



The Impact Of Human Capital Quality, Public Health, Education Quality, And Public Services On Governance, All Of Which Have Implications For Community Well-Being

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ARTICLE INFO	ABSTRACT
<p>History of the article: Accepted: July 2023 Corrected: August 2023 Accepted: October 2023</p> <p><i>Keywords : Quality of Human Resources, Public Health, Quality of Education, Community Welfare, Governance, Public Services</i></p>	<p>The objective of this study was to assess the impact of human resource quality, public health, education quality, and public services on governance, which has an impact on community welfare. A random sampling approach was used to randomly select 330 respondents. Questionnaires were used to collect data. SEM-PLS with structural equation modelling (SEM) was used for data analysis. Based on the findings of the study, the quality of human resources, public health, quality of education, public services, and governance all have a significant impact on community welfare. These five research variables are prioritised for improvement. The quality of human resources, public health, education, and public services show useful results, which can be a solution to welfare problems to achieve good governance, as long as they are within the framework of improving community welfare and not exploiting them for other personal gains. This research also shows the importance of the Muara Enim Regency government in preventing corrupt practices, especially since corrupt practices have a significant impact on people's welfare, because they not only make administrative procedures slow, expensive, and inefficient, but also divert resources to local governments. The Muara Enim Regency Government is expected to be able to equip its people with quality human resources, health services, public education, and public services, resulting in superior governance. This research also proposes that the Muara Enim Regency Government be more successful in making policies to stay on track and improve the human development index.</p>

Introduction

State officials and the general public must pay close attention to the current dynamics of national progress, both physical and non-physical. The development process will be successful if the apparatus works hard to achieve efficient, effective and optimal performance. Good performance of the state apparatus, in this case the Civil Servants (PNS), will improve development outcomes. Muara Enim Regency is one of the regencies in South Sumatra Province. Muara Enim Regency is geographically located between 103° 18' 57" - 104° 40' 37" East Longitude and 3° 0' 40" - 4° 22' 39" South Latitude. Muara Enim Regency is an agricultural area with an area of 7,383.90 km², Administratively divided into 22 sub-districts, 246 villages, and 10 villages. Muara Enim is located in the province of South Sumatra. To the north, it borders Penukal Abab Lematang Ilir Regency, Palembang City, Banyuasin Regency, and Prabumulih City. Its neighbours to the south are South Ogan Komering Ulu Regency, Prabumulih City, and Kaur Regency, Bengkulu Province. To the west are Penukal Abab Lematang Ilir Regency, Musi Rawas Regency, Lahat Regency, Pagar Alam City, and Prabumulih City. To the east, it is bordered by Ogan Ilir Regency, Ogan Komering Ulu Regency, South Ogan Komering Ulu Regency, and Prabumulih City. The population of Muara Enim Regency has increased from 2016 to 2019. Based on the findings of the 2020 Population Census (September), the population of Muara Enim Regency in 2020 was around 612.90 thousand people, a decrease compared to 2019 of 636.82 thousand people. Between 2010 and



2020, the population of Muara Enim Regency increased by 1.03 per cent per year. The distribution of the population by sub-district is uneven in Muara Enim Regency. The largest population lives in Muara Enim District, which has a population of 73.55 thousand people. Muara Belida is the district with the smallest population, which is around 7.94 thousand people. The position of the Muara Enim Regency Government is as an autonomous

Region, which is a legal community unit that has regional boundaries that is authorized to regulate and manage government affairs and the interests of the local community in accordance with Law Number 23 of 2014 concerning Regional Government, as amended several times, most recently by Law Number 9 of 2015 concerning the Second Amendment to Law Number 23 concerning Regional Government. The main tasks and functions of the Muara Enim Regency Government are to administer the government and carry out regional autonomy affairs in the context of implementing decentralisation tasks in Muara Enim Regency. Education, health, public works, spatial planning, public housing and the fields of organisation, peace, community welfare and protection, as well as community affairs, are all under the authority of the Regency Government. The missions of Muara Enim Regency include developing the quality of human resources who are faithful, devout, clever, and independent, as well as providing direct assistance to poor and independent families, building regional economic competitiveness, and making education and health more accessible and free of charge, utilising the potential of natural resources to meet needs and industries with a focus on spatial and environmental management, and building professional and trustworthy governance and focusing on improving public services.

