forms of problems within employees, employees, workers, managers, and the entire workforce that supports all activities of the organization, institution, or company to achieve the goals that have been set. The human resources department is called the HR and HRD department. The main element of HRM is people.

Human resource management according to Handoko is the withdrawal, selection, development, maintenance, and use of human resources to achieve individual and organizational goals (Sam 2021; Sukri 2021).

Understanding human resource management is a science that examines how to strengthen the position of employees in the company, create jobs, workgroups, develop employees who have these skills, identify approaches capable of producing employee performance and provide an appreciation for their efforts and work (Sawitri 2019; Umar 2019). Information quality is the extent to which information can consistently meet the requirements and expectations of all those who need the information to carry out the process.

Measurement is one of the subjective elements of service quality (Harma 2021). The emotional process can be assessed in the characteristics (assessed into the Seroquel method), in incidents (considered in Critical Incident Theory), and in problems (set by Frequenz Relevanz Analyse in German terms). The most important and most widely used method that can be used to measure subjective elements of service quality is the Seroquel method. The process objectives can be divided into primary processes and secondary processes. During the main function, the idle customer creates test events from the service or the observed regular customer service events. In the secondary process, quantitative factors such as customer complaints or the number of goods returned are analyzed to make conclusions about service quality (Achmat 2021).

Monitoring can be defined as a systematic effort by management to compare the performance of predetermined standards, plans, or objectives to determine whether the version is by those standards and to take necessary corrective actions to determine that human resources are being used most efficiently and effectively. Possible to achieve the goal. When planning to set quality standards, the steps to take are as follows: 1. quality must match the selling price, 2— considering the last use of the product, 3. Pay attention to competition and the quality of competing products, and 4. Commitment and, at the request of consumers with technological limitations, raw materials must be available for

production, and their quality must be maintained. This is done by production observer staff. The inspection only checks the efficiency of production workers in the production of goods according to quality standards (Mardhiah 2021).

Performance is the level at which employees effectively and efficiently meet work requirements (Asnawati 2021). Employee performance is work performance that compares work results that can be seen in real terms with labor standards set by the organization. If an organization or company wants to progress or develop, they are required to have quality employees (Nath 2021; Suharyanto 2021; Umanailo 2021). Quality employees are employees whose performance can meet the goals or objectives set by the company. Performance implementation is needed to get employees who perform well. Employee performance is work performance, especially the comparison of work results that can be seen in real terms with the labor standards set by the organization. Then performance, especially the results achieved by employees, by specific criteria that apply to the job (Tamsah 2021; Juanamasta 2019; Yusuf 2019; Hallatu 2019).

Performance indicators can be seen in terms of a certain quantity and quality by the standards set by the organization or company. The form can be tangible (measuring instruments can be developed or standards) or intangible (measurements or standards cannot be determined), depending on the form and implementation process. Employee performance in a company is determined by several factors and conditions, both within employees and externally from individual employees (Nawawi 2019; Rumaolat 2019; Jannah 2019). Performance results from a particular planned work process at the time and place of the employee and the organization's time and place (Rahmansyah San 2021; Prafitriyani 2019; Lionardo 2020).

3. Methods

This research is a quantitative research that is studied scientifically and systematically on the parts and phenomena and their relationships. This study aims to develop and use mathematical models, theories, and hypotheses related to phenomena within the ESDM Office of South Sulawesi Province. The purpose of quantitative research is to determine the relationship between variables in a population. Descriptive quantitative studies take measurements only once. This means that the relationship between the variables investigated only lasts once. At the same time, empirical studies measure between variables before and after to see the cause-and-effect relationship of the phenomenon under study.

This study determined 4 (four) variables to be studied, namely: 1. Information Quality with the symbol X1 as the independent variable, 2. Quality of Service with the symbol X2 as the independent variable, 3. Quality of supervision with Y1 as the intervening variable, and 4. Employee performance with the symbol Y2 as the dependent variable.

This research has been carried out at the Office of Energy and Mineral Resources (energy and mineral resources) of South Sulawesi Province. This research will be carried out for 2 (two) months, starting in June 2020 until June 2020. August 2020.

