RESEARCH ARTICLE

HUMAN RESOURCE CAPABILITY AND WORK PERFORMANCE AS IMPROVING EFFECT FOR THE PUBLIC SERVICES QUALITY IN NACIONAL DE TRANSPORTES E TERESTRES (DNTT) OFFICES IN TIMOR-LESTE

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ARTICLEINFO	ABSTRACT
	Transportation regulation had applied, however, it's not been implemented properly, because, for any business person free to determine the price rates under their own decision, even rules of the rate has been set by the Government of Timor-Leste. The purpose of this research was to analyze human resource capabilities, performance work that impacts on improving the quality of services public in Dirrecção Nacional de Transporte Terestre Dili.The methods used to quantitative with multiple regression analyses and supported with some research instrument test. Human resource capability (X1) and performance (X2) as the variable exogen (X), and service quality (Y) as an endogenous variable. Based on the analysis, the study found that human resource capacity is a significant influence on the quality of service as evidenced by t-test > t-table value significance 3.819. The performance of the Work has a significant influence on the quality of service, with a confidence level of 95%, and 5% error rate with a value of 9,917. The magnitude of the contributions as human resource capabilities of the variables (X1) and variable performance work (X2) on quality of service as seen from the R square value adjusted of 0826 or 82.6% either then other contributions amounted to 17.4% was explained by other variables which are not examined in this research model. In testing simultaneously both variables have a significant influence on the value of 19,984. Rather than the human resources capability and work performance vital to quality service in any institution ranging from small to large scare since it is well known that no business can exist entirely without the human being also that one of the major functions of human resource development is the engagement of people to work to achieve performance work and service quality.

INTRODUCTION

The greatest asset of any organization is its human resources that ensure that achievement of the company's goal and objective. It is unfortunate that most institution government have neglected the development and management of their chief asset which is human resource. In recent years, it has been noted that good number of business establishment are having poor performance as a result of lack of effective and efficient human resources. Business is full of uncertainty and the understanding of labor contribution or human resource's development is vital for management especially in the areas of boosting organizational productivity and as well its profitability. The challenges of lack of skilled labor, heavy competition among firms, technological problems, low productivity and to mention but a few leads to a high rate of poor performance and poor product implementation while placing a serious limitation on product expansion and increase in productivity.

The Public Government will be drawn up in order to prevent excessive bureaucracy, providing service to the community of younger in use and ensure input from people who are interested in the management of the service efficiently. Services appropriately in accordance with existing procedures, to enhance the welfare of with respect and decent interest for citizens of Timor-Leste Government efforts in implementation program then public service should lead to the need to meet the interests of the public government. Direcção Nacional Transportes Terrestres (DNTT) as an institution of the Government of Timor-Leste which was formed on the basis of UNTAET regulation No. 06/2001. Transportation regulation had applied in implementation, however, has not been implemented properly, because there is freedom, for any business person free to determine the price rates in accordance with his will, even regardless of the rules the rate has been set by the Government of Timor-Leste.

Likewise, DNTT yet seriously in the public service of management regarding to the driving license (SIM) a motor vehicle caused the least human resources on the part of the registration, require quite a long time due to too the least facilities or facilities and infrastructure support, besides the Office DNTT in Municipio only received the registration process but still focused on publishing office DNTT Dili, leaving service in order for quite a long time. The demand for public services continues to increase both quantity and quality. It is related to the increasing population, rising levels of education, the increasing needs, the various jobs and the increase of the level of social welfare. Effective stewardship is yearning for all citizens, but this is not an easy job. This is because of the problems in the field of public services is very complex. The complexity of the problem can be seen on the side of costs or financial, gender equity, efficiency, quality, elevens, access and equity. In addition, problems in the field of the public was strongly influenced by the problems in other areas of life including politics, economics, and health. Based on the complexity of this issue, service to the public requires the right policies. Service policy is a public policy because the policy was developed by government agencies to address the issue publicly.

Public services are professional services means that has accountability and responsibility from the giver of services (Government officials) with the intent that the ministries prefer on achievement of goals and objectives (effective) and requirements service is limited only to things that are associated directly with the target service with proper regard for the blend of requirements with a product of service. In a simple procedure and Ordinance of the Ministry held in young, fast, precise and not easily understood and easily implemented by communities who request service. In the context of the public service of Timor-Leste to the low ability of bureaucracy in responding to the needs of the community as well as the demands of the age led to a crisis of confidence in the public bureaucracy. Things like that make Timor-Leste people's life more difficult in obtaining the services of government bureaucracy. Initiative, creativity is very bureaucratic apparatus necessary in recovery efforts and condition the life of the community. Services provided by the Office of the Government can be seen in terms of accuracy and access services and the level of satisfaction of interested parties require. User satisfaction is surely can be reached if the service, either the procedure or its results have been run according to the rules and implemented consistently by all individuals involved in the institution in question.

