

# Analysis of Service Quality Improvement with Education and Training and Professionalism and Teamwork as Mediation Variables

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## **Analysis of Service Quality Improvement with Education and Training and Professionalism and Teamwork as Mediation Variables**

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### **Abstract**

This study analyzes service quality improvement with education and training, professionalism, and teamwork as a mediating variable at the Main Kesyahbandaran Makassar office. The sampling technique was purposive sampling. The total population is 263 employees and the final sample obtained is 120 samples. The analysis tool used is path analysis using SPSS version 23.0 software. The results showed that 1) Education and training have a positive and significant effect on the Employee Team Work at the Main Kesyahbandaran Makassar City Office; 2) Professionalism has a positive and significant impact on the Main Kesyahbandaran Main Employee Team; 3) Education and training are not substantial for improving service quality at the Main Office of the Harbormaster; 4) Professionalism has a positive and significant effect on improving service quality at the Main Office of the Harbourmaster; 5) The Main Kesyahbandaran Utama Staff Team does not significantly improve the service quality of the Main Kesyahbandaran Office; 6) The direct effect of education and training on improving service quality is not significant, and 7) The immediate effect of professionalism on improving service quality is positive and significant.

**Keywords:** Education and training, professionalism, teamwork, and service quality

## 1. Introduction

The willingness to develop and deliver reliable and tailored public programs is a significant measure of municipal governments' performance. The government must have programs that will satisfy the needs of a growing and dynamically evolving population. Therefore, the government's position and function must shift in line with society's demands and complexities. Improving the administration or apparatus's efficiency is at the core of rising productivity, especially the Harbourmaster apparatus's human capital. In his view (Dwiyanto, 2017), the research on public bureaucracies' efficiency, particularly those engaged in public services, has a very strategic significance. Experience so far indicates that the government's numerous attempts to enhance its institutional efficiency have never been able to bring about substantive reform because the program has not addressed the many difficulties that have led to the bureaucracy's weak output. Public services held at the postmaster's office are inseparable from the general understanding of government bureaucracy, as Thoha (2012) says: "For economic players, bureaucracy is an unprofessional trend of government officials' jobs also implies extra costs that customers must eventually absorb. Civil Servants are the most valuable assets for the country, including Makassar's critical postmaster employees' life. Must be provided the opportunity to grow to operate appropriately since so far, many government organizational units have not carried out successful job growth. As is well established, the Makassar Main Kesyahbandara Office has the highest number of workers in the Order and Patrol Business, namely 154 personnel. In general, employees do have secondary education numbers SMA/SMK, which reaches 171 staff. Seeing the work area that needs to be carried out allows the Makassar Main Harbourmaster staff to have a skilled career.

Makassar's Kesyahbandaran Utama staff in carrying out their duties and responsibilities require skilled representatives who have professionalism and coordination in delivering high-quality service. According to Mathis & Jackson (2012), competence is the mastery of the tasks, skills, mind-set, and appreciation required to promote performance. The members of the organization must carry out competence and teamwork. Maritime transport protection performance is positively affected by aspects that encourage naval safety, including service quality, integrity and discipline, and coordination. Besides support for introducing training and training for employees, especially at the Makassar Main Harbourmaster office. It requirement can be fulfilled if human resources carry out control services and provide training for employees. This study discusses the need for education and training, professionalism, and muscular coordination for workers within the Makassar Key Harbourmaster framework to achieve the desired service level. Basis, the researchers have sought to evaluate the enhancement of service quality with education and training and professionalism, and teamwork as a mediation component.