The people in this study are all employees who serve in the Department of Energy and Mineral Resources of South Sulawesi Province, with a total population of 117 employees. (Source: employee data at the Strategic Plan of Energy and Mineral Resources of South Sulawesi Province). The model in the study was determined based on research needs, where the entire population was used as a sample. Determination of this sample using a saturated sample technique where all population members are used as samples, so the model is set at 117 people.

This research is a type of quantitative research, so the data collection techniques are interview, questionnaire, and observation. This study is described in statements in the form of a questionnaire in the state. To assess and analyze the questionnaires and interviews used measurement standards using a Likert scale measurement scale.

4. Results

4.1. Validity Test Results

This research was started by testing the validity and reliability of questionnaires using sampling data. This test was conducted on statement items that make up each research variable. Validity tests are conducted to determine the extent to which a statement item can measure each variable studied. In calculating the validity of the questionnaire, used correlation product-moment Pearson corrected, or also named with corrected item-total correlation. Each statement item's fixed item-total correlation value. Then the statement item is declared valid and vice versa if the corrected item-

total correlation value is less than 0.30, then the statement item is declared invalid. Validity testing is performed using SPSS version 24 programs.

Table 1. Test the Validity of Statement Items on Information Quality Variables

indicator	Corrected Item-Total Correlation	condition	information
X1.1	0,501	$\geq 0,30$	Valid
X1.2	0,547	$\geq 0,30$	Valid
X1.3	0,501	$\geq 0,30$	Valid

Table 1 shows Pearson's product-moment correlation for each statement item on an information quality variable having a value greater than 0.30. It can be concluded that all statement items used to measure information quality variables are valid and can be used for subsequent analysis.

Table 2. Test The Validity of Statement Items on Quality Variables

indicator	Corrected Item-Total Correlation	condition	information
X2.1	0,533	$\geq 0,30$	Valid
X2.2	0,511	$\geq 0,30$	Valid
X2.3	0,544	$\geq 0,30$	Valid
X2.4	0,515	$\geq 0,30$	Valid
X2.5	0,591	$\geq 0,30$	Valid

Table 2 shows Pearson's product-moment correlation for each statement item on a service quality variable having a value greater than 0.30. It can be concluded that all statement items used to measure service quality variables are valid and can be used for subsequent analysis.

Table 3. Test the Validity of Statement Items on Quality Control Variables

indicator	Corrected Item-Total Correlation	condition	information
Y1.1	0,627	$\geq 0,30$	Valid
Y1.2	0,510	$\geq 0,30$	Valid
Y1.3	0,509	$\geq 0,30$	Valid
Y1.4	0,448	$\geq 0,30$	Valid

Table 3 shows Pearson's product-moment correlation for each statement item on a surveillance quality variable having a value greater than 0.30. It can be concluded that all statement items used to measure surveillance quality variables are valid and can be used for subsequent analysis.

Table 4. Test the Validity of Statement Items on Employee Performance Variables

indicator	Corrected Item-Total Correlation	condition	information
Y2.1	0,410	$\geq 0,30$	Valid
Y2.2	0,461	$\geq 0,30$	Valid
Y2.3	0,468	$\geq 0,30$	Valid
Y2.4	0,465	$\geq 0,30$	Valid

Table 4 shows Pearson's product-moment correlation for each statement item on an employee performance variable having a value greater than 0.30. It can be concluded that all statement items used to measure employee performance variables are valid and can be used for subsequent analysis.

4.2. Questionnaire Reliability Test Results

Reliability tests are used to determine the reliability (consistency) of instruments (measuring instruments) in questionnaires. This reliability test was conducted using Cronbach's alpha technique, which is considered reliable if it has a value of Cronbach's alpha ≥ 0.60 .

Table 5. Research Variable Reliability Test

Variable	Number Of Statement Items	Cronbach's Alpha	Information
Quality Information (X ₁)	3	0,699	Reliable
Quality of Service (X ₂)	5	0,769	Reliable
Quality Surveillance (Y ₁)	4	0,720	Reliable
Employee Performance (Y ₂)	4	0,665	Reliable

Based on Table 5, the known Cronbach's alpha value for all research variables is more significant than 0.60. It can be concluded the preparation of questionnaire statement items on variables of information quality, quality of service, quality of supervision, and employee performance, can be declared reliable and trustworthy as a measuring instrument that produces consistent answers.