The readiness of government agencies in responding to all the problems and needs of users is the most important indicator in the assessment of whether the Agency is already carrying out services and based on the Decretu lei No. 04/2013 dated May 8, 2013, by the existence of such laws as the basis for realizing the plans that have been set out in the vision and mission of Direcçào Terestre Transporte Nacional. (DNTT). The role of transport in human life, in the economic sector and the human resources development is important, this is reflected in the use of the modern transport very high and large charge capacity. According to Adisasmita (2011:1-2), transport has an important role and growing importance since the days of Primitive to modern times are identical to human civilization or as old as human civilization. The availability of transportation facilities and infrastructure to the needs of local communities, as well as various economic constraints, social,

physical, infrastructure and area distribution, then the expected handling of regional development transport can analyzed and formulated appropriate and conceptually, directional (Adisasmita 2011:26). With respect to the view above, the handling of Transportation facilities and infrastructure as already set by the Ministerio Transportação e Comunicação Republica Democratica de Timor-Leste. Direcçao Nacional Transporte Terrestres (DNTT), which serves as public services in particular in the field of road transport as provided for in the Act (Dekretu Lei No 06/2013 article 12.). As a National institution of Government Diresaun Terestre Transporte in Municipio of Dili is the bureaucracy of granting administrative documents concerning the services of transport. The services rendered by the great belongs to the municipio Dili already. Based on data and facts that National Diresaun (DNTT), as the headquarters of the Ministry of the General Society of Timor-Leste, Dili, with community facilities and infrastructure is still very minimal especially the quality and quantity of human resources. Facilities and infrastructure are so minimal affect the performance of the bureaucracy DNTT municipio Dili, besides also existing service less so the maximum for society, especially communities that have an interest to the services provided by the bureaucracy of Government, due to a less bureaucratic apparatus in serving, so that the occurrence of iregularity which raises the public's demands, such as (1) the services are often not in accordance with the procedure (2) service of process are not on time, (3) lack of qualified human resources, (4) lack of supporters facilitate in the Ministry, (5) lack of attention towards the direction of subordinates in the process of granting of service to the community, (6) the least education and training to improve the ability of human resources and employees. However, what was to become the ideal goals of the community does not comply with what is happening in the field. The Government is more bureaucratic and less oriented to have a good appreciation of the recipients of the services in this community. Even if society still dealing with a bureaucracy that too because it had to, because the Government still dominates the services for the people who receive the services.

Fundamental of Theories

Human Resources Management Capabilities: According to Susan, (2012), human Resource Management is the function within an organization that focused on recruitment of, management of, and providing direction for the people who work in the organization. It is also a strategic and comprehensive approach of managing people and the work place culture and environment (Susan, 2012). Effective Human resource management enables employees to contribute effectively and productivity to the overall company direction and the accomplishment of the organization's goals and objectives (Susan, 2012). Human resource management is administrative activities associated with human resources planning, recruitment, selection, orientation, training, appraisal, motivation and also functions within an organization that focuses on people (Wikipedia, 2012). According to Wikipedia, Human resources is the set of individuals who make up the work force of an organization. Human resource management encompassed activities designed to provide for and co-ordinates, all human element within the organization. This will ensure its stable continuity and achievement. The human personnel element represents one of the company's largest investments. Susan, (2012). Consequently, organization should prioritize the development of the human element to

maximize talents, skills and ability which will automatically reflects on the company's profit. It presupposes that we do need people in order to firm a business which that no business can exist entirely without people. Even a computer auto-mental machine factory has to employ some people, though a conventional plant with similar capacity might require more people. There arises the need for proper planning of these people employed otherwise known as manpower planning. Most organization does not have plans for the development of their members of staff. Once those people are recruited, the companies do not orientate them, neither do they train them to acquire other modern skills or improve upon their talents and educational qualifications they came in with. Companies under study need to equip their labor force which will boost quality product and profit making of their organization. Human resource development makes sure that manpower planning in an organization is not static but an ongoing process source Human resource Article (2009). It focuses on raising productivity through improved quality, efficiency, cost reduction and enabling customers concentrate on their core business activities.

