



## **The Influence of Employee Performance Quality on the Quality of Probolinggo City's 112 Emergency Service**

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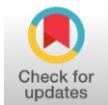
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### **Abstract:**

Public administration emphasizes the dual role of government in regulation and service, with public services serving as a central indicator of good governance. In the context of emergency response, the quality of employee performance becomes crucial for ensuring effective service delivery. This study aims to analyze the influence of employee performance quality on the quality of the 112 emergency call service in Probolinggo City, Indonesia. Using a quantitative descriptive approach, data were collected through questionnaires, observations, and documentation from 100 respondents comprising government officials, academics, NGOs, and community leaders. The research employed Partial Least Squares (PLS) analysis to examine the causal relationship between employee performance quality and service quality dimensions, including reliability, responsiveness, assurance, tangibility, and empathy. The results demonstrate that employee performance quality has a significant and direct impact on the effectiveness of emergency services, with a path coefficient of 0.759, a p-value of 0.000, and a t-statistic of 1.690, confirming the proposed hypothesis. These findings highlight that improved employee capabilities, work processes, and enthusiasm positively enhance public trust and satisfaction in emergency handling. The study concludes that strengthening employee performance is a critical determinant for improving service quality in public emergency systems, supporting the broader goal of good governance and effective crisis management in Probolinggo City.

**Keyword:** Service Quality, Employee Performance, Emergency Response



### **INTRODUCTION**

Public administration theory states that the government must perform two main functions, namely the function of regulating and the function of serving (Oktarina et al., 2021). These two functions of the government are related to the scope of society, nation, and state. This creates a fair and civilized environment. Competent employees are assigned to carry out these two functions (Saguni et al., 2023; Islamiyah et al., 2021). Public services are oriented toward the needs of the general public (Putra & Prayoga, 2022)

(Widayat, 2022).

Public sector services are a variable related to indicators of successful governance (Palangda & Dame, 2020; Zuliah & Pulungan, 2020). Public services are provided to meet public needs and interests in the form of services, goods, and administration by the central government, local governments, state-owned enterprises, or regional-owned enterprises. This is stipulated in Law Number 25 of 2009 on Public Services. It is also supported by the regulation of the Minister of State Apparatus Empowerment Decision Number 63 of 2003 on General Guidelines for Public Services.

Policies that attract public attention are policies related to public services. The government prioritizes quality public sector services. According to Parasuraman (2001) in (Nawi, 2015) explains that the basis of public sector services includes reliability, assurance, tangible, empathy, and responsiveness. Services that are effective, efficient, fair, and transparent are the expectations of the community.

The government has the duty and obligation to form full trust from the public in public sector services. One of the efforts is to improve the quality of public sector services and guarantee efficient and effective public sector services. The quality of public services is the public's perception of the services received with public expectations (Handayani et al., 2021). This is stated in Law Number 25 of 2009 concerning Public Services. According to Gapers in Public service quality is related to product excellence and minimal or free from gaps (Ananda et al., 2021).

Service is the mandated responsibility of the state apparatus (Kushartiningsih & Riharjo, 2021; Parmanto & Rahmadanik, 2022). The state apparatus serves the state and serves the community. Not only carrying out state duties but also providing optimal services for the public interest (Agustin et al., 2024). The government through the role of government apparatus performs administrative services, goods services, and services (Sutojo, 2015). The performance of the state apparatus needs to be improved.

The quality of apparatus performance in the public sphere is an indication of success or not. Elements of the quality of apparatus performance include potential abilities, optimization of work results, work processes, and enthusiasm Hasibuan (2003) in (Puput, 2015). The implementation of government requires the State Civil Apparatus to have integrity, be professional, neutral regarding political intervention, not involved in KKN, and play a role in national unity and integrity (Indrastuti et al., 2016). The quality of work is assessed by the effectiveness and efficiency of the work done by the apparatus (Bakri et al., 2022). All of the above explanations are contained in the Law of the Republic of Indonesia Number 5 of 2014 concerning the State Civil Apparatus.