4.3. Path Analysis Assumption Testing

Relationships between variables are linear

Linearity testing can be done with a curve fit on SPSS. If the results of the F test through Anova produce a significance value less than 5%, then it is concluded that the path (path) relationship between variables is linear. Linearity test results are presented in Table 6:

Table 6. Linearity Test Results

Relationship path (Path)	F Test		Ket.
	F	itself.	
Quality Information (X ₁) Quality Control (Y→ ₁)	41,645	0,000	Linear
Quality of Service (X ₂) Quality of Supervision (Y→ ₁)	17,797	0,000	Linear
Information Quality (X ₁) Employee Performance (Y→ ₂)	11,123	0,001	Linear
Service Quality (X ₂) Employee Performance (Y→ ₂)	22,863	0,000	Linear
Quality Of Supervision (Y ₁) Employee Performance (Y→ ₂)	32,740	0,000	Linear

The linearity test results showed that all relationship paths between variables resulted in a significance value of less than 5%, so it was concluded that the relationship path between the variables was linear.

- A. Recursive model
The model developed in this study has been recursive (unidirectional), not back and forth so that assumptions are met.
- B. Dependent variables are measured at a minimum on an interval scale
In this study, the scale of the data used was Likert or entered in the category of an ordinal scale. Edward and Kennedy stated that the ordinal scale could be considered an interval since the ordinal scale has a similarity rate of 92% compared to the interval scale.
- C. Each variable is measured without errors
Each variable is measured without errors, or in other words, the instrument is valid and reliable in the previous sub-chapter. It has been concluded that the statement items compiled on the questionnaire have been declared good and faithful. The assumptions of each variable are measured without errors have been fulfilled.
- D. Models are correctly specified based on theory and concept
The model developed in this study has been determined based on the idea to meet the assumptions.

4.4. Direct effect and indirect effect

Table 7 can be described as follows: The variable that most affects supervision performance is the quality of; information because it has the most significant path coefficient value (0.492), then the quality of service (0.251). The variables that most affect employee performance is the quality of information because it has the most significant total effect coefficient value (0.563), the following service quality (0.495), and the quality of supervision (0.471).

Table 7. Direct Effect and

Causality Relationships	Direct Effect	Indirect Effect	Total Effect
Quality Information (X ₁) Quality Control (Y→ ₁)	0,492	-	0,492
Quality of Service (X ₂) Quality of Supervision (Y→ ₁)	0,251	-	0,251
Information Quality (X ₁) Employee Performance (Y→ ₂)	0,331	0,232	0,563
Service Quality (X ₂) Employee Performance (Y→ ₂)	0,377	0,118	0,495
Quality Of Supervision (Y ₁) Employee Performance (Y→ ₂)	0,471	-	0,471

4.5. Model Validity Check

A path model validity check can be performed with a total determination coefficient value (R_m), whose value is calculated from the coefficient of determination of each relationship. The calculation result in Appendix 7-9 is known that:

Coefficient of determination (R²) the influence of information quality and service quality on the quality of supervision is 0.329, meaning the magnitude of the effect of information quality and service quality on leadership quality in the Energy and Mineral Resources Office of leadership South Sulawesi Province is 32.9%. In comparison, other variables influence the remaining 67.1%.

Coefficient of determination (R²) the influence of information quality and service quality on employee performance is 0.275, meaning the impact of information quality and service quality on employee performance in the Energy and Mineral Resources Office of South Sulawesi Province is 27.5%. In comparison, other variables influence the remaining 72.5%.

The coefficient of determination (R²) of the influence of quality supervision on employee performance is 0.222, meaning the amount of supervision quality influence on employee performance in the Energy and Mineral Resources Office of South Sulawesi Province is 22.2%. In comparison, other variables influence the remaining 77.8%.

The calculation of the total determination coefficient (R_m) is as follows:

$$P_{e1} = \sqrt{1 - R_1^2} = \sqrt{1 - 0,329} = 0,819$$

$$P_{e2} = \sqrt{1 - R_2^2} = \sqrt{1 - 0,275} = 0,851$$

$$P_{e3} = \sqrt{1 - R_3^2} = \sqrt{1 - 0,222} = 0,882$$

$$R_m = 1 - (P_{e1}^2 \times P_{e2}^2 \times P_{e3}^2) = 1 - 0,615 = 0,385$$

That is, the model developed in this study can explain 38.5% of the information contained in the data or the contribution of independent variables to dependent variables by 38.5%, while the remaining 61.5% is influenced by many other variables outside the research model.