According to Wikipedia 2012, Human resource is also known as human capital for utilization, harnessing, development and direction of a nation's objective. It is also all about the formation of values and attitude. Therefore, human resource's development is a universal norms and not a view concept. There is no industry, firm, organization, business enterprises, nation etc. that can boost a political, economic and social stability, quality product and profitability without adequate human resources in place. Human resource management is the science and art of management which operates on progress of unemployment problem. Human resource management has a variety of definitions and knowledge (Hasibuan, 2000:10; Rivai, v. 2005:1; Simamora, h. 2001:3; Mathis and Jacson, 2003; Gibson et al., 2011:127). Working ability is an innate or learned that allow someone work on something mentally or physically. The ability of individual capacity is related to the physical and mental ability in finishing the job. In addition, the role of human resources in the Administration to focus on processing and data storage, including database storage and archive employee, benefits, claims process the policy organization of the maintenance and welfare of the employees, the gathering of documents and so on. But this gives rise to the presumption that only human resources as a means of collecting paper or documents only. If only the role of the administration like this then the human resources dimension of only clerical and administrative contributor hierarchy down to the organization.

Definition of Perfomance: An organization, be it Government or private, always promote by group which plays an active role to achieve the goal to be achieved from these organizations. The purpose of the organization is certainly not be achieved if the performance of the members or officers is not the maximum. The performance was the result of a person's overall during a certain period in the standard tasks, such as carrying out the work, the target or targets of the criteria determined in advance and agreed together (Veithzal, 2005:97; Munandar, 2008:287; Mangkunegara, 2002:67; Pasolong, 2010:176; Siagian, 1995:227). Varying opinions above can illustrate that the performance of the employee and organizational performance coupled very closely, the achievement of the objectives of the Organization could not be removed from the resources owned by the organization or

promote run employees play an active role as perpetrators in an effort to achieve the goals of the organization. So it can be concluded that the employee's performance appraisal is the work of someone in an organization in accordance with their responsibilities and duties in order to achieve the goals of the organization. Performance as the work that can be achieved by someone or a group of people in organization, in accordance with the authority and responsibilities of each, in order to achieve the goals of the Organization's efforts legally, the question does not violate the law and in accordance with the moral or ethical (Prawirosenlono, 1999; Mangkunegara, 2000; Henry, 1997; Maryoto, 2000; Gibson, 1996; Dessler, 1992; Simamora, 2001; Soeprihantono, 1988). Some understanding of the above it can be concluded that the notion of employee performance assessment is a systematic process by which organizations evaluate the work achieved by the employee during the period in accordance with the authority and responsibility of each, in order to achieve the goals of the Organization's efforts.

Organization Management Perfomance: According to Bacal (1994:4) looks at performance management as a process of communication that is done continuously in partnership between employees with his boss. Then the process of communication that include activities to build the clear expectations and understanding of the work that will be done. Likewise, Armstrong (2004:29) better see performance management as a means to get better results from organizations, teams, and individuals with a way of understanding and managing performance within a framework of goals, standards, and criteria od attributes agreed. From definition above emphasizes the position of performance management as a systematic process to improve performance, not only as a means to obtain better results, thus, performance management in achieving more results done through the systematic. According to Briscoe and Claus (2008) in Armstrong (2009:10) that performance management is as a system through which the organization sets out the purpose of the work, considering the standard of work, providing and evaluating work, provide feedback performance, considering the need for training and development and share the rewards.
Having regard to the views of the experts above it can be concluded that basically performance management is the management style in managing a resource oriented performance that performs the communication process openly and sustainability by creating a shared vision and a strategic approach as well as integrated as the driving force for achieving the objectives of the organization. Every aspect in the process of performance should provide a service to any stakeholders, namely workers, owners, managers and customers. In the process of performance management, measurement and feedback should help the work of planning and performance, the principle that Ministry is the most powerful sign for measurement, planning and coaching employees.

Public Service Quality: The Ministry is the activity or series of activities that are not visible (cannot be touch) which occurs due to the interaction between consumers and employees or other things provided by the company services intended to solve the problem of consumers/customers. In everyday life we often hear people talking about quality issues, for example regarding the quality of most of the services or products abroad is good and efficient than the services or products in the country, but the truth whether the quality of its own.