Welfare is a set of pleasures achieved through the consumption of income. On the other hand, the level of welfare is relative because it is determined by the amount of satisfaction obtained from consuming income. The definition of welfare is "a system of social, material, and spiritual life and livelihood that is filled with a sense of security, decency, and inner and outer peace that enables every citizen to make efforts to fulfil their physical, spiritual, and social needs". Welfare is defined as the amount of satisfaction obtained by a person from consuming the income he receives, but the degree of welfare itself is relative because it depends on the amount of pleasure obtained from consuming this income. The concepts of welfare and needs are related in the sense that the achievement of these desires makes a person rich because the magnitude of these demands is indirectly related to welfare indicators (Pramata, 2012). Welfare is a social and economic system. Material and spiritual security, decency, and peace of self, household, and community, enabling every citizen to channel their best physical, spiritual, and social needs for themselves, their households, and their communities by upholding human rights (Liony, 2013, Siregar & Nasution, 2023). Imron (2012) defines community welfare as social welfare. "Social welfare is a state of fulfilment of the material, spiritual and social needs of citizens so that they can live properly and develop themselves in order to carry out their social functions," Imron (2012) added in Article 1 paragraph 1 of Law Number 11 of 2009. There are several ways to improve community welfare, including (1) income growth; (2) qualitatively better family health; and (3) family economic investment in the form of savings (Imron 2012).

According to Imam Mulyana (2010) quality as standard conformity is measured based on the level of non-conformity detected through inspection. Human resources according to Malayu S.P Hasibuan (2012) are a combination of cognitive power abilities and physical strength owned by individuals. Their ancestors and surrounding environment shape their behaviour and traits. According to Wirawan (2015), human resources are people who work for organisations as managers, employees, employees, labourers, or workers. According to Eddy Soeryanto Soegoto (2014), human resources are individuals in a company who make significant contributions in achieving organisational goals. Sudarwan Danim (2012) divides the desired quality of Indonesian human resources into physical (health, body strength, skills, and endurance) and non-physical (independence, perseverance, honesty, and morals). According to Akhmad Syarifudin (2014), the quality of human resources has an impact on the quality of local government financial reports, because the effectiveness of an organisation in achieving a goal is strongly influenced by the quality and capacity of its Human Resources (HR). According to M. Dawan Rahardjo (2010), indicators of human resource quality include: (1) Intellectual Quality (Knowledge and Skills), which includes knowledge and skills in the fields of science and technology in line with the demands of industrialisation, as well as knowledge of languages, which include national languages, regional



languages, and at least one foreign language. (2) Education, which involves the ability to obtain a higher level of education and the diversity and quality of education and skills that are appropriate while taking into account the dynamics of work at the local, national, and international levels.

Hypothesis 1: there is a significant effect of human resource quality on governance

Hypothesis 2: there is a significant effect of the quality of human resources on community welfare