4.6. Hypothesis Testing

Once it is known the magnitude of the path coefficient value of each variable the next stage is to test the hypothesis using calculated values and significance, with the following conditions:

The first parameter is to compare t-count > 1.96. Then there is an independent variable influence on dependent variables. On the contrary, if t-count < 1.96, there are no independent variables on dependent variables (Table 8)

Or it can also be seen from the value of significance. If the significance value is 0.05, then there is an independent variable influence on dependent variables. On the contrary, if the significance value > 0.05, there is no influence of independent variables on dependent variables.

Table 8. Regression Weight Causality Test

Path (path)		Factor.	Sig	information
H ₁	Quality Information (X ₁) Quality Control (Y→ ₁)	0,492	0,000	Significant

	Path (path)	Factor.	Sig	information
H ₂	Information Quality (X ₁) Employee Performance (Y→ ₂)	0,331	0,000	Significant
H ₃	Quality of Service (X ₂) Quality of Supervision (Y→ ₁)	0,251	0,001	Significant
H ₄	Service Quality (X ₂) Employee Performance (Y→ ₂)	0,377	0,000	Significant
H ₅	Quality Of Supervision (Y ₁) Employee Performance (Y→ ₂)	0,471	0,000	Significant
H ₆	Information Quality (X ₁) Quality of Supervision (Y→ ₁) Employee Performance (Y→ ₂)	0,176	0,000	Significant
H ₇	Quality of Service (X ₂) Quality of Supervision (Y→ ₁) Employee Performance (Y→ ₂)	0,102	0,004	Significant

Based on Table 8, it can be described as follows:

The results of the estimated coefficient of path influence of information quality on the quality of supervision showed a significant impact with a path coefficient of 0.492 (positive) and a significance value (p-value) of 0.000 (smaller than 5%). The quality of information has a positive and significant effect on the quality of supervision. The higher the quality of data, the better the quality of management. Thus, the first hypothesis that the quality of information affects the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is acceptable.

The results of the estimated path coefficient of information quality influence on employee performance also showed significant results with a path coefficient of 0.331 (positive) and a significance value (p-value) of 0.000 (smaller than 5%). The quality of information also has a positive and significant effect on employee performance. The higher the quality of data, the higher the performance of employees. Thus, the second hypothesis that states that the quality of information affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are also acceptable.

The results of the estimated path coefficient of service quality influence on the quality of supervision showed significant results with a path coefficient of 0.251 (positive) and a significance value (p-value) of 0.001 (smaller than 5%). The quality of service has a positive and significant effect on the quality of supervision. The higher the quality of service, the better the quality of management. Thus, the third hypothesis that the quality of service affects the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is acceptable.

The results of the estimated path coefficient of service quality influence on employee performance also showed significant results with a path coefficient of 0.377 (positive) and a significance value (p-value) of 0.000 (smaller than 5%). The quality of service also has a positive and significant effect on employee performance. The higher the quality of service, the higher the performance of employees. Thus, the fourth hypothesis that states that the quality of service affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are also acceptable.

The results of the estimated path coefficient of supervisory quality influence on employee performance showed significant results with a path coefficient of 0.471 (positive) and a significance value (p-value) of 0.000 (smaller than 5%). The quality of supervision has a positive and significant effect on employee performance. The better the quality of management, the higher the employee performance. Thus, the fifth hypothesis that states that the quality of supervision affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are acceptable.

The results of the estimated coefficient of path influence on the quality of information on employee performance through the mediation of supervisory quality showed significant results with a path coefficient of 0.176 (positive) and significance value (p-value) of 0.000 (smaller than 5%). The quality of supervision mediated the influence of information quality on employee performance significantly. The higher the quality of information, the better the rate of management, and the impact of employee performance will be increased. Thus, the sixth hypothesis that states that the quality of information affects the performance of employees through the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are acceptable.

The results of the estimated path coefficient of service quality influence on employee performance through the mediation of supervisory quality also showed significant results with a path coefficient of 0.102 (positive) and significance value (p-value) of 0.004 (smaller than 5%). The quality of supervision also significantly mediated the influence of service quality on employee performance. The higher the quality of service, the better the rate of management, and the impact of employee performance will be increased. Thus, the seventh hypothesis that states that the quality of service affects the performance of employees through the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is also acceptable.

