

Research.

THE EFFECTS OF THE LEADERSHIP AND THE HUMAN RESOURCE CAPABILITY UPON THE SERVICE EFFECTIVENESS OF THE CERTIFICATION OF LAND OWNERSHIP AT THE AGRARIAN AFFAIRS OFFICE OF TANGERANG

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Abstract. *The purpose of the research is to examine the influence of the leadership and HR ability upon the service effectiveness of the land property rights at the Agrarian Office of Tangerang City. The result of the research has indicated that the leadership and HR ability are simultaneously having a significant effect upon the service effectiveness. The result also has indicated that the leadership is having more dominant and significant effect rather than HR ability towards the service effectiveness of the land property rights at the Agrarian Office of Tangerang City.*

Keywords: the leadership, HR ability, service effectiveness

INTRODUCTION

A. Background of the problem

Land certification is one of the activities of a land development in relation with the service provided to the society. On Chapter 19 of the Acts Number 5 year 1950 regarding the Basic Regulations of the Agrarian Affairs (UUPA) which have been stipulated to guarantee the assurance of laws given by the government regarding the registration of land ownership in the whole area of the Republic of Indonesia.

The Decree of the President Number 10 year of 2006 explaining that The National Administration of the Agrarian Affairs of the Republic of Indonesia (BPN-RI) is a Non Departmental Government Administration responsible directly to the President of the Republic of Indonesia and The Agrarian Affairs Office is in charge of performing a part of the tasks of the National Land/Agrarian Affairs Administration in a city or district.

So far the society has assumed that it is very difficult to understand the service provided by the public bureaucracy offices. People should have encountered a lot of uncertainty regulation when they have to get in touch with the bureaucracy administration. It is very difficult to predict getting such the service as well as the price and the time decided, affecting the people being reluctant to deal with the public bureaucracy administration.

The request is not only related to the rapid service, but also the other matters such as the procedure transparency, cost, time consumed that should have to be announced to the people which are their customers. These requests are also

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applicable for all type of public services office which is the National Agrarian Affairs Administration that should have to provide the Land Ownership Certificate as a legal one to the people concern.

Actually the Agrarian Affairs Office of Tangerang has tried to do its main duty and function to provide the service required, however it has not been performed quite well since there are still some problems and limited equipments and infrastructure to deal with. Nevertheless, the Agrarian Affairs Office of Tangerang has done its best to improve its performance by providing an excellent service thru simplifying the system of the service, improving the quality of the human resources, issuing the policies and regulations. An excellent service that The Agrarian Affairs Office has done is referred to the attachment of the Decree of the Head of the National Agrarian Affairs Administration Number 1 year of 2005 regarding the Standard Operating Procedure of the Organizing and Servicing (SPOPP).

Though, the Standard Operating Procedure of the Organizing and Servicing (SPOPP) has been applied, but, as a matter of fact the time consuming has still not been in compliance with the standard of SPOPP affecting the Land Certification Service at the Agrarian Affairs Office of Tangerang is not quite effective, referred to the Table 1.

Table 1.
 Standard Operating Procedure of Organizing and Servicing
 at The Section / Sub Department of Land Rights and Land Registration
 at The Area of The National Agraria Administration

Activity	Standard	Reality
1. Conversion thru:	120 day	160 day
- Ownership Rights Clearance	120 day	160 day
- Ownership Rights Assurance	20 day	22 day
2. Ownership transfer	7 day	7 day
3. Responsibility Rights	7 day	7 day
4. Enheritance legacy	20 day	25 day
5. Registration of the Statement Letter	20 day	30 day
6. SKPT registration	6 day	10 day
7. Registration of a missing certificate.	50 day	60 day
8. Upgrading and Downgrading the rights	20 day	30 day
9. Dividing and uniting the certificate land	35 day	35 day
10. Providing the Land Ownership Rights	120 day	180 day

Source: The Agraria Office of Tangerang in 2014

According to the aforementioned description, the writer has assumed that the most affecting factors are the leadership and the capability of human resources.

As a matter of fact the research about an effective service of land ownership certification should have to be done since the people as the customers have not been satisfied with the services provided.

B. Problems Design

Based on the background of the problems which have been described before, the writer has concluded that "Have the factors of Leadership and Human Resources Capability been positively and significantly affected the service effectiveness of the certifications of land ownership rights at the Agrarian Affairs Office of Tangerang City?".

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C. Hypothesis

Based on the aforementioned background problems, the writer has made the hypotheses as follows: "The Factors of Leadership and Human Resources Capability have been positively and significantly affecting the service effectiveness of land ownership certification at the Agrarian Affairs Office of Tangerang.