There is a preseption the concept that quality itself is often regarded as a measure of the goodness of something realtif a product or service that consists of design quality and quality conformance. Tjiptono& Diana, 2001:2; Davis, 1994; Kadir, 2001; Hunt, 1993:32; Crosby, 1979:58; Feigenbaun, 1986:7; Gasperz, 1997:3; Fitzsimmons, 1994). So the alleged quality then the point should be in accordance with what is expected by consumers or the public because what is special about a product or service that is provided by the most appropriate providers in the hope consumers. Total Quality Management is defined as the combination of all the functions of the Organization into a holistic philosophy that is built based on the concept of quality, teamwork, productivity and understanding as well as customer satisfaction. (Pawitra, 1993:135; Santosa, 1992:33; Goetsch and Davis, 1994:14-18). Things to note on the quality of public services is the dimension of the quality of public services. According to Zeithaml (in Mukarom 2015:109) raised the ten dimensions that should be noticed in seeing benchmarks of quality public services, i.e. tangible consists of the ability of the natural ability of the service unit in creating the promised services accurately, responsiveness willingness to help the consumer is responsible for the quality of service provided, the competence, the assertion that he had a good knowledge and skills by apparatus in the providing service, courtesy, attitude or behavior is friendly, welcoming, responsive, against community as well as mua make contact or personal relationships, credibility, honest attitude in every effort to attract public confidence, security, services provided should be free from a variety of hazards and risks, access, there is an ease to make contact and approach, communication, a willingness to listen to the voice of service giver, desires or aspirations of customers, as well as a willingness to always deliver new information to the community, understanding the customer, do everything to know the needs of the client (Mukarom, 2015:109; Mahmudi, 2010:231; Tangkilisan, 2005:181).

Public Administration: According to Frederickson (1997:46) explains the concept of "public" in five perspective, namely:
a)As Public interest groups, namely the public views as a manifestation of the interaction group that gave birth to the interests of the community. The public as rational voters, that society is composed of individuals who strive to meet the needs and interests of their own. The public as a representative of the interests of the community, namely the public interests represented through the "voice". The public as consumers, namely the consumer actually does not consist of individuals who are not related to each other, but in a fairly large number of them give rise to the demands of service bureaucracy. The public as citizens, namely citizens regarded as public because public participation as a citizen participation in the process of organizing the Government is seen as something that is most important. So the public administration is the process by which the resources and personnel of the public organized and coordinate, formulate, implementing, and managing the decisions in public policy as well as a aims to discipline solve the problem of the public through improvements especially in the field of organizational, financial and human resources (Executables, Mukaron and 2016:35; Nasution, 1990:94; Keban, 2004:3; Syafri, 2012:4-5). As the process of Administration as a group activities are juxtaposed to achieve specific objectives that have been set. In a process, there are plans, good short term, medium, long term and policy strategy, as well as efforts to achieve the goal is achieved. So the fees are a series of activities to be implemented within the framework of the cooperation group to realize the plans set out to achieved. Therefore, the purpose is achieved through the activities of the administration work that objectives are achieved effectively and efficiently through rational actions.
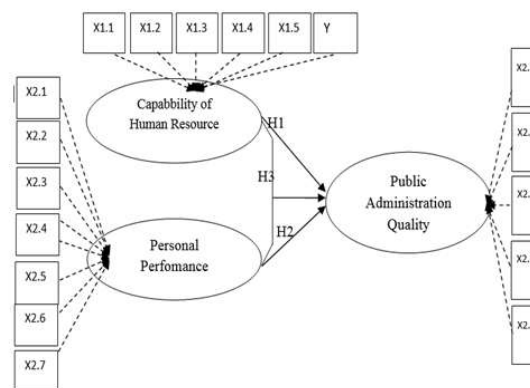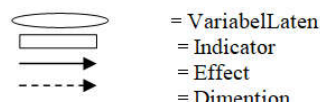
Frame Thinking

Remark:
The H1. It is thought that the ability of the Human resource of Sumer has influences Influence to quality of service

H2. it is thought that the performance of Employees employees have the influence to quality of service

H3. It is thought that the presence of influence from independen variables simultaneously to quality of service

THE METHODE

Research Design

Social research in General is divided into three types of research, namely research, exploitative descriptive research and explanatory research. Then this study including the categories in the study of exsplanatori, because in this study described in the relationship or influence between the variables examined. Problems in the research of exsplanatori focused on dependence between the variables examined.