The public service currently in the spotlight is emergency services (Melinda, 2022). Like the viral video about emergency services by the fire department which is considered to be fast in responding and always ready to deal with all the community's problems (Siahaan et al., 2024; Sanjaya et al., 2025). The public can report emergency complaints not only for handling and extinguishing fires. There are also other emergency services, such as helping to capture wild and dangerous animals and rescue animals in need of assistance.

Furthermore, the fire department can also serve the public who need assistance, such as those with trapped body parts and other injuries. Of course, firefighters are required to perform optimally to achieve service objectives. Furthermore, firefighter performance is supported by modern and complete infrastructure, such as high ladders, complete firefighting equipment, the best protective clothing, and more. This ensures optimal firefighter performance and demonstrates the quality of service. (Sahid et al., 2023; Khotami et al., 2024; Azizah et al., 2024).

The service from firefighters is considered good by the public (Nurafiyah et al., 2022; Sufardi et al., 2024). The public can contact us via emergency calls or come directly to the fire department (Rizki et al., 2025; Amelia et al., 2021; Purwanti, 2025). The service received is also optimal, accurate, and fast. This has led to new government programs and policies integrating emergency services under a single emergency number (Fitria, 2024; Putri & Amaylya, 2021). The single emergency number service is a breakthrough towards good governance with services to the public in urgent conditions (Fitria et al., 2023).

The explanation above indicates that governance towards good governance requires quality services, and quality employee performance. One of them is the form of service policy contained in the Minister of Communication and Information Regulation Number 10 of 2016 concerning Emergency Call Single Number Services and Decree of the Director General of PPI Number 112 of 2019 concerning Technical Guidelines for the Provision of Emergency Call Number Services 112.

The policy contains the Implementation of NTPD 112 which involves the Central Government (Kemkominfo), Local Government and Operators. Including in the city of Probolinggo has implemented the Probolinggo Siaga 112. contained in Mayor Regulation Number 175 of 2019 concerning Amendments to Mayor Regulation Number 155 of 2018 concerning the Implementation of Emergency Call Number Services 112 Probolinggo City. This regulation was made as a legal basis for the implementation of the Probolinggo Siaga 112 service. The services provided include public requests for ambulance services; human rescue; handling fire incidents; handling accidents; handling crimes; handling terrorism; handling fallen trees; handling dangerous animals; handling natural disasters; handling construction damage; and handling other emergency conditions.

Of course, the implementation of this service is related to certain apparatus and officers and organizations that have special abilities and expertise. The 112 emergency call service in Probolinggo City is important to be implemented with a focus on speed, accuracy, and community orientation (Fitria, 2024; Marwiyah et al., 2023). Based on the above explanation, the author is interested in conducting research related to the influence of employee performance quality on policy quality. This research is entitled "The Influence of Employee Performance Quality on the Quality of Probolinggo City's 112 Emergency Service".

## **RESEARCH METHOD**

The present study adopts a descriptive quantitative research design with a causal approach, as it seeks to examine the cause-and-effect relationship between employee performance quality and service quality within the 112 emergency call service in Probolinggo City (Sugiyono, 2019). This approach is considered appropriate because the research is not only descriptive in nature but also aims to test the influence of one variable over another in a measurable and systematic manner. Specifically, employee performance quality was conceptualized through four indicators: self-potential, optimal work results, work processes, and enthusiasm. Meanwhile, service quality was assessed based on the five established dimensions of public service delivery: tangibility, reliability, responsiveness, assurance, and empathy.

The subjects of this research included key stakeholders such as local government officials, political representatives, academics, non-governmental organizations, community leaders, and the media in Probolinggo City. These groups were chosen to ensure that diverse perspectives on employee performance and service quality were adequately captured. The objects of the study were focused on the quality of employee performance and the service quality of the Probolinggo Siaga 112 program, which

represents the city's centralized emergency response system. The research was conducted over a three-month period, namely May, June, and July 2025, at the Civil Service Police Unit Office of Probolinggo City, which serves as the operational hub for the emergency service.