5. Discussion

The influence of information quality on the quality of supervision shows significant results with a path coefficient of 0.492 (positive) and a significance value (p-value) of 0.000 (smaller than 5%) so that the quality of information has a positive and significant effect on the quality of supervision, the higher the quality of data, the better the quality of management. Thus, the first hypothesis that the quality of information affects the quality of leadership in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is acceptable.

The influence of information quality on employee performance also showed significant results with a coefficient of the path of 0.331 (positive) and a significance value (p-value) of 0.000 (smaller than 5%). The quality of information also has a positive and significant effect on employee performance. The higher the quality of data, the higher the performance of employees. Thus, the second hypothesis that states that the quality of information affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are also acceptable.

The influence of service quality on the quality of supervision shows significant results with a path coefficient of 0.251 (positive) and a significance value (p-value) of 0.001 (smaller than 5%) so that the quality of service has a positive and significant effect on the quality of supervision, the higher the quality of service, the better the quality of management. Thus, the third hypothesis that the quality of service affects the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is acceptable.

The effect of service quality on employee performance also showed significant results with a path coefficient of 0.377 (positive) and a significance value (p-value) of 0.000 (smaller than 5%). The quality of service also has a positive and significant effect on employee performance. The higher the quality of service, the higher the performance of employees. Thus, hypothesis 4, stating that the quality of service affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province, is also acceptable.

The influence of quality supervision on employee performance showed significant results with a coefficient of the path of 0.471 (positive) and significance value (p-value) of 0.000 (smaller than 5%), so that the quality of supervision has a positive and significant effect on employee performance, the better the quality of management, the higher the employee performance. Thus, the fifth hypothesis that states that the quality of supervision affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are acceptable.

The influence of information quality on employee performance through the mediation of supervisory quality shows significant results with a coefficient of the path of 0.176 (positive) and significance value (p-value) of 0.000 (smaller than 5%). The quality of supervision significantly mediates the influence of information quality on employee performance. The higher the quality of information, the better the rate of management, and the impact of employee performance will be increased. Thus, the sixth hypothesis that states that the quality of information affects the performance of employees through the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are acceptable.

The influence of service quality on employee performance through mediation quality supervision also showed significant results with a coefficient of the path of 0.102 (positive) and significance value (p-value) of 0.004 (smaller than 5%). The quality of supervision also significantly mediated the influence of service quality on employee performance. The higher the quality of service, the better the rate of management, and the impact of employee performance will be increased. Thus, the seventh hypothesis that states that the quality of service affects the performance of employees through the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is also acceptable.

6. Conclusion

The higher the quality of data, the better the quality of management. Thus, the first hypothesis that the quality of information affects the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is acceptable.

The higher the quality of data, the higher the performance of employees. Thus, the second hypothesis that states that the quality of information affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are also acceptable.

The higher the quality of service, the better the quality of management. Thus, the third hypothesis that the quality of service affects the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is acceptable.

The higher the quality of service, the higher the performance of employees. Thus, the fourth hypothesis that states that the quality of service affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province can also be accepted.

The better the quality of management, the higher the employee performance. Thus, the fifth hypothesis that states that the quality of supervision affects the performance of employees in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are acceptable.

The higher the quality of information, the better the rate of management, and the impact of employee performance will be increased. Thus, the sixth hypothesis that states that the quality of information affects the performance of employees through the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province are acceptable.

The higher the quality of service, the better the rate of management, and the impact of employee performance will be increased. Thus, the seventh hypothesis that states that the quality of service affects the performance of employees through the quality of supervision in the scope of the Energy and Mineral Resources Office of South Sulawesi Province is also acceptable.