Health services are one of the basic public services that must be provided by the government by ensuring that all Indonesians receive standardised health services. This is a manifestation of the mandate of Article 28H paragraph (1) and Article 34 paragraph (3) of the 1945 Constitution which states that health is a human right and is an investment in the country's development, as well as the responsibility of the state to provide health care facilities and public facilities. appropriate. Furthermore, Article 14 paragraph 1 (one) of Law Number 36 of 2009 concerning Health confirms that the Government plays a role in planning, organising, regulating, fostering, and supervising the implementation of equitable and affordable public health efforts (Ministry of Health, 2009). When someone has a health problem or has an accident, they will seek help from public health services. Services are defined as individual or collective activities within an organisation to maintain and improve health, prevent and treat disease, and restore the health of people, families, groups, or communities (Nugraheni, 2018). Public health services are essential to ensure that citizens receive the components of their health needs or the health services they really need (Swarjana, 2017). The government is obliged to provide quality health services to all levels of society. The quality and standards of health services provided must be clear, so that the services obtained by the community are safe and in accordance with their respective health situations (Nopiani, 2019). Access, service and quality are interdependent, influence each other, and describe the performance of the broader dimensions of the health system, namely effectiveness, efficiency and equity (Ministry of National Development Planning/Bappenas; Australian Government, 2017; Kruk Freedman). According to Nopiani (2019), health services have indicators such as: (1) doctor performance, namely the behaviour or appearance of hospital doctors in providing health services to patients and includes measures: medical services, non-medical services, service levels, visits, attitudes, and delivery of information; and (2) patient satisfaction, namely patient satisfaction with the health services provided. (2) Performance of nursing staff refers to the behaviour or performance of hospital nursing staff when providing health services to patients and includes measures of medical services, non-medical services, attitudes, information delivery, and visitation rates. (3) The physical condition of hospital facilities includes inpatient rooms, windows, temperature control, beds, mattresses, and bed linen. (4) The types or elements that patients eat or consume regularly such as rice, vegetables, fish, meat, fruit, and drinks are called food quality and menus. A meal menu is a framework for controlling the types of food consumed by patients. (5) Service system management is the process of creating or managing patients in hospitals that must be followed by referral patients and ordinary patients, starting from registration activities and continuing during the inpatient period. (6) The amount of money that must be given to the hospital in connection with the services provided to the patient, such as doctor fees, medicines, food, and housing, is called financing. A medical record is a record or documentation of the development of a patient's health status, including disease diagnosis, treatment procedures and medical measures, and service outcomes.

Hypothesis 3: there is a significant effect of public health on governance Hypothesis 4: there is a significant effect of public health on community welfare

Quality in the education industry is described by the Ministry of National Education as the quality of inputs, processes and outputs. If the education input is ready to be processed, it is said to be of high quality. A quality education process can produce an enthusiastic, imaginative, creative and fun learning environment. Products are declared quality if the academic and non-academic learning outcomes of students are high (Sabar Puji Raharjo, 2019). The context of quality school education, according to the school quality improvement management book, means having good graduates, good teachers, and so on. Include cognitive, affective and psychomotor teaching materials, different methodologies depending on the teacher's ability, school facilities, administrative support, infrastructure and other resources, and a conducive environment (Riyuzen Praja Tuala, 2018). Quality in the context of educational outcomes refers to the success of a school at a particular time. Tests of academic ability, such as general examinations, can lead to educational achievements and outcomes. While other achievements are in the



fields of sports, arts, and abilities. Academic victories, such as a culture of discipline, mutual respect, familiarity, and cleanliness, however, are not sustainable (Riyuzen Praja Tuala, 2018). The future of a nation will be determined by the quality of education that exists today, in accordance with the concept of quality education which is the pillar of building human resources. Quality education will emerge if there is strong school management. Quality is a significant area of competition as it is a means to improve the quality of service products. Therefore, obtaining high-quality education is essential to improving the future of the nation, one of which is through products and services. Quality, in general, refers to the level or degree of quality of a tangible or intangible item. Educational terminology refers to the process and outcomes of education. The National Education Standards Board (BSNP) has set eight education standards, which are as follows: (a) graduate competency standards, (b) content standards, (c) process standards, (d) educator and education personnel standards, (e) facilities and infrastructure standards, (f) management standards, (g) education financing standards, and (h) education assessment standards.

Hypothesis 5: there is a significant effect of education quality on governance.