Data for the study were collected from both primary and secondary sources. Primary data were obtained directly from respondents using structured closed-ended questionnaires designed to measure perceptions of employee performance and service quality. This technique was complemented by direct field observations at the research site to capture empirical evidence of how emergency services were carried out in practice. Documentation, including laws, regulations, reports, and other official archives, was also used to strengthen the reliability of the data. Secondary data, meanwhile, were derived from previous studies conducted with similar methodologies, thereby providing additional theoretical grounding and enriching the analytical framework of this research.

In terms of variables, the study distinguishes between independent and dependent constructs. The independent variable (X) was defined as the quality of employee performance in the Probolinggo Siaga 112 service, measured through the dimensions of self-potential, work results, processes, and enthusiasm. The dependent variable (Y) was defined as the quality of service in handling emergencies through Probolinggo Siaga 112, measured by tangibility, reliability, responsiveness, assurance, and empathy. The data were analyzed using Partial Least Squares (PLS), a multivariate statistical technique particularly suitable for assessing causal relationships between variables. Through this analysis, the study aimed to generate empirical evidence on the extent to which employee performance quality determines the effectiveness, efficiency, and credibility of emergency service delivery, thereby contributing to the broader discourse on public administration and good governance.

Table 1. Operational Definition

Variable	Indicator	Measurement
Quality of Employee Performance	1. Self-potential 2. Optimal work results, 3. Work process, 4. Enthusiasm Hasibuan (2003) in (Puput, 2015)	Likert Scale
Service Quality (Y)	1. Reliability, 2. Assurance, 3. Tangible, 4. Emphaty, 5. Responsivieness Parasuraman (2001) dalam Nawi (2015)	Likert Scale

Source: processed by the researcher (2025)

The population of this study was defined as the entire community of Probolinggo City, representing individuals who possess the characteristics and knowledge relevant to the research focus (Sugiyono, 2018). From this population, a representative sample was determined using statistical calculations. Based on the formula  $n = \frac{z^2}{4(moe)^2}$ , with a 95% confidence level ( $z = 1.96$ ) and a 10% margin of error, the sample size was calculated to be 96 respondents, which was then rounded to 100 to strengthen the representation. The respondents were selected using a random sampling technique but with specific criteria to ensure validity, including individuals who understood the establishment of the Probolinggo Siaga 112 policy, were familiar with its implementation as regulated by Mayor's Regulation

No. 175 of 2019, and were knowledgeable about the performance of employees and officials directly involved in emergency services.

The sample was drawn from diverse stakeholder groups to capture multiple perspectives on service quality. These included representatives from the Probolinggo City Government directly managing the 112 emergency service, local community organizations or NGOs, academics such as lecturers and students, community leaders, and media practitioners. To maintain balance and inclusivity, the total number of respondents was evenly distributed among these groups. Such stratified representation ensured that the data reflected both institutional and community-level evaluations of employee performance and service quality within the 112 system.

In terms of measurement, the study employed a Likert scale to quantify the responses related to research variables. Respondents were asked to evaluate statements or questions on a five-point scale, ranging from strongly disagree (1), disagree (2), neutral (3), agree (4), to strongly agree (5). This scale enabled the operationalization of abstract concepts such as employee performance quality and service quality into measurable indicators, ensuring consistency and comparability across responses. The Likert scale was chosen due to its suitability for capturing perceptions and attitudes in social science research, making it highly appropriate for this study.

The data analysis process combined descriptive statistical analysis with inferential techniques. Descriptive analysis was conducted to summarize and interpret respondents' responses, often converting them into tabular formats for clarity. To test causal relationships, the study employed Partial Least Squares (PLS) analysis, a multivariate statistical method suitable for examining the interactions between independent and dependent variables (Pering, 2020). Prior to hypothesis testing, instrument validity and reliability were assessed to ensure the accuracy and trustworthiness of the measures. The hypotheses tested were:  $H_{a1}$ , which posited that employee performance quality significantly affects service quality, and  $H_{o1}$ , which stated that employee performance quality has no effect on service quality. This framework allowed the study to rigorously evaluate whether improvements in employee performance directly translate into enhanced public service quality in emergency response systems.