## 2. Literature Review

### 2.1 Education and Training (DIKLAT)

Training and preparation for workers and the society are directed at engaging participants, allowing employees and community members to become motivated and engaging effectively in the transition process. Education will enable individuals or the community to use the expertise and skills they already have. The exercises carried out by preparation seek to improve the person's role by increasing the individual's knowledge and capability, recognizing the issues at hand, and worrying about the measures to resolve them (Bin Tahir, 2015). As Siagian (2010) points out, one of the advantages of improving education and training is to improve efficiency at work. Educational priorities in this limited context are decided only by outsiders. The object of education is limited to the acquisition of some skills. Education aims to prepare a life or company operated by an individual or community of other people to become an adult or to attain a better standard of living or lifestyle in a mental context (Sinambela, 2017). In general, schooling is a programmed learning process in the context of formal, non-formal, and informal education, both in school and out-of-school, to play an appropriate role in life in the future (Maunah, 2016; I Gede Juanamasta et al., 2019; Novitasari et al., 2019). According to Simanjuntak (2005), another case involving teaching indicates that training is part of human investment in growing job abilities and skills to enhance workers' efficiency. Education is generally carried out in a program customized to the role's requirements, delivered in a very brief amount of time to prepare someone with work skills. Training is a practice intended to enhance and grow the behaviours, actions, talents, skills, faith, and understanding of workers according to an agency or entity's desires.

H1: Education and training have a positive and significant effect on the Makassar Main Kesyahbandaran Office Employees Teamwork. 1

H3: Education and training has a positive and significant effect on improving the quality of services at the Makassar Main Hospital Office

## 2.2 Professionalism

The word "professionalism" uses an individual's degree of presence as a professional or the appearance of work as a profession; healthy, medium, and low standard of professionalism. Professionalism often applies to practitioners' conduct and willingness to operate based on high expectations and a code of ethics regarding their profession and work. Scholars have commonly used this term to see how professionals view their careers and are mirrored in their behaviour and behaviour. The definition of professionalism in research by Firdaus et al. (2019) clarified that it has five contents or concepts. Namely: first, community affiliations that use professional relations as a reference point, including structured associations or communities of informal colleagues that are the critical source of job ideas (Bin Tahir et al., 2019). Professionals create professional understanding through this professional organization. Second, the need for autonomy (autonomy demand) is the view and belief that an experienced individual must be willing to make decisions independently without interference from other parties (government, clients, those who are not members of the profession).

According to Busro (2020), professionalism is because there must be processed information and through which there must be independence; there must be no hierarchical partnership. Protection (rights cannot be prosecuted) must occur to assess behaviours and behaviour in the practice of their career. According to Suwinardi (2017), professionalism has an esoteric information structure (not controlled by anyone), systematic and strict curriculum and preparation, creating an association with members. There is a development of the Code of Ethics that governs the actions of its participants. In the meantime, according to Kurniawan (2017), "a person's ability and skills in doing work according to their respective fields and levels," I infer from this opinion that a professional is someone who does work based on experience, skills, and unique skills in his field of work.

H2: Professionalism is a positive and significant effect on the Makassar Main Office Employees Teamwork.

H4: Professionalism has a positive and significant effect on improving the quality of services at the Makassar Main Harbourmaster Office.

## 2.3 Teamwork

Teamwork may be characterized as teamwork or partnership; collaboration or teamwork is a type of group work with compatible abilities dedicated to achieving pre-agreed objectives to accomplish shared goals successfully and efficiently. Teamwork (teamwork) is a type of work in groups that must be well-coordinated and well handled (Tjosvold & Tjosvold, 2015). The team comprises members who have diverse skills and are organized to work together with the boss. Teamwork is an operation that is handled and carried out by a community of individuals who are part of a typical organization. A partnership can enhance cooperation and communication between and within the company. Typically, collaboration consists of individuals who have diverse talents such that they are utilized as abilities to accomplish business objectives.

LePine et al. (2008) concluded that teamwork is a collective whose individual actions result in higher results than separate inputs. The partnership creates positive synergies through concerted activities. This indicates that the success produced by a team is more excellent performance achieved by a person in an organization or corporation. Each group or person has a strong connection to the cooperation developed with accomplishing and success. Various options that are not independently resolved will arise in partnership. The benefit of focusing on our teamwork is creating diverse ideas in collaboration by different entities who are part of our cooperation.

H5: Teamwork has a positive and significant effect on improving the quality of service for the Makassar Main Kesyahbandaran Employees.