Location of the Research: The location in this study i.e. Office DireçãoNacional Transportes e Terestres (DNTT) on the registration of land transport Municipio Dili, Because government institutions such as government institutions providing public services to the the community.

Data Source: Data can be retrieved from various sources, among others, those that are considered as informants to be interviewed and analyze the location of research observed by researchers about the problems examined, namely human resources Capabilities and performance In order to improve the quality of employees in the Ministry of public administration. Data acquisition in the determination of each informant based on strata line determined by means of the large number of employees with the line divided by the number of samples, stratified random sampling disproportionate so, for a number

of employees at Dirrecção Nacional de Tranporte kanntor e Terrestres is:

1. Staf with level C = 4 persons
2. Staf with levelD = 20 persons
3. Staf with levelE = 26persons
4. Staf with levelF = 21persons
5. Staf with levelG = 10persons

Clasification of Variable: Clasification of variable in this research:

- Independen variableishuman resources capability(X1), variable employment perfomance(X2)
- Variabledependenis variable public administration service quality.

Data Collection: Data collection can be done in various ways, a variety of sources, and various Settings, then when seen in terms of how or techniques of data collection so the data collection techniques can be done with the interview, questionnaire, observation, and combined.

Data Analysis

Descriptive Analysis: Descriptive analysis is a statistical phenomenon or that describe the characteristics of the data that has been collected without such a conclusion applies to generelization (Wiyono, 2011:171). In the descriptive analysis is used for researchers because the descriptive statistics give an overview or description of something data views of the value of the average (mean), standard deviation, minimum, maximum, variants, sum, kurtosis and skewness, range (the victory of the distribution) (Ghazali, 2011:19). Likewise the test done and need instrument measurement scale and some are used. Test the quality of the data is in the form of test validity, a classic assumption test, Heteroskedastisitas Test, test, test the Normality Hypothesis, test t student Test and F.Test Instruments On such social research in the field of management, psychology, sociology research variables are generally formulated as a latent variable or unobserved (often called with invalid constructs), that is, variables that are not can be measured directly, but is formed through the observed dimensions or the observed indicators. The scale is often used in the preparation of the questionnaire are ordinal or scale are often referred to with the likert scale, i.e. a scale containing five levels with a choice answers preferences as follows:

5= Strongly agree
3= Agree
2= Don't know
3= Disagree
1= Strongly disagree

Likert scale is said to be ordinal because the statement strongly agree have a preference level or higher than agreed, and hesitation the Strongly disagree.

Test of Data Quality

Reliability and Validation Testing: A question if grain is said to be reliable or validate if someone answers to the questions are consistent or stable of time (Gozali 2001:140). Then test the reliability coefficient of Cronbach Alpha was used, test the quality of the data is in the form of test validity, a classic assumption test, Heteroskedastisitas Test, test, test the Normality Hypothesis, t-test and F-test.

RESULT AND DISCUSSION

Description of Instrument Analysis Test

Data Quality Test

Instrument Validitation Testing: After conducting face and content validity, the next step is convergent validity test to reinforce legality of research instrument. This convergent analysis being perform in order to obtain question item which can fulfill the requirement of good question item that accumulate into one variable (Ghozali, 2001; Hair et al., 2010). The validity of research instrument especially the questionnaire instrument tested and the result that the validity and reliability of this instrument for questionnaire capable for field research to the respondents. Research instrument is said to be valid if Pearson Correlation greater correlation table r-critical > r-Table product moment 5%. r-$_{table}$*product moment* = 0.30) valid or whether an instrument can seen in the following tablebellow: Based on the above table,that the six questions on the instrument variable ability of human resources showed all instruments are valid, and instrument questions on Work Performance variable is valid, and also instrument questions on variable service quality also pointed out that valid because the value of the pearson correlation for 18 instruments larger than r-table product moment of 0,30.