## **RESULT AND DICUSSION**

### **Model Evaluation**

#### **1. Outer Model**

The outer model is applied to assess the valid and reliable status of each indicator as a latent construct. The evaluation model in measuring with a reflective model includes testing convergent validity, discriminant validity and composite reliability.

- a. Convergent validity; Convergent validity is a testing medium that shows the correlation of reflective items on latent variables. An indicator is classified as convergent validity if the loading factor value is more than 0.5.

Table 2. Convergent Validity

Variable	Indicator	Loading Factor	Description
Quality of Employee Performance (X)	X1	0.797	Valid
	X2	0.802	Valid
	X3	0.797	Valid
	X4	0.818	Valid
	Y1	0.812	Valid

Variable	Indicator	Loading Factor	Description
Service Quality (Y)	Y2	0.747	Valid
	Y3	0.747	Valid
	Y4	0.799	Valid
	Y5	0.762	Valid

Source: processed by the researcher (2025)

The table shows the loading factor value on each indicator of the employee performance quality (X) and service quality (Y) above the value of 0.5. The conclusion is that each indicator is considered valid as a measuring instrument on latent variables.

- b. Discriminant validity; Discriminant validity testing in this research applies cross loading and square root average (AVE) values by orienting validity to the explanation or reflection model of latent variables.

Table 3. Discriminant Validity

Variable	Quality of Employee Performance	Service Quality	Description
X1	0.797	0.565	Valid
X2	0.802	0.656	Valid
X3	0.797	0.616	Valid
X4	0.818	0.597	Valid
Y1	0.570	0.812	Valid
Y2	0.606	0.747	Valid
Y3	0.569	0.747	Valid
Y4	0.579	0.799	Valid
Y5	0.608	0.762	Valid

Source: processed by the researcher (2025)

The table above shows the results of cross loading on performance quality variables (X) and service quality (Y) have cross loading values from other latent variables. Each indicator is more than the value of 0.5, so each indicator is discriminantly valid. Variables can be measured through a comparison of AVE values. If the AVE value contains a value above 0.5, the variable is classified as good discriminant validity.

Table 4. AVE

Variabel	$\sqrt{\text{AVE}}$	Description
Quality of Employee Performance	0,599	Valid
Service Quality	0,646	Valid

Source: processed by the researcher (2025)

Based on the table above, it shows that the resulting  $\sqrt{\text{AVE}}$  value can be seen that the variables of employee performance quality (X) and service quality (Y) have a  $\sqrt{\text{AVE}}$  value greater than 0.5. Then the above variables are declared valid.

- c. Composite Reliability; Evaluation of composite reliability is applied by calculating the composite reliability of indicators with construct measurements and Cronbach's



alpha values. The construct is considered reliable if the composite reliability value exceeds 0.7 and the Cronbach's alpha value exceeds 0.6.

Table 5. Composite Reliability

Variable	Composite Reliability	Cronbach alpha	Description
Quality of Employee Performance	0,819	0,817	Reliable
Service Quality	0,832	0,832	Reliable

Source: processed by the researcher (2025)

Based on the test results above, the value of the two variables analyzed is classified as good in composite reliability. Two variables exceed 0.70 in composite reliability and more than 0.6 in Cronbach's alpha. So that it can be followed up on the goodness of fit model through the evaluation of the inner model.

## 2. Inner Model

The inner model aims to predict the relationship between latent variables by looking at the significance value and R-square of the research model.

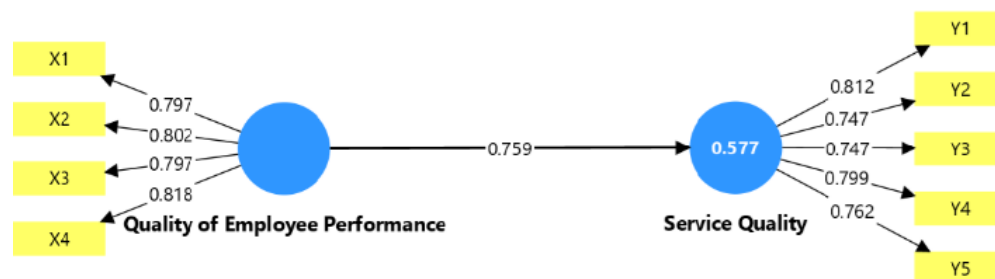


Figure 1. Inner Model

Source: processed by the researcher (2025)

Evaluation of the PLS structural model begins with looking at the R-square of each dependent latent variable. The R-Squares value can be used to explain the effect of certain exogenous latent variables on endogenous latent variables whether they have a substantive effect.