## 2.4 Quality of Service

The standard of the service or the quality of the service in English (SQ), i.e., the mismatch between the means (E) of the service and the results (P), can be formulated in the equation formula:  $SQ = P - E$ . This description is following what was described in the equation (Lewis & Booms, 1983). Also, Lewis & Booms (1983) argued that this level of operation (quality of business) is specialized in the company's willingness to keep up with the transition. As seen from the point of view of corporate operations and management, service efficiency is the accomplishment or achievement of customer service (Orietta et al., 2016; Kanto et al., 2020; Umanailo, 2020).

This truly represents the ministry in every conference. Customers typically have perceptions of a service based on previous knowledge, word of mouth, person or between organizations, or advertising. Consumers broadly equate the service they feel with the service they predict; if the prior service is unsatisfactory, they would be frustrated.

### 3. Research Method

This thesis's research approach is a descriptive review of the case study's essence, namely by making clear findings in-depth and as thoroughly as possible regarding the satisfaction of service consumers of the service offered by the Makassar Utama Kesyahbandaran. The process of processing of the respondent. This study was carried out at the Makassar Key Kesyahbandaran office. The method of sampling was used for selection, i.e., for a piece for some factors. This sample population is the shipping companies in the Makassar Main Kesyahbandaran Office job area and the shipping companies using the Makassar Main Kesyahbandaran Office facilities.

The sampling methodology was a form of objective sampling, implying that the respondents were intentionally selected for such attributes deemed indicative of the sample community. The number of samples in the analysis was 120. The data collection methods used in this research involved observation, questionnaires, interviews, and documentation. Validity and durability checks are carried out in the processing of data before it is stored. Descriptive analysis and route analysis is carried out to interpret the data gathered. The author uses a mathematical study of SEM-AMOS. This analysis's variables were calculated using a scale of 1-5, where the number 1 (one) is very dissatisfied. The scale of 5 (five) is delighted with the questionnaire's argument. The claims in the questionnaire are based on many principles and the findings of previous studies.

### 4. Results and Discussion

This research uses the SEM-Amos application. In this test, the validity and reliability process of questionnaire answers was carried out. By going through this test, it is expected that the results of the hypothesis will be answered as expected. Testing the instrument's validity, i.e., calculates the correlation coefficient between the item's score and its total score by using a significance level of 95%  $\alpha = 0.05$ . Test this validity by using a method to correlate the score of answers obtained by each statement item with the full statement item's total score.

The correlation result should be significant based on statistical size. The correlation coefficient must be a high one indicating the suitability between the item's function and the overall or valid measuring function. Validity is done using the correlation coefficient of product-moment if the value of  $r$  calculates  $0.179$  ( $r$  table).  $\geq$

The results of the processing of questionnaire data can be known as the validity of each question item with valid values on all variables (training, professionalism, teamwork, and quality of service). Reliability testing of all question items of each research variable uses Cronbach Alpha (alpha coefficient), which is generally considered reliable when its Cronbach Alpha value is  $> 0.6$  (Nunally in Ghazali, 2018). Based on the table below, it is known that the Cronbach Alpha value of all the variables tested has a value above 0.60. As shown in the following table:

Table 1. Reliability test of research instruments

Variable	Cronbach's Alpha	Cut of Point	Status
Training( $X_1$ )	0.790	0.60	Reliable
Professionalism ( $X_2$ )	0.595	0.60	Less Reliable
Teamwork ( $Y_1$ )	0.900	0.60	Reliable
Service Quality Improvement ( $Y_2$ )	0.658	0.60	Reliable

Reliability test results using Cronbach's Alpha technique can be found that the measured reliability value is 0.60. Based on the results of the data in the reliability test, the value of the reliability coefficient  $\geq$  or Cronbach's Alpha for the variable DIKLAT ( $X_1$ ) is 0.790; Professionalism ( $X_2$ ) of 0.595; Competency of Team Work ( $Y_1$ ) of 0.900; and improved service quality ( $Y_2$ ) by 0.658. Cronbach's Alpha for the Professionalism variable ( $X_2$ ) of 0.595 is still acceptable because it is always above the minimum requirement to be considered a valid instrument item is the validity index value  $\geq 0.3$ . However, if all items are studied simultaneously, Cronbach's Alpha value of 0.912 is above the threshold (cut of the point) of 0.60 as required. The conclusion of the whole item reviewed has an acceptable level of reliability.

