

The Influence Of Leadership And Human Resource Quality On Employee Performance At The Kolonodale Class Iii Port Management Office

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Article Info

Article history:

Received 05 Dec, 2025

Revised 19 Dec, 2025

Accepted 30 Jan, 2026

Keywords:

Leadership, Human Resources Quality, Employee Performance, Class III Kolonodal UPP Office

ABSTRACT

This study aims to determine the influence of leadership and human resource quality on employee performance at the Class III Kolonodale Port Operations Unit (UPP). Employee performance is key to an organization's success in providing optimal public services. Two important factors analyzed in this study are leadership as a guide and motivator, and human resource quality, which encompasses skills, knowledge, and work attitudes. The method used in this study was a quantitative approach with data collection using a questionnaire. The population in this study was all 40 employees of the Class III Kolonodale UPP Office, who also served as a sample (census). Data were analyzed using multiple linear regression to test the simultaneous and partial effects of the independent variables on the dependent variable. The results show that simultaneously, leadership and human resource quality significantly influence employee performance. Partially, each variable of leadership and human resource quality also has a significant influence on employee performance. These findings indicate the importance of fair, communicative, and supportive leadership, as well as improving human resource quality through training and competency development, in enhancing employee performance.

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INTRODUCTION

The Public Service Unit (UPP) Office is one of the government agencies that plays a vital role in providing public services. Optimal employee performance is essential to achieving organisational goals and satisfying community needs.

According to Simarmata et al, (2024) Leadership is defined as a process of influencing thoughts, feelings, and behaviour and directing all facilities to achieve jointly established goals. Leadership is a key factor in shaping work culture and encouraging employee performance. Effective leaders are able to motivate employees to work harder and be more responsible. They guide employees to work in accordance with the organisation's vision and mission. They provide guidance and support in completing assigned tasks.

As an agency engaged in the service sector, employee performance greatly determines the quality of services provided. However, there are still obstacles in this aspect, such as a lack of accuracy in providing services, causing complaints from the community or related parties. Employees lack communication skills, resulting in unresponsive and unprofessional service. Slow

administrative processes cause delays in completing various matters related to public services. From the results of interviews and observations conducted by researchers at the Kolonodale Class III Port Management Unit office regarding leadership, human resource quality, and employee performance, the researcher was interested in researching the Kolonodale Class III Port Management Unit office with the title 'The Influence of Leadership and Human Resource Quality on Employee Performance at the Kolonodale Class III Port Management Unit Office'.

THEORETICAL STUDY

According to Simarmata et al., (2024) Leadership is defined as a process of influencing thoughts, feelings, and behaviour and directing all facilities to achieve common goals that have been set jointly. Another opinion from Munajat (2022) states that leadership is an effort made by a leader to achieve individual or organisational goals. Therefore, leaders are expected to be able to influence, support, and motivate their followers so that they work enthusiastically to achieve the desired goals, both individually and organisationally. It is also necessary to find a balance between the needs of followers to achieve individual and organisational goals.

According to Simarmata et al., (2024) leadership has several functions, including

- Planning function, which must develop a well-thought-out plan by developing and formulating appropriate and targeted strategies, in line with the organisation's goals
- Communicator function: every leader must be a good communicator vertically, horizontally and diagonally
- Problem-solving function: a leader must be able to solve problems that will occur and have occurred, knowing what the symptoms are and what the problems are.
- Supervisory function: a leadership function that is controlled by building extensive relationships with stakeholders and other organisations (establishing links/networks), providing support to members or groups, creating a harmonious working environment, managing time well, and developing better management practices.
- Evaluation function: evaluating the performance of group members, deciding on ideas/concepts as appropriate actions to be taken, and providing objective values in accordance with established rules.

In general, according to Rivai (2022), leadership indicators are as follows:

- Fairness
In organisational activities, a sense of unity among members is essential, because unity is essentially a reflection of the agreement between subordinates and between leaders and subordinates in achieving organisational goals.
- Giving suggestions/advice
In the context of leadership, suggestions are influences and so on that are able to move other people's hearts, and suggestions have a very important role in maintaining and increasing self-esteem and a sense of devotion, participation and unity among subordinates.
- Supporting goals
The achievement of organisational goals does not happen automatically, but must be supported by leadership. Therefore, for every organisation to be effective in the sense of being able to achieve its set goals, each goal to be achieved must be in line with the circumstances of the organisation and enable subordinates to work together.
- Catalyst
A leader is said to act as a catalyst if they are always able to improve all available human resources, striving to elicit a response that generates enthusiasm and the energy to work as quickly as possible.
- Creating a sense of security
Every leader has a duty to create a sense of security for their subordinates. This can only be achieved if every leader maintains a positive attitude and optimism in facing all problems, so that in carrying out their duties, subordinates feel secure, free from anxiety, and assured of their safety.

RESEARCH METHOD

This study uses a positivist paradigm to examine a specific population or sample, data collection using research instruments, quantitative/statistical data analysis, with the aim of testing the established hypothesis (Sugiyono, 2020). The researcher used structured interview techniques, which can be referred to as questionnaires, to be filled out by employees at the Kolonodale Class III Port Management Office.

A paradigm is a particular way of interpreting something. Paradigms serve as a reference for researchers in revealing issues through their research. The paradigm used in this study is the positivistic paradigm based on the *philosophy of positivism*. The *philosophy of positivism* views reality/phenomena and symptoms as singular and classifiable, relatively fixed, observable, measurable, and cause-and-effect relationships between variables.

RESULTS AND DISCUSSION

The coefficient of determination (R Square) of 0.356 indicates that 35.6% of the variation in Employee Performance can be explained by the variables of Leadership and Human Resource Quality, while the remaining 64.4% is explained by other factors outside this model.