Instrument Reliability Testing: Reliability test as a gauge to measure the questionnaire that is an indicator of a variable. Reliability testing in this study was conducted to find out reliabel of the variable. If reliable, when alpha croncbach greater than 0.60. Reliability test results table above shows that the variable capability of human resources an alpha croncbach from six (6) instrument of 0779 greater than 0.60. Work Performance variable value to cronbach Alpha, from seven (7) questions of instrument 0792 greater than 0.60 then variable Performance Reliability, besides it also from the results of the reliability Table indicates that the variable quality of services are reliable that the value of five (5) instrument shows the Alpha cronbcah of 0903 greater than 0.60. so from the 18th instrument of the questions there is said to be reliable. Based on the Table above it can be concluded that the regression model in this study do not involve a problem multikololinearitas, since the value of the second variable of VIF free i.e. human resource Ability and work performance of 2,253 smaller than 10 and tolerance of 0444 are greater than 0.10. Thus, the data can give different information to each independent variable i.e. human resource capability (X1) and performance (X2). Based on the results of the analysis in Table above it can be concluded that D-W number of 1,811 which means that the regression model does not occur, because the autocorrelation problem Durbin Watson 1,632 numbers between-2 da + 2.

Multiple Linear Regresion: The concept of multiple linear regression analysis is used to find out the magnitude of the variable influences the ability of human resources, Performance Work separately as well as simultaneously to the quality of service. Penganalisian multiple linear regression statistics in more information in the following table: Multiple linear regression equations are based, from the Table above shows that; Quality of service (y) = HR Capability (X_1) +

Performance of work (X_2), so in the application of statistical meaning Y = 0.724 0259 a + b_1 X_1 + b_2 X_2 0582. Where is;

- Constant (a) = 0.724, the constant value as the basis which shows the value of service quality is the ability of human resources if the variable 0.724 and performance Work has a value of zero.
- Regression Coefficient For the variable (X_1) = 0259, the magnitude of the human resource capabilities of the variable value indicates that any changes to the variables human resources capabilities of one-unit, it will improve the quality of service with the value of the statistical analysis of 0259 unit assuming that varaibelPerfomancework (X2) is constant.
- The coefficient of regression to the working performance of the variables (X2) = 0582, in height variable value such Work Performance indicating that any increase in variable units niali performance, then the right can improve the quality of service of 0582, assuming HR Capability that is a constant.

Coefficient Determinant: Based on the results of the analysis of the above data can be seen that the coefficient of determination (R^2) of the calculation based on the results of the model summary Table above can note that, the value of the correlation (R) of 0911, meaning the relationship resources and Capabilities Performance against service quality has a very strong relationship. While the contribution of HR capabilities of variables (X_1) and variable Perfomancework (X_2) on quality of service as seen from the R square value adjuste of 0826 or 82.6%. Meanwhile the rest of (82.6%-100%) = 17.4% was explained by other variables which are not examined in this research model.

Hypotesis Testing: In the hypothesis, can be said according to the hypotesis human resources capacity and work perfomance, had a significant effect on quality service. It can been seen in α below 0,05 or below 5%. That indicate that hypotesis one accepted or relationship between human resources capacity, work perfomance is significant in this research, especially human resources capacity to work performance.

A test of the significance of the variables Individually (Uji t): Hypothesis testing of any independent variables namely variables human resources capability, Performance against service quality as the dependent Variable, this dinytakan testing in the following table:

H$_1$: Note the value of significance, the influence of the variable capability of human resources towards the quality of service of 0000 > value and 0.05 thitung> 3,819 tTable 1,990, then testing this hypothesis it is said that varaiabel the ability of human resources has an impact on varaibel quality of service.

H$_2$: Note the value of the significance of the influence of variables work performance against variable service quality of 0000 <thitung value of 0.05 and 9,917 >ttable 1,990, so it can be concluded that there is a significant influence of the variable performance to quality of service.

Test the Significance of Variables Simultaneously (F-test): The F-test is used to test and find out how big the influence of variable abilities of HR and employment Performance against the service quality in simultaneous test of beramaan will be stated in the following table: When the output above is known

to value the significance of variable Abilities to influence human resources and Performance Work simultaneously against the variable quality of service is of value and 0.05 0000 < F-critical 190.845.

RESULTS

In general, the study showed descriptive analysis results that the respondent's assessment condition of the Weaver's variables in general is good. This can be demonstrated by the many high-intent responses of respondents to the conditions of each research variable. From the results of the resulting independent variable that is human resources and performance has a positive and significant influence (the value F count 190,845 with its significance level 0.000 in the appeal F Table of 2.33) against Performance of employees at the Direcção Nacional de Transporte e Terestres. For the deconstruction of each variable will be described as follows:

Influence of Human Resources Capability to Service Quality: From the hypothesis testing proved that there was a significant influence between the human resources variable on quality of service, statistical analysis results can be known that the human resources variable has a value of t-count = 3,819 with value Significance 0.000, while the value for t-count = 1,989 with the distribution of value significance 5%. Based on the statistical calculations the researcher concluded that the t-table< t-count (3,819 < 1,989) with a significance value of 0.000 < 0.05, this value means statistically variable human resources capability has a significant influence on quality Service, with a confidence level of 95%, and error rate of 5%. The results of the tests above are seen from the acquisition of these results can be concluded that alternative hypothesis is accepted and the null hypothesis is rejected, because the value of t-count is in the area of acceptance which means that human resource capability Have a positive and significant effect on quality of service (Y).