#### 4.1 Descriptive Statistical Analysis

**Table 2.** Training variable indicator frequency/percentage

Indicator	Respondents' Answer Distribution										Mean	Category
	STS		TS		Cs		S		SS			
	F	%	F	%	F	%	F	%	F	%		
X1.1	0	0.0	0	0.0	1	0.8	48	40.0	71	59.2	4.58	Very High
X1.2	0	0.0	0	0.0	0	0.0	42	35.0	78	65.0	4.05	Very High
X1.3	0	0.0	0	0.0	0	0.0	57	47.5	63	52.5	4.53	Very High
X1.4	0	0.0	0	0.0	0	0.0	54	45.0	66	55.0	4.55	Very High
X1.5	0	0.0	0	0.0	2	1.7	45	37.5	73	60.8	4.59	Very High
X1.6	0	0.0	0	0.0	2	1.7	64	53.3	54	45.0	4.43	Very High
X1.7	0	0.0	0	0.0	10	8.3	64	53.3	46	38.3	4.30	Very High
Mean Total Training											4.43	Very High

Table 2 shows that respondents' assessment of training variables is perceived to be very good and positive to the answers from statements about training; this can be seen from the total mean value of 4.43 that fall into a very high category (between 4.01 – 5.00).

**Table 3.** Frequency/percentage of professionalism variable indicators

Indicator	Respondents' Answer Distribution										Mean	Category
	STS		TS		cs		S		SS			
	F	%	F	%	F	%	F	%	F	%		
X2.1	0	0.0	0	0.0	2	1.7	52	43.3	66	55.0	4.53	Very High
X2.2	0	0.0	0	0.0	2	1.7	55	45.8	63	52.5	4.50	Very High
X2.3	0	0.0	0	0.0	1	0.8	62	51.7	57	47.5	4.47	Very High
X2.4	0	0.0	0	0.0	1	0.8	56	46.7	63	52.5	4.52	Very High
X2.5	0	0.0	0	0.0	9	7.5	63	52.5	48	40.0	4.33	Very High
X2.6	23	19.2	52	43.3	15	12.5	21	17.5	9	7.5	2.51	Low
X2.7	0	0.0	0	0.0	1	0.8	69	57.5	50	41.7	4.41	Very High
Mean Total Variable Professionalism											4.18	Very High

Table 3 shows respondents' assessment of professionalism variables perceived to be good and positive to the answers from professional statements. This can be seen from the total mean value of 4.18, that falls into a very high category (between 4.01 – 5.00).

**Table 4.** Frequency/percentage of employee teamwork indicators Makassar's main airport

Indicator	Respondents' Answer Distribution										Mean	Category
	STS		TS		Cs		S		SS			
	F	%	F	%	F	%	F	%	F	%		
Y1.1	0	0.0	0	0.0	0	0.0	66	55.0	54	45.0	4.45	Very High
Y1.2	0	0.0	0	0.0	1	0.8	53	44.2	65	55.0	4.54	Very High
Y1.3	0	0.0	0	0.0	1	0.8	64	53.3	55	45.8	4.45	Very High
Y1.4	0	0.0	0	0.0	1	0.8	54	45.0	65	54.2	4.53	Very High
Y1.5	0	0.0	0	0.0	1	0.8	62	51.7	57	47.5	4.47	Very High
Y1.6	0	0.0	0	0.0	0	0.0	42	35.0	78	65.0	4.65	Very High
Y1.7	0	0.0	0	0.0	0	0.0	55	45.8	65	54.2	4.54	Very High
Y1.8	0	0.0	0	0.0	0	0.0	53	44.2	67	55.8	4.56	Very High
Y1.9	0	0.0	0	0.0	1	0.8	63	52.5	56	46.7	4.46	Very High
Y1.10	0	0.0	0	0.0	0	0.0	44	36.7	76	63.3	4.63	Very High
Y1.11	0	0.0	1	0.8	8	6.7	59	49.2	52	43.3	4.35	Very High
Y1.12	0	0.0	11	9.2	29	24.2	62	51.7	18	15.0	3.73	High