D. The Objective of The Research

To recognize and to analyze the effects of the Leadership and Human Resources capability upon the service effectiveness of the land ownership certification at the Agrarian Office of Tangerang.

THE RESEARCH METHOD

A. Definition of The Operational Variables

The definition of the variables being studied are as follows;

1. Dependent Variable (Y): Service Effectiveness
2. The Service Effectiveness is a condition indicating the level of the achievement of the management effort to reach the objectives being stated.
3. The Independent Variable (X_1) : Leadership
4. Leadership is someone capability to influence other people to think and to act to work together to reach the goals of the organization at a certain situation.
5. The Independent Variable (X_2): Human Resources Capability.
6. Human Resources Capability is a condition of an employee who has the knowledge, skills, job experience and the willingness to perform the job required to be finished well and on time which is in compliance with the objectives expected.

B. The Measurement Scale of the Variables

The measurement of the effects of the leadership and human resources capability upon the service effectiveness at the Agrarian Affairs Office of Tangerang has applied Likert Scale referred to the five levels scoring as follows (Sugiyono, 2004:86)

1. Mostly agree = 5 scores
2. Agree = 4 scores
3. Doubt = 3 scores
4. Do not agree = 2 scores
5. Mostly not agree = 1 score

C. Population and Sample

1. Population

The population of this research is all related elements which is all the employees of the Agrarian Affairs Office of Tangerang.

2. Samples

The samples of this research are 50 respondents of the employees of the Agrarian Affairs Office of Tangerang which is they are not structural position (not the management level).

D. Data Analysis Method

1. Descriptive Analysis

Descriptive Analysis Method is a method defining the data, collecting and interpreting the data to figure out the problems encountered.

2. Quantitative Analysis

a. Multiple Regression Analysis

Multiple regression analysis has applied to identify the size of the connection and the effects of the independent variables (leadership and human resources capability) upon the dependent variable (service effectiveness)

$$Y = a + b_1X_1 + b_2 X_2 + e$$

Description

Y = The Service effectiveness

a = Constanta

b_1, b_2 = Coefficient of the regression

X_1 = The Leadership

X_2 = The Human Resources Capability

e = The Standard of Error

b. Tested all together (F Test)

This kind of test is to figure out whether all independent variables have affected the dependent variable. F test has been applied altogether to prove that the previous hypothesis about the leadership (X_1) and Human Resources Capability (X_2) as the independent variables have affected the service effectiveness (Y) as the dependent variable.

The decisions have been made by comparing the value of $F_{\text{calculated}}$ with the value of F_{table} . If the value of $F_{\text{calculated}}$ is bigger than the value of F_{table} , then it can be concluded that the independent variables have affected the dependent variable.

Model of the hypotheses have been applied, as follows:

H_0 : $b_1 = b_2 = 0$ means the independent variables (X_1, X_2) simultaneously have not positively and significantly affected the dependent variable (Y)

H_1 : $b_1, b_2 \neq 0$ means the independent variables (X_1, X_2) simultaneously have affected positively and significantly the dependent variable (Y).

The value of $F_{\text{calculated}}$ will be compared with the value of F_{table} . The criteria of decision making is as follows; H_0 is accepted when $F_{\text{calculated}} < F_{\text{table}}$ at $\alpha = 5\%$, H_0 is rejected when $F_{\text{calculated}} > F_{\text{table}}$ at $\alpha = 5\%$.

c. Partial Test(T-test)

Is an individual significant test. This test has indicated how the varied effect of the dependent variable has been described.

The test is follows;

H_0 : $b_1 = 0$

It explains that an independent variable is not a significant description upon the dependent variable.

H_1 : $b_1 \neq 0$

It explains that an independent variable is a significant description upon the dependent variable.

The criteria of decision making are as follows:

H_0 is accepted when $t_{\text{calculated}} < t_{\text{table}}$ at $\alpha = 5\%$

H_0 is rejected when $t_{\text{calculated}} > t_{\text{table}}$ at $\alpha = 5\%$

d. The Determinant Coefficient (R^2)

Test of the contribution of the effect of the independent variables (X_1, X_2) upon the dependent variable (Y) that can be identified thru the multiple

determinant coefficient (R^2) where $0 < R^2 < 1$. It indicates that R^2 is close to 1 explaining that the independent variables (X_1, X_2) have affected significantly the dependent variables (Y). However, when R^2 is close to 0, it explains that the independent variables (X_1, X_2) have not affected significantly the dependent variable (Y).