References

- Achmat, B., Analysis of Service Quality Improvement with Education and Training and Professionalism and Teamwork as Mediation Variables. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Asnawati, The Influence of Teaching Experience and Education Level of Teacher Performance through Work Loads at Formal Education Unit (SPF) of Senior High School (SMAN). Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Hallatu, Trinovianto G. R., Culture and Religion in Sasi Tradition. Proceedings of the International Conference on Industrial Engineering and Operations Management, IEOM Society International, 2019
- Harma, S., The Influence of Hospital Image and Service Quality on Discharge against Medical Advice through Patient Satisfaction. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Jannah, M., Managing Cognitive Anxiety through Expressive Writing in Student-Athletes. International Journal of Scientific and Technology Research, vol. 8, no. 10, 2019.
- Juanamasta, I. Gede, The Role of Customer Service through Customer Relationship Management (CRM) to Increase Customer Loyalty and Good Image. International Journal of Scientific & Technology Research Volume, vol. 8, no. 10, 2019
- Lionardo, A., An Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2020
- Mardhiah, The Effect of Competence and Management Quality on the Effectiveness of Using Medical Equipment through Electromedical Performance at Makassar City Hospital. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Nath, Tapan K., The Need of Land for Industry and Housing as a Trigger Development on Modern Society. 2021

- Nawawi, M., Program Kalesang Desa Sebagai Upaya Pengentasan Kemiskinan Pada Masyarakat Desa. JISPO, vol. 9, no. 2, pp. 91–99, 2019
- Prafitriyani, S., Influence of Emotional Intelligence on Mathematics Learning Outcomes of Class VII Middle School 9 Buru Students. International Journal of Scientific & Technology Research Volume, vol. 8, no. 10, 2019
- Rahmansyah S., Andi A., Motivation and Incentives on Management Effectiveness through Performance Evaluation System at the Soppeng District Police Station. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Rumaolat, W., Factors Associated with Mother in Doing Diarrhea Prevention Efforts in Toddler Village Iha Work Area Community Health Center Amahai. International Journal of Scientific and Technology Research, vol. 8, no. 10, 2019.
- Sam, A., The Influence of Human Resources and Infrastructure on Service Process and Service Quality. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Sawitri, N. N., Human Resources Competency, the Use of Information Technology and Internal Accounting Control on Time Procurement of Financial Reporting. Journal of Physics: Conference Series, vol. 1175, no. 1, 2019
- Suharyanto, A., Marginalization Socio Farm Laborers Due to Conversion of Agriculture Land. 2021
- Sukri, The Influence of Quality of Human Resources and Professionalism of Civil Servant Investigators through Organizational Commitment to Employee Performance. Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Tamsah, H., Increased Professionalism through Work Discipline and Employee Competence and Its Impact on Employee Performance at the Directorate of Special Criminal Research (DITRESKRIMSUS). Proceedings of the International Conference on Industrial Engineering and Operations Management, 2021
- Umanailo, M. Chairul B., Community Structure and Social Actions in Action of Land Conversion. Frontiers in Environmental Science, vol. 9, 2021
- Umar, A., One-Stop Service Policy as a Bureaucratic Reform in Indonesia. Academy of Strategic Management Journal, 2019.
- Yusuf, S., Village Institution Relations in the Utilization of Village Funds in Namlea District. International Journal of Scientific & Technology Research, vol. 8, no. 8, 2019.

Biographies

Yeni Apriani is a student at Magister Program of Economic Science of STIE AMKOP, Indonesia. Her areas of interest and research include social science and economics. She has published some articles in national journals.

Agus Budiono is a student at Magister Program of Economic Science of STIE AMKOP, Indonesia. Her areas of interest and research include social science and economic. She has published some articles in national journals.

Baharuddin Baharuddin is a lecturer at Economics Department of STIE AMKOP, Indonesia. His areas of interest and research include economics, management, human management resource. He has published some books and many articles in national and international journals.

Gunawan B. Ilyas is a lecturer at the Magister Program of Economic Science of STIE AMKOP, Indonesia. He has done many research pieces in studying Human Resources, Human Development Theory, and Environmental Economics. As a researcher, he has published many articles in national and international journals and some books. He is also a reviewer and editor in several accredited journals.

Sitti Hairani Idrus is a lecturer in the department of State Administration and Business Administration, Faculty of Social and Political Sciences, Halu Oleo University, Kendari. Currently undergoing Doctoral Program of Public Administration at Postgraduate Makassar State University. Her areas of expertise are public policy, tourism, human resource development and sustainable development.

Arwin, is a lecturer at Politeknik Cendana, Indonesia

Rahmadani, is a lecturer at Sekolah Tinggi Ilmu Manajemen Sukma Medan, Indonesia.