Y1.13	0	0.0	0	0.0	5	4.2	75	62.5	40	33.3	4.29	Very High
Y1.14	0	0.0	2	1.7	3	2.5	78	65.0	37	30.8	4.25	Very High
Y1.15	4	3.3	17	14.2	32	26.7	58	48.3	9	7.5	3.48	High
Y1.16	0	0.0	1	0.8	3	2.5	92	76.7	24	20.0	4.16	Very High
Y1.17	0	0.0	0	0.0	1	0.8	80	66.7	39	32.5	4.32	Very High
Y1.18	0	0.0	0	0.0	0	0.0	50	41.7	70	58.3	4.58	Very High
Y1.19	0	0.0	0	0.0	0	0.0	66	55.0	54	45.0	4.45	Very High
Y1.20	0	0.0	0	0.0	0	0.0	45	37.5	75	62.5	4.63	Very High
Mean Total Team Work Employees Kesyahbandaran Makassar											4.38	Very High

Based on Table 4 shows the respondent's assessment of the teamwork variable of Makassar Airport Employees is perceived to be very good and positive to the answers from the statements on Teamwork of Makassar Kesyahbandaran Employees, this can be seen from the total mean value of 4.38 that fall into a very high category (between 4.01 – 5.00).

**Table 5.** Frequency/percentage of service quality improvement variable indicators

Indicator	Respondents' Answer Distribution										Mean	Category
	STS		TS		Cs		S		SS			
	F	%	F	%	F	%	F	%	F	%		
Y2.1	0	0.0	0	0.0	7	5.8	65	54.2	48	40	4.34	Very High
Y2.2	0	0.0	0	0.0	8	6.7	89	74.2	23	19.2	4.13	Very High
Y2.3	0	0.0	0	0.0	3	2.5	55	45.8	62	51.7	4.49	Very High
Y2.4	0	0.0	0	0.0	6	5.0	75	62.5	39	32.3	4.27	Very High
Y2.5	0	0.0	1	0.8	2	1.7	88	73.3	29	24.2	4.22	Very High
Mean Total Variable Quality Improvement services											4.29	Very High

Based on Table 5 shows that respondents' assessment of Service Quality Improvement is perceived to be very good and positive to the answers from statements on Service Quality Improvement; this can be seen from the total mean value of 4.29 that fall into a very high category (between 4.01 – 5.00).

To see Training and Professionalism's influence on Teamwork Employees Kesyahbandaran Makassar can be used multiple regression analysis. The results of data processing using the IBM SPSS 23.0 program can be seen in summarizing the following table's empirical results.

The multiplied regression equation obtained from the analysis results is seen as follows:  $Y_1 = 0.90 X_1 + 0.557 X_2$ . The regression equation means that Training ( $X_1$ ) on the Teamwork of Makassar Shahbandaran Employees ( $Y_1$ ) positively affects. The influence of Professionalism ( $X_2$ ) on the Teamwork of Makassar Kesyahbandaran Employees ( $Y_1$ ) positively impacts. It shows that Training and Professionalism will improve the Teamwork in Makassar Kesyahbandaran Employees.

**Table 6.** Output results of the influence of training and professionalism on the teamwork of employees Kesyahbandaran Makassar main Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	It's getting you out of here
	B	Std. error	Beta		
1 (Constant)	28.932	6.708		4.313	.000
Education and training (X1)	.513	.207	.190	2.472	.015**
Professionalism (X2)	1.445	.199	.557	7.261	.000***

a. Dependent Variable: Teamwork Pegawai Kesyahbandaran Makassar (Y1)

\*\* ) significance of 5%

) importance of 1%

The constant value of 28,932 indicates that if the variables of Education and training (X1) and Professionalism (X2) are equal to zero, then the variable bound or dependent variables that are teamwork employees of the Main Kesyahbandaran Makassar (Y1) will increase by 28,932 units. It means that without Education and training (X1) and Professionalism (X2), the Teamwork of Makassar's Main Kesyahbandaran Employees (Y1) will increase by 28,932 units.