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The results of the frequency of leadership respondents agree that the leadership at the Kolonodale Class III Port Management Unit Office is good, as seen from the respondents' answers that leaders are fair within the organisation, give good suggestions to employees at work, support the organisation's goals and plans that are made together, act as catalysts within the organisation for employees to work well, and create a sense of security for employees within the organisation.

Leadership is the process of influencing, directing, and coordinating others to achieve common goals. Leadership is not only about power or position, but more about the ability to inspire, guide, and make strategic and responsible decisions.

Leadership and human resource quality from the research results simultaneously have a significant effect on employee performance. The synergy between competent leaders and qualified employees will create an effective, efficient, and sustainably competitive organisation. This study is in line with the research conducted by Muninghar, et al (2023) entitled "The Influence of Transformational Leadership, Work Motivation and Human Resource Quality on the Performance of Traffic Unit Personnel at the Pamekasan Police Station.

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The frequency results regarding leadership indicate that leaders are performing their duties well within the organisation. Respondents agree that leaders should provide ideas and input to employees in performing their duties so that employees can understand their assigned tasks well. Respondents also agree that leaders should assist in resolving issues within the organisation or unresolved work matters, fostering mutual support towards shared goals. The provision of suggestions in this organisation is good, but leaders must pay more attention because giving suggestions is a positive thing that leaders must do to achieve excellent employee performance in line with the organisation's expectations.

Respondents agreed that leaders who act as catalysts are good and effective, providing good motivation for their employees and inspiring them so that their work can be done well. Leaders who act as catalysts are very good and need to be maintained by management because providing high motivation and inspiration will result in good employee performance.

The results of employee performance are evident from the frequency of respondents' responses that employees' work abilities are very good, the level of understanding and conceptualisation of work theory is well implemented in the organisation, and employees' ability to apply knowledge in work practice has been implemented well. The results of employee knowledge agree that the ability to make decisions in the organisation must be implemented well; employees must be able to make work decisions, and the ability to work together in a team is well implemented; employees are able to work well together in a work team.

The results of the hypothesis test in this study show that leadership partially has a significant effect on employee performance, where appropriate and consistently applied leadership will encourage an increase in employee performance. Therefore, leaders must have competencies and leadership characteristics that are in line with the needs of the organisation. This is supported by previous research conducted by Yandra and Sri (2020) entitled "The Influence of Leadership and Motivation on Job Satisfaction and Its Impact on Employee Performance."

- **The influence of human resource quality on employee performance at the Kolonodale Class III Port Management Unit Office.**

Human resources (HR) are a key asset in an organisation. The quality of human resources reflects the level of ability, skills, knowledge, attitude, and work ethic of employees in carrying out their duties. Good quality human resources will have a positive influence on improving employee performance. With good quality human resources, employees can work more effectively and efficiently, so that the output produced increases in terms of both quantity and quality.

The results of the frequency of respondents' responses indicate that the quality of human resources is already good, as seen from their adequate knowledge in this regard. Respondents strongly agree that employees must have knowledge from observations or socialisation provided to them in carrying out their assigned tasks. Knowledge is also gained from feelings that can provide the knowledge needed to complete a job.

The results of the frequency of respondents' tolerance attitudes show that they agree that existing employees already have tolerance, but it must be improved further. They must respect differences within the organisation and respect the opinions of others so that in carrying out organisational tasks, the plan can be realised together.

The quality of human resources (HR) and employee performance are closely related and interdependent. Quality human resources are individuals who have the competence, skills, work attitude, and knowledge appropriate to the demands of the job. The higher the quality of human resources, the better the performance of employees. In this case, the results of the respondents' responses to performance are good, and the quality and quantity of abilities and knowledge are well realised, which means that employees who have expertise, experience, and high work motivation will work efficiently and effectively, complete tasks quickly and accurately, provide innovative solutions to problems, and maintain responsibility and integrity at work.

The quality of human resources partially has a significant influence on employee performance. Human resources with good abilities, skills, and work attitudes will be able to carry out tasks professionally and productively, which ultimately supports the achievement of organisational goals. This research is supported by previous research conducted by Nasrullah Djamil, et al. (2022) entitled 'The Influence of Human Resource Quality, Work Environment, Work Discipline, Motivation, Organisational Commitment and¹⁵ Leadership on Employee Performance in Dumai City'.

CONCLUSION AND RECOMMENDATIONS

Based on the results of data analysis, discussion, and statistical tests in the study of the influence of leadership and human resource quality on employee performance at the Kolonodale Class III Port Management Unit Office, the following conclusions can be drawn:

1. Leadership and human resource quality simultaneously have a significant effect on employee performance at the Kolonodale Class III Port Management Unit Office.
2. Leadership partially has a significant effect on employee performance at the Kolonodale Class III Port Management Unit Office.
3. Human resource quality partially has a significant effect on employee performance at the Kolonodale Class III Port Management Unit Office.

Recommendations Based on the findings of this study, the author offers the following recommendations:

1. Leadership is already good within the organisation, but suggestions for improvement should be given because giving suggestions to employees or subordinates will motivate them and boost their enthusiasm in carrying out their daily tasks.
2. The quality of human resources is good, but it is necessary to pay close attention to fostering an attitude of tolerance within the organisation, as employees who are tolerant will create a

calm and peaceful atmosphere within the organisation, enabling them to work well and achieve the organisation's common goals.

3. Employee performance is already good, but knowledge needs to be considered because with the knowledge they have, they can complete their daily tasks properly and correctly, and common goals can be achieved in accordance with the organisation's expectations.
4. For further research, it is hoped that other variables such as work motivation, work environment, or reward systems can be added to see other factors that affect employee performance. The scope of respondents or research objects needs to be expanded so that the results are more generalisable to similar agencies in other regions.

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