Performance Effect on Service Quality: Hypothesis testing proves that there is a significant influence between the working performance variable on service quality, statistical analysis results can be realized that the work performance variable has a value of t-count = 9,917 with significance values 0.000, while the value for t-table = 1,989 with the distribution value significance of 5%. Based on the statistical calculations the researcher concluded that the t-count<t-table (9,917 < 1,989) with a significance value of 0.000 < 0.05, this value means statistically variable work performance has a significant influence on quality Service, with a confidence level of 95%, and an error rate of 5%. The results of the test above are seen from the acquisition of these results can be concluded that H$_a$ (alternative hypothesis) is accepted and the null hypothesis (H$_0$) is rejected, because the value of t-count is in the area of acceptance which means that work performance has an effect positive and significant to the quality of service (Y).

Influence of Human Resource Capability and Work Performance Simultaneously on Service Quality: In simultaneous hypothesis testing showed that the value of Fcount was 19,984 greater than the value of F-table was 2,327. These results can be said that null hypotesis (Ho) in the decline means the human resource capacity variables and the work perfomance variables simultaneously have a significant influence on the quality of service.

Table 4.1. Conclusion of Validitas Testing for Indicator of Research

Parameter	Indicator	Critical	Observation
Human	X11	.796[**]	Valid
Resources	X12	.561[**]	Valid
Capacity	X13	.811[**]	Valid
	X14	.810[**]	Valid
	X15	.762[**]	Valid
	X16	.508[**]	Valid
Perfomance	X21	.526[**]	Valid
Work	X22	.770[**]	Valid
	X23	.830[**]	Valid
	X24	.725[**]	Valid
	X25	.467[**]	Valid
	X26	.775[**]	Valid
	X27	.718[**]	Valid
Servicfe Quality	Y1	.794[**]	Valid
	Y2	.926[**]	Valid
	Y3	.926[**]	Valid
	Y4	.889[**]	Valid
	Y5	.732[**]	Valid

Data Source: Tabulation of Data Primer

Table 4.2. Reliability Testing for Indicator Research

Variabel	Croncbach's Alpha	N of Items
Human Resources Caoacity	779	6
Work Perfomance	792	7
Quality Service	903	5

Data Source: Tabulation of Data Primer

Table 4.3. MulticololinearitiesnTesting

Variabel	Collinearity Statistics	
	Tolerance	VIF
Human Resources Capacity	.444	2.253
Work Perfomance	.444	2.253

Data Source : Tabulation of Data Primer

Table 4.4 Result of Autocorrelation Test

Calculation base on Durbin Watson	Constanta of Durbin-Watson
1.811	- 2 DW + 2

Data Source : Tabulation of Data Primer

Table 4.5. The Results of Regression for Human Resource Capability and Work Performance

Model	Unstandardized Coefficients	Sig.
	B	
Constant	0.724	.060
Human Resources Capacity	.259	.000
Work Perfomance	.582	.000

Table 4.6. Coefficient Determinant

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.911[a]	.830	.826	1.366

a. Predictors: (Constant), Perfomance Work, Human Resource Capabilility

Table 4.7 1. The result test of Significance Individually Variable

Coefficients[a]					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 Constant	0.724	1.177		-1.909	.060
Human Resources Capacity	.259	.068	.267	3.819	.000
Work Perfomance	.582	.059	.694	9.917	.000

a. Dependent Variable: Service Quality

Table 4.7. ANOVA[a]

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	712.415	2	356.208	190.845	.000[b]
	Residual	145.585	78	1.866		
	Total	858.000	80			

DISCUSSION

This discussion is explained in the discussion of the analysis results of multiple linear regression from all variable used in both simultaneous tests (F-Test) and partial tests (t-test). The results of multiple linear regression analyses indicate that the influence of the human resources variable has a value of t-count = 3,819 with a significance value of 0.000, while the value for t-table = 1,989 with the distribution of value significance of 5%. Based on the statistical calculations the researcher concluded that the t-count < t-table (3,819 < 1,989) with a significance value of 0.000 < 0.05, meaning that the influence can be explained because the existing employee has not understood the scope of the task and function, but also not able to complete the policy from the employer, and employees are also still less skilled physically and mentally in terms of utilization of facilities, information, and technology, to the result of a lack of quality services. In the end, arise the preconception of the stakeholders in its specialty and society in general. Relate to it (Gibson et al., 2011:127).