To determine the significance of the Regression Coefficient of Education and Training (X1). Based on Table 6 above obtained, the value of regression coefficient (X1) = 0.513, which means any improvement and improvement at the level of Employee Education and Training, will increase teamwork by 0.513 with a significant level of 0.15, which means substantial. It is thus stated that the Education and Training variables have a positive and significant effect on teamwork. Education and Training on Teamwork can be seen in standardized coefficients beta of 0.190 or 19.0%.

To determine the significance of the nominal value of the Professionalism regression coefficient (X2). Based on Table 6 above, the value of the regression coefficient (X2) = 1,445, which means any increase and improvement in the level of Professionalism of Employees, will increase teamwork by 1,445 with a significant level of 0.000, which means substantial. Thus, it is stated that professionalism variables have a positive and significant effect on cooperation. Education and Training on Teamwork can be seen in standardized coefficients beta of 0.557 or 55.7%.

To see the influence of Training, Professionalism, Teamwork Makassar Kesyahbandaran Employees on Improving the Quality of services, linear regression analysis is used multiple. The results of data processing using the IBM SPSS 23.0 program can be seen as empirical results in the following table.

**Table 7.** Output results of the influence of training, professionalism, teamwork employees Kesyahbandaran Makassar to improve the quality of service Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	It's getting you out of here
	B	Std. error	Beta		
1 (Constant)	8.187	2.105		3.889	.000
Education and training (X1)	-.041	.062	-.056	-.664	.508
Professionalism (X2)	.353	.070	.498	5.055	.000***
Team Work Makassar Airport Employees (Y1)	.048	.027	.176	1.780	.078*

1. Dependent Variable: Service Quality Improvement (Y2)

2. Predictors (Constants), Teamwork Employees Makassar Kesyahbandaran (Y<sub>1</sub>), Training (X<sub>1</sub>), Professionalism (X<sub>2</sub>)

\*) significance 10%, \*\*\*) significance 1%

The parallels of multiple linear regression obtained from the analysis results above are  $Y_2 = -0.056X_1 + 0.498X_2 + 0.176 Y_1$ . The linear regression equation means that education and training's influence does not affect the Improvement of Service Quality (insignificant). Simultaneously, Professionalism, Teamwork Makassar Kesyahbandaran Employees on Improving Service Quality is a positive effect (significant). It shows that education and training do not affect Improving the Quality of Service (insignificant), while Makassar's Kesyahbandaran employees' professionalism and teamwork to improve service quality are influential (significant).

The constant value of 8,187 indicates that if the free variables, namely Education and training (X1) and Professionalism (X2) and the bound variables that are Teamwork employees of the Main Airport of Makassar (Y1), are equal to zero, then the bound variables that are improving the quality of service (Y2) will increase by 8,187 units. It shows that without education and training (X1), Professionalism (X2), and Teamwork, Employees Kesyahbandaran Utama Makassar (Y1) will increase by 8,187 units.