RESULT AND DESCRIPTION

A. Test of The Determinant Coefficient (R^2)

The test has applied determinant coefficient test (R^2) or Goodness of Fit Test to identify how big effect of the independent variables of leadership (X_1) and Human Resources Capability (X_2) have been affecting the dependent variable of service effectiveness (Y). The value is 0-1. When it is close to zero (0), it explains that the model is not good or the variation of the model has a limited description, on the other hand, when it is close to one (1), the model is better.

Table 2. Test of Goodness of Fit Model Summary (b)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.971 ^a	.943	.941	.44122

a. Predictors : (Constant), Human Resources capability, Leadership.

Table 2 has indicated the value of Adjusted R Square (R^2) of 0.941 explaining that the independent variables of leadership (X_1) and Human Resources Capability (X_2) have been describing 94.1% of the service effectiveness (Y).

B. Simultaneous Test (F-test) or ANOVA

F-test has indicated whether all the independent variables (X) being input to this model have simultaneously affected the dependent variable (Y).

Table 3. Simultaneous Regression Test (F-test) ANOVA (b)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	152.137	2	76.069	390.749	.000 ^a
	Residual	9.150	47	.195		
	Total	161.287	49			

a. Predictors: (Constant), Human Resources Capability, Leadership.

b. Dependent Variable : The Service Effectiveness.

Table 3 has identified the value of $F_{\text{calculated}}$ of 390,749 at the significance level of 0.000. However F_{table} at the trustworthy level of 95% ($\alpha = 0.05$) is 3,195. Therefore, both calculation which is $F_{\text{calculation}} > F_{\text{table}}$ and the significant level (0.000) < 0.05 indicating that the independent variables of leadership and human resource capability simultaneously have significantly affected the service effectiveness.

C. Partial Test (T-test)

T-test has been applied to identify how big effects of partial independent variables have affected the dependent variable individually.

Table 4. Partial Regression Test (T-test) Coefficients (a)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.442	.289		-4.989	.000
	Leadership	.704	.109	.575	6.476	.000
	Human Resources Capability	.663	.142	.416	4.683	.000

a. The service effectiveness

Based on the result of t-test, the following regression equation has been obtained:

$$Y = -1,442 + 0,704 X_1 + 0,663 X_2$$

The result of the research on the table 4 can be interpreted as follows;

The leadership variable has positively and significantly affected the service effectiveness indicating the value of significance (0.000) < 0.105 and the value of $t_{\text{calculated}}$ (6,476) > t_{table} (2,012), it explains that when the leadership variable is increased to 1 point, it will increase the service of effectiveness of 0.704. It has indicated that the more improvement of the leadership the better of the service effectiveness of land certification at the Agrarian Affairs Office of Tangerang will be.

The variable of Human Resources capability has affected positively and significantly the service effectiveness indicating the significant value of (0.000) < 0.05 and the value of $t_{\text{calculated}}$ (4,683) > t_{table} (2,012) explaining that when the level of Human Resources capability is increased by one (1) then the service effectiveness is increased by 0.663.

Based on the result of the research, it has proved that the variable of leadership has affected significantly the service effectiveness. Moreover, based on this research, the variable of leadership is more dominant than the variable of Human Resources Capability which is simultaneously affecting the service effectiveness of Land Ownership Certification at the Agrarian Affairs Office of Tangerang.

CONCLUSION AND SUGGESTION

A. Conclusions.

Based on the result of analysis, the conclusion are as follows:

1. The Variables of leadership and human resources capability have affected significantly the service effectiveness of land ownership certification at the Agrarian Affairs Office of Tangerang. Leadership and human resources capability at the Agrarian Office of Tangerang have considered very good reflecting to the best achievement of the service effectiveness accordingly.
2. Based on t-test, the variable of leadership is the most dominant one which has affected the service effectiveness, indicating that the leadership is in compliance with the human resources capability at the Agrarian Affairs Office of Tangerang resulting the achievement of the effectiveness of the service of land ownership certification.
3. Based on the determinant coefficient, it has identified that the variables of leadership and human resources capability have affected significantly the service effectiveness of land ownership certification.

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B. Suggestions.

Referring to the result of the research, in order to make the service effectiveness of land ownership certification at the Agrarian Affairs Office of Tangerang come true, some improvements need to be respected;

1. The procedure how to perform the coordination among the persons in charge or the employees and a clear instruction given to the subordinates should have to be done to reach the improvement of the service effectiveness.
2. Improving the human resources competency thru a good training or education within the office internally or externally, so that the employees will have better capability to perform their tasks providing the land ownership certification for the persons concerned.

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