Saying work skills is a biological and learnable trait that allows one to do something both physical and mental. Besides that, employee work performance variable in DNTT, from regression analysis results in some tests proved that there is significant influence between work performance variable to service quality, statistical analysis result can be Note that the work performance variable has a value of t-count = 9,917 with a significance value of 0.000, while the value for TTable = 1,989 with the distribution of value significance is 5%. Based on the statistical calculations the researcher concluded that the t-count < t-table (9,917 < 1,989) with a significance value of 0.000 < 0.05, this value means statistically variable work performance has a significant influence on quality Service, with a confidence level of 95%, and an error rate of 5%. The influence of this variable can also be explained that the quality of work of DNTT works, assessed not take precedence, the volume of small scale work but the completion in the longtime bracket, besides the knowledge of the function has not been so profound that Completion of the activities so long, the employees who are in the DNTT the confines of consultation and communication between employees so that the work individually but not the team, and the employee's creativity, initiative work that innovate Quality in service to DNTT. In connection with the above, Bernardin& Russell (in Ruky, 2001:8) stated that performance assessment needs to be held, to manage and improve employees ' performance, to make timely, accurate and heighten staff decisions The company's overall production quality and services.

Study Implications

Role Implication: This research shows that existing employees have not understood the scope of their duties and functions, but also have not been able to complete the policy from the employer, and employees are still less skilled physically and mentally in terms of utilization Facilities, information and technology, to the result of lack of quality

service that in the end appears the conception of the unsatisfaction of stakeholders in its specialty and society in general. So the policy should be emphasized to understand the potential of the employees to work optimally.

Legal Implication: This research shows that the employment of the coordination and communication, as well as the functions and responsibilities as employees of the institution, but any procedure implicitly the function of the DirrecçãoNacional de Transpotes e Terestres (DNTT), is contained in the regulations Government (Decreito Lei No. 04/2013 dated May 8th, in article 12 consisting of 7 points.

Conlussion

Considering all that has been discussed, the review of related literature and research findings obtained in this study, it has been established beyond every reasonable doubt that human resources development, motivational, service quality make workers to be more effective to their various job. Research conducted with the aim of reviewing the ability of human resources and perfomance work as an impact on the quality of service. In this weaver also there are some obstacles in the spread of questionairethe form of the reluctance of respondents to accept the proposed questionaireso that it takes the right time to be willing to fill the questionaire, in the filling of the coesiner also there are some respondents who lack the understanding of questionaireso that need detailed explanation, the respondent in the research is limited to the employee or employees who are in the office of DNTT Dili.

The result of data processing of SPSS Software version 21, with the test method of Multiple Linear Regresion Analysis, indicates that the variable of human resources (X1), from testing instruments on questionaireshowed significant and influential results With a value of t-count = 3,819 with a significance value of 0.000, while the value for t-table = 1,989 with the distribution of value significance 5%. Based on the statistical calculations the researcher concluded that the t-count<t-table (3,819 < 1,989) with a significance value of 0.000 < 0.05, this value means statistically variable human resource capability has a significant influence on quality Service, with a confidence level of 95%, and an error rate of 5%. The work performance variable with the instrument test in the in also also shows influential and significant results with the value of Thitung = 9,917 with a significance value of 0.000, while the value for t-table = 1,989 with the distribution of significance value 5 %. Based on the statistical calculations the researcher concluded that the t-count<t-table (9,917 < 1,989) with a significance value of 0.000 < 0.05, this value means statistically variable work performance has a significant influence on quality Service, with a confidence level of 95%, and an error rate of 5%. In the simultaneous testing of both free variables has a significant influence with the test value FTable and Fcount is fcalculate amounting to 19,984 greater than the FTable value is 2,327. The contribution of the human resources (X1) variable and the work perfomance variable (X2) on the quality of service is seen from the adjuste R-square (R^2)value of 0,826 or 82.6%. Another contribution of (100%-82.6%) = 17.4% is explained by other variables not examined in this research model.

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