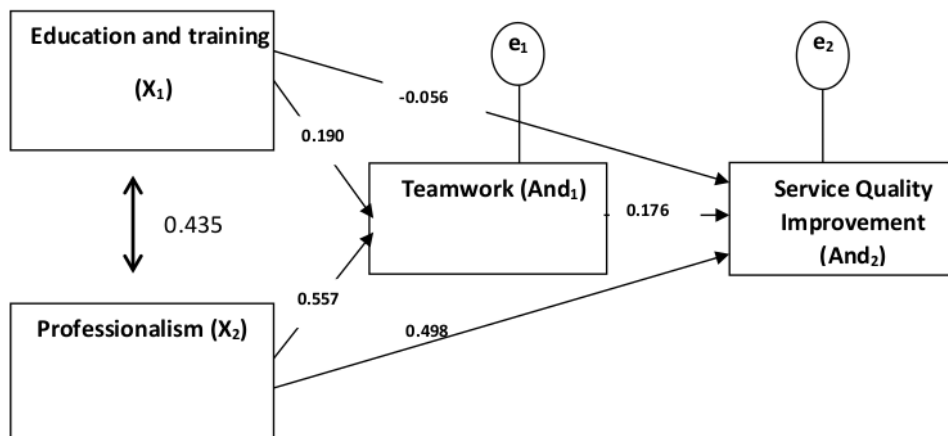


Testing was conducted to determine the significance of the Education and Training regression coefficient ( $X_1$ ). Table 7 above shows that the value of regression coefficient ( $X_1$ ) = -0.041 which means any improvement and improvement in Education and Training will decrease the Quality of Service by -0.041 with a significance of 0.508, which means insignificant. Thus, it is stated that the variables of Education and Training have a negative and negligible effect on improving the Quality of Service. The impact of Education and Training on Service Quality can be seen in standardized coefficients beta of -0.056.

Testing is carried out to determine the significance of the Professionalism regression coefficient ( $X_2$ ). Based on Table 7 above, the value of the regression coefficient ( $X_2$ ) = 0.53, which means any improvement in professionalism development, will improve service quality by 0.353 with a significance of 0.000, which means significant. Thus, it is stated that professionalism variables positively and significantly affect the Quality of Service. Professionalism's influence on Quality of Service can be seen in standardized coefficients beta of 0.498 or 49.8%.

Testing is carried out to determine the significance of the Teamwork regression coefficient ( $X_3$ ). Based on Table 7 above, the value of the regression coefficient ( $X_3$ ) = 0.048, which means any improvement in teamwork development, will improve the Quality of Service by 0.048 with a significance of 0.078, which means insignificant. Thus it is stated that teamwork variables have no significant effect on the Quality of Service. The impact of Teamwork on Quality of Service can be seen in standardized coefficients beta of 0.078 or

This study used two independent variables ( $X$ ), namely ( $X_1$ ) and ( $X_2$ ), and used the intervening variable ( $Y$ ) as much as one variable, namely  $Y_1$ . An intervening variable is an intermediate variable that mediates the relationship between an independent variable ( $X$ ) and a dependent variable ( $Y$ ). To test the influence of intervening variables can be done using path analysis or path analysis. Path analysis is an extension of regression analysis to interpret causality relationships between predefined variables based on the theory used.



Picture 1. Path Analysis

The beta coefficient of Training ( $X_1$ ) to the Makassar Main Kesyahbandaran Employee Work Team ( $Y_1$ ) of 0.513 with a SE value of 0.207 at the significance level of 0.015. it shows that Training ( $X_1$ ) has a positive and significant effect on Makassar Main Kesyahbandaran Employees ( $Y_1$ ). It means that the increase in Training ( $X_1$ ) is substantial or has a real impact on the Makassar Main Kesyahbandaran Employee Work Team ( $Y_1$ ), assuming other factors that affect the size of the Makassar Main Kesyahbandaran Employee Teamwork ( $Y_1$ ) are considered constant. In this study, Training on The Work Team of Makassar Main Kesyahbandaran Employees is positive and significant. This study's results are in line with the opinion of Nitisemito (2001), namely; Training as everything around the workers that can influence him in carrying out the tasks carried out.

The beta coefficient of the influence of Professionalism ( $X_2$ ) on Teamwork Employees Kesyahbandaran Utama Makassar ( $Y_1$ ) of 1,445 with a value of SE of 0.199 at the significance level of 0.000. it shows that the influence of

Professionalism ( $X_2$ ) has a positive and significant effect on Makassar Main Kesyahbandaran Employees ( $Y_1$ ). It means an increase will follow the rise in Professionalism ( $X_2$ ) in the teamwork of Makassar central airport employees ( $Y_1$ ), assuming other factors that affect the smallness of Teamwork Employees Kesyahbandaran Utama Makassar ( $Y_1$ ) is considered constant. In this study, the influence of Professionalism on Teamwork employees of the Makassar Main Kesyahbandaran Office is positive and significant. Empirical findings made following Law No. 17 of 2008 on Kesyahbandaran. The beta coefficient of Training ( $X_1$ ) on Service Quality Improvement ( $Y_2$ ) is -0.041 with a SE value of -0.062 at a significance level of 0.508. It indicates that Training ( $X_1$ ) is not significant in Service Quality Improvement ( $Y_2$ ). It means that the improvement of Training ( $X_1$ ) is not substantial or has no noticeable impact on service quality Improvement ( $Y_2$ ), assuming other factors that affect the size of the service Quality Improvement ( $Y_2$ ) are considered constant. This research shows that the influence of Training on Improving the Quality of service is insignificant. This study's findings contradict Mulyono et al. (2007) findings that there is a positive and significant influence between training on teamwork and service quality. Allegedly due to practices such as facilities and infrastructure, the atmosphere can motivate high work so that it can carry out the duties of employees of the Makassar Main Kesyahbandaran Office in a better service process has not run as expected.