Table 6. R-square

Variable	R-Square	R-Square Adjusted
Quality of Employee Performance	0.577	0,572

Source: processed by the researcher (2025)

Based on the table above, the R-Square value of the Employee Performance Quality variable is 0.577. This value means that the Employee Performance Quality variable can be explained by the Public Service Quality variable by 57.7%, while the remaining 42.3% can be explained by other variables not included in this study.

## 3. Hypothesis Testing

The structural relationship model test is a model in describing the relationship between variables in research. Structural model testing is done through tests using PLS

software and mediation tests using the Sobel Test. The basis used in testing the hypothesis directly is the image output and the value contained in the path coefficients output. The basis used to test the hypothesis directly is if the p value  $< 0.05$  (significance level = 5%), then it is stated that there is a significant effect of exogenous variables on endogenous variables. The following is a complete explanation of hypothesis testing.

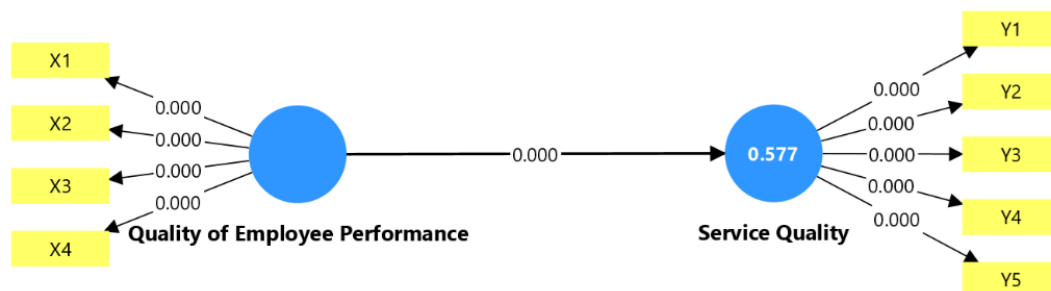


Figure 1. Hypotesis Testing  
Source: processed by the researcher (2025)

Table 7. Hypotesis Testing

Variable	Original Sample (O)	Sampel Mean (M)	Standart Deviation (STDEV)	T-Statistic ( O/SDEV )	P-Value
Quality of Employee Performance -> Service Quality	0.759	0.767	8.827	1,690	0,000

Source: processed by the researcher (2025)

PLS performs statistical testing on the correlation that has been determined in the hypothesis. The technique applied to the simulation concept through the bootstrapping method is related to the sample. The results of the hypothesis test are the effect of the quality of employee performance on service quality directly proving the coefficient value of 0.759, the p-values of 0.000 and the t-statistic of 1.690. The p-value of 0.000 is less than 0.05 and the t-statistic value of 1.690 is higher than the t-table of 1.64. These results explain that the quality of employee performance has a significant effect on service quality directly. The hypothesis that there is an effect of employee performance quality on service quality is directly accepted.

## CONCLUSION

This study concluded that employee performance quality in public emergency response services at the 112 emergency call center in Probolinggo City is significant. Based on the research findings and data analysis, it was demonstrated that employee performance quality significantly and directly influences service quality. The better the performance of employees in the agencies involved in the 112 emergency call service in Probolinggo City, the higher the quality of public service in handling emergency situations in Probolinggo City. The hypothesis test results show that employee performance quality has a direct effect on service quality, with a coefficient value of 0.759, a p-value of 0.000, and a t-statistic value of 1.690. This means that employee performance quality has a direct and significant effect on service quality. The hypothesis regarding the effect of employee performance quality on service quality is accepted.



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