Hypothesis 6: there is a significant effect of education

According to Ibrahim in Hardiyansyah (2011), service quality is an official condition related to the evaluation of products, services, people, processes, and the environment, where the quality is assessed when public services are provided. According to Hardiyansyah (2011), public service organisations exhibit public accountability characteristics such as the right of every citizen to channel the quality of services they receive. Assessment of the quality of a service will be difficult if the role of the community as a service recipient and the service implementing apparatus is not taken into account. Meanwhile, the basis for assessing service quality is always shifting and developing. The definition of service is constantly evolving and changing. It is not impossible that what is considered a quality service at one time, may not be considered a quality service the next time, so quality consensus becomes very difficult to achieve. From a total of ten dimensions of service quality, five dimensions have been derived. According to Hardiyansyah (2011), quality has five dimensions: palpability, reliability, responsiveness, assurance, and empathy. Each dimension is related to the following indicators: The tangible dimension, which includes indicators such as: a. the appearance of officers/apparatus in serving customers; b. the convenience of the service location; c. the ease of the service process; d. the discipline of officers/apparatus in carrying out services; e. the ease of customer access to services; and f. the use of tools in service. The Reliability dimension, which consists of signs such as: a. accuracy of officers in serving clients; and B. having certain service standards. C. the ability of officers / apparatus to use tools in the service process; and d. officer proficiency with tools in the service process. The indicators that make up the Responsiveness dimension are as follows: a. Respond to all service requests from customers / applicants. b. officers / apparatus provide services quickly; C. officers / apparatus provide services as they should; D. officers / apparatus provide services carefully; e. officers / apparatus provide services on time; and f. officers respond to every customer concern. The guarantee dimension includes the following indicators: a. officers provide guarantees on time in service; b. officers provide guarantees on service costs; c. officers provide guarantees on the legality of services; and d. officers provide guarantees on the certainty of service costs. The following indicators are included in the Empathy dimension: a. focusing on the interests of the applicant/customer; b. officers serve with a friendly attitude; c. officers serve with a polite attitude; d. officers serve without discrimination; and e. officers serve and respect all customers.

Hypothesis 7: there is a significant effect of public services on governance

Hypothesis 8: there is a significant effect of public services on community welfare

According to Mardiasmo (2018) from the World Bank, good governance is the application of management in stable and balanced development that adheres to democratic norms and market behaviour. It seeks to avoid misallocation and investment, as well as political and administrative corruption. Through budget restraint, lay the legal and political foundation for increased corporate activity. Meanwhile, see Leny Nofianti (2015). When a government fulfils its responsibilities and is accountable to its people in a professional, transparent, generous and fair manner, it practices good governance. Good governance according to Rizal Djilil (2014) is good and clean governance in organisations in order to obtain transparent and accountable public services so as to eradicate corruption, collusion and nepotism. Participation, rule of law, transparency, responsiveness, consensus orientation, fairness, efficiency and



effectiveness, accountability, and strategic vision are six indicators of good governance, according to Mardiasmo (2018). Meanwhile, according to Sedarmayanti (2014), indicators of good governance include involvement, transparency, accountability, effectiveness, and law enforcement. Participation requires a guarantee that everyone has equal voting rights in the decision-making process based on their interests and goals, either directly or through representative institutions. Transparency is based on the free flow of information, procedures, institutions, and different information being accessible to the public and provided in sufficient quantity, easily understood, and usable for monitoring and assessment. Accountability implies that decision-makers should be accountable to society and other stakeholders. This is determined by whether the organisation's decisions are internal or external. Effectiveness is defined as a process or institution that delivers results according to specifications by making the best use of available resources. Enforcement implies that the law, particularly human rights law, should be implemented fairly and without prejudice, particularly in cases of harm to the state. Hypothesis 9: there is a significant effect of governance on community welfare. The following research model is offered based on the hypothesis that has been described:

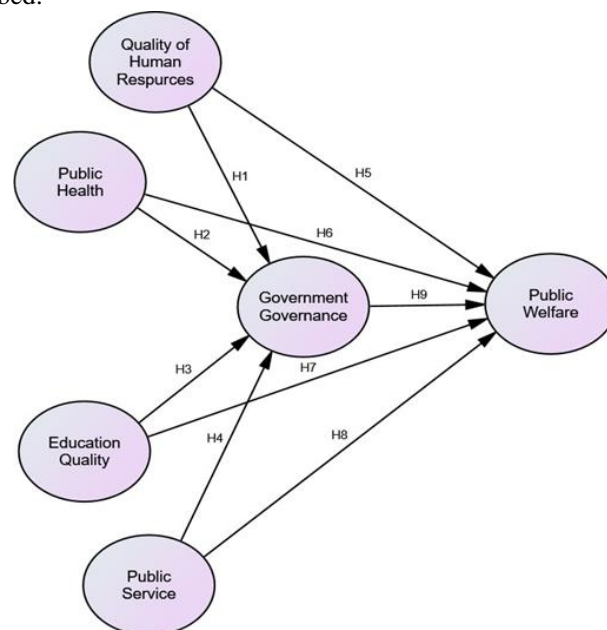


Fig 1. Research Hypothesis Model

Methods

Quantitative techniques with secondary data analysis are used in planning. Secondary data is used as the primary source in the secondary analysis approach. Secondary data is obtained using a statistical approach in accordance with material data or mature data received at the relevant agencies or institutions. Considering that the information expected to be obtained is about the symptoms that occur at the time of the research, the descriptive technique is considered the most appropriate for carrying out this research. Cause and effect is important for research on the relationship and influence of endogenous (attachment variables) and exogenous (independent variables) so that hypotheses can be tested empirically and statistically. Data were collected in two periods separated by several weeks to reduce the possibility of common procedure bias (Podsakoff, MacKenzie, Lee, & Podsakoff, 2003). The research data were then analysed using the Structural Equation Modeling (SEM) method or analysis tool on SmartPLS software version 3.0.

Sample

Ghozali (2017) uses the Maximum Likelihood Estimation technique to calculate the sample size; the number of samples suitable for SEM is between 100 and 200. The research sample totalled 330 people from Muara Enim Regency. This study uses a purposive and convenience sampling approach or a census of 330 samples. The questionnaire was distributed through online media using Google Form. The information was obtained through the researcher's link and WhatsApp or Telegram groups..

Result

This work is described using Structural Equation Modeling Partial Least Squares (SEM-PLS). SEM is a type of multivariate analysis in the social sciences. The use of statistical tools to investigate many research variables at once is known as multivariate analysis. Ghozali (2016) states that SEM makes it difficult for researchers to connect theory with evidence. PLS is broken down into two submodels. This means that the measurement model (outer model) is used to test the validity and reliability of the prediction model, while the structural model (inner model) is used to test causality or hypotheses (Ghozali, 2016). Convergent validity is evaluated through external exposure. Questionnaire statements are validated if the external exposure loading exceeds 0.70. The results of data analysis are shown in Figure 2 and Table 3.