The beta coefficient of Professionalism influence ( $X_2$ ) on Service Quality Improvement ( $Y_2$ ) of 0.353 with a SE value of 0.070 at the level of significance of 0.000. It shows that the influence of Professionalism ( $X_2$ ) has a positive and significant effect on improving service quality ( $Y_2$ ). It means the increase in Professionalism ( $X_2$ ) will be followed by the rise in service Quality Improvement ( $Y_2$ ), assuming other factors that affect the size of the service Quality Improvement ( $Y_2$ ) are considered constant. This research shows the influence of Professionalism on Improving the Quality of service is positive and significant. The findings are in line with Safitri & Shabri (2012) that teamwork determines the team's ability and feasibility in their duties as learning agents and realizing goals. The beta coefficient of teamwork influence of Makassar Kesyahbandaran Office Employees ( $Y_1$ ) on service quality Improvement ( $Y_2$ ) of 0.048 with a SE value of 0.027 at a significant level of 0.078. This shows that the influence of The Makassar Kesyahbandaran Office Employee Work Team ( $Y_1$ ) has a positive and significant effect on improving service quality ( $Y_2$ ). It means that the improvement of Makassar Kesyahbandaran Employee Teamwork ( $Y_1$ ) will be followed by an increase in service quality improvement ( $Y_2$ ), assuming other factors that affect the small amount of Service Quality Improvement ( $Y_2$ ) are considered constant. This research shows that The Makassar Main Kesyahbandaran Employee Team Work on Improving the Quality of service is positive and significant. This finding is in line with Law No. 5 of 2014 on ASN (State Civil Apparatus), which explained that teamwork is an Employee of Makassar Main Kesyahbandaran in managing the learning process.

## 5. Conclusion

From the research results that have been carried out at the Makassar Kesyahbandaran Office, it can be concluded that education and training have a positive and significant effect on the teamwork of employees of the Makassar Main Kesyahbandaran office. Better education and training will further improve teamwork employees of the Main Kesyahbandaran Makassar office. Professionalism has a positive and significant effect on teamwork employees of the Main Kesyahbandaran Makassar Office. The better the professionalism, the more teamwork will increase the employees of the Main Kesyahbandaran Makassar office. Education and training are not significant or have no real effect on improving the Makassar Main Kesyahbandaran Office's quality of service. Higher education and training will have no real impact on the quality of services provided. Professionalism has a positive and significant impact on improving the Makassar Main Kesyahbandaran Office's quality of service. The better professionalism, the better it will improve the Quality of Service Employees Kesyahbandaran Utama Makassar Office. Teamwork employees Kesyahbandaran Utama Makassar are not significant or have no real effect on improving service quality at the Main Kesyahbandaran Makassar Office. The more excellent teamwork will have no real impact on the quality of service provided. The direct influence of education and training on quality improvement is insignificant. The immediate consequence of professionalism on improving the quality of service is positive and significant. Professionalism needs to be maintained because it has a real impact on improving teamwork and quality of service at the Makassar Main Airport Office. Education and training have no real or insignificant effect on collaboration and improvement of service quality due to the existence of SOP (Standard Operational Procedure). Service, Technical Guidelines of Service, and Integrity Facts that become the reference core guidelines of employees have not been run correctly and adequately. Education and training, and professionalism have a strong correlation because they can improve the quality of service. It is hoped that the next research can focus on other variables that are considered to affect enhancing the quality of service.

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