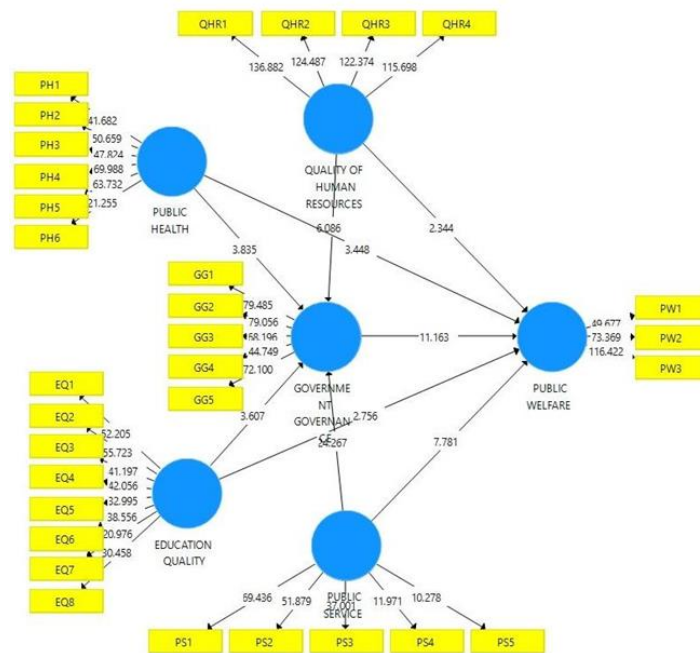


Fig 2. Full Model of Research

Table 1. Model Fit Validity Test Results Loading Factor

Constructs & Dimenions	Indicators	Loading factor ($\lambda \geq 0.5$)	Conclusion
Quality of human resources			
Intellectual Qualities	QHR1	0.933	Valid
	QHR2	0.932	Valid
Education	QHR3	0.933	Valid
	QHR4	0.925	Valid
Public Health			
Physician performance	PH1	0.811	Valid
Performance of nursing staff	PH2	0.850	Valid
Physical condition	PH3	0.828	Valid
Food and menu	PH4	0.886	Valid
Administration system	PH5	0.854	Valid
Financing	PH6	0.626	Valid
Quality of Education			
Graduate Competency Standards	EQ1	0.859	Valid
Content standards	EQ2	0.870	Valid
Process standards	EQ3	0.857	Valid
Educator and education personnel standards	EQ4	0.840	Valid
Facilities and infrastructure standards	EQ5	0.805	Valid
Management standards	EQ6	0.836	Valid
Education financing standards	EQ7	0.579	Valid
Education assessment standards	EQ8	0.684	Valid
Community Welfare			
Quantitative increase in income	PW1	0.830	Valid
Qualitatively better family health	PW2	0.878	Valid
The existence of family economic investment in the form of savings	PW3	0.907	Valid
Corporate Governance			
Participation	GG1	0.890	Valid
Transparent	GG2	0.889	Valid
Accountability	GG3	0.876	Valid
Effectiveness	GG4	0.810	Valid
Law enforcement	GG5	0.870	Valid
Public Service			
Tangible	PS1	0.868	Valid
Reliability	PS2	0.817	Valid
Responsiveness	PS3	0.804	Valid
Assurance	PS4	0.604	Valid
Empathy	PS5	0.624	Valid



Table 2: Reliability Test Result Based on Fit Model

Variables	Construct Reliability of ≥ 0.7	Variance Extracted ≥ 0.5	Result
Educational Quality	0.932	0.636	Reliable
Good Government Governance	0.938	0.753	Reliable
Public Health	0.921	0.662	Reliable
Public Service	0.864	0.564	Reliable
Public Welfare	0.905	0.761	Reliable
Quality of Human Resources	0.963	0.867	Reliable

Table 3: Structural Parameter Estimates Direct Effect: Path Analysis Model (N=330)

Hypothesis	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values	Conclusions
H-1	0.391	0.392	0.064	6.086	0.000	Significant
H-2	0.128	0.125	0.054	2.344	0.019	Significant
H-3	0.256	0.257	0.066	3.835	0.000	Significant
H-4	0.170	0.169	0.049	3.448	0.000	Significant
H-5	0.284	0.282	0.078	3.607	0.000	Significant
H-6	0.185	0.184	0.067	2.756	0.006	Significant
H-7	0.704	0.704	0.029	24.267	0.000	Significant
H-8	0.313	0.314	0.040	7.780	0.000	Significant
H-9	0.454	0.454	0.040	11.162	0.000	Significant

Based on Table 3, the correlation between human resource quality and governance is 6.086 (>1.96), which means that hypothesis 1 is accepted. Therefore, the quality of human resources has a significant influence on governance. Turner's (2011) opinion that good governance is the most important factor in achieving prosperous development in any country is supported by research findings, which imply that the presence of good governance is essential to achieve better economic growth and human development, especially in developing countries. According to Ahmad and Saleem (2014), governance has a significant impact on long-term economic growth, development, and human well-being. Other empirical studies have found a link between governance and economic growth (Awan et al., 2018; Samarasinghe, 2018; Oyinlola et al., 2020; and Bah & Kpogon, 2020), as well as human development (Ahmed & Saleem, 2014; Keser & Gokmen, 2017).



Conclusion

The Covid-19 pandemic that began in early 2020 requires all government and commercial institutions, including educational institutions, to change their management structure. A good institution is one that can manage its operations efficiently. Preparation, mobilisation and supervision are the first steps in running the Muara Enim Regency government agency organisation during the Covid-19 pandemic in early 2020. Better resources, which can be developed and empowered based on potential and understanding, and in line with the mindset of the surrounding community, will also create a higher standard of living so as to improve the welfare of the people in Muara Enim Regency. Based on the research conclusions, quality variables, human resources, public health, education, public services, and governance should play a role in improving community welfare in Muara Enim Regency. Progress in these five study criteria is highly appreciated. The quality of human resources, public health, education, and public services provide positive outcomes, which can be used to address welfare issues in order to achieve good governance, as long as it is done in the context of improving community welfare and not abusing it for personal gain. This study also argues the importance of the Muara Enim Regency government in defending corrupt practices; even if the outcome is negative, corruption can be fatal to economic activities; in addition, the welfare of the community will suffer greatly because it not only slows down, costs, and inefficient bureaucratic procedures, but also diverts resources to unproductive activities. The Regional Government of Muara Enim Regency is expected to be able to equip its people with quality human resources, health services, public education, and public services, resulting in superior governance. This study also proposes that the government of Muara Enim Regency improve its policy making to stay on track and boost the human development index.

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