

Motivation of Achievement as a Medium Variable in the Correlation among Technical Skill, Work Environment and Educational Staff Members Service Quality at Faculty of Teacher Training and Education Lambung Mangkurat University Banjarmasin



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ABSTRACT: The importance of education personnel's service quality through instilling good technical skills in the faculty is crucial. It effects individual performance and total organizational performance and eventually has an impact on increasing service quality. Therefore, this study aims to analyze the direct and indirect correlation among technical skills, work environment, achievement motivation, and educational staff members service quality. This study employed a quantitative method with facto exposure. The participants in this study were 128 educational staff members from the Faculty of Teacher Training and Education from eleven sub-sections. Proportional random sampling was utilized as the sample method. With 98 participants, the number of samples was determined using the Slovin formula. Data was collected using a questionnaire consisting of technical skills (16 items), work environment (24 items), achievement motivation (32 items), and service quality (24 items). This research instrument was tested for the level of validity and reliability using the product moment correlation test person. The research data were analyzed using path analysis to see direct and indirect correlations between variables, by first conducting normality and linearity tests. The results showed that there was a direct and indirect correlation between technical skills, work environment and achievement motivation on service quality.

KEYWORDS- Technical Skill, Work Environment, Achievement Motivation, Service Quality

I. INTRODUCTION

The increasing quantity of higher education requires each educational institution to pay attention to the quality of education and institutions so that they are able to compete. Universities, on the other hand, are expected to develop and enhance all parts of good services, which will have repercussions for boosting universities' image, and vice versa, poor service will lower the university's image. Mularsih & Aritonang (2018) explain that one way to strive for the implementation of Indonesian education is to improve services through the availability of competent human resources and academic support facilities. Every university is required to provide quality and high-value educational services or services so that students feel satisfied, have more confidence, do not move to other universities, and even invite other people to study at the college where they study.

The services provided at the Faculty of Teacher Training and Education, Lambung Mangkurat University (*Universitas Lambung Mangkurat*, henceforth ULM) include student guidance services or academic consulting, lecture services, academic leave and academic active services, scholarship application services, and other services. Faculty image and tuition fees also have an important role in the existence of the faculty and gain the trust of students. Good quality of educational staff members service quality, well-known image of the faculty, and affordable cost of education are all in accordance with the students expectations in which later can arouse student enthusiasm in learning, so that student satisfaction is higher.

(Bachtiar.D.I., 2011) mentions several factors that affect service quality consisting of technical skills, employee achievement motivation, and performance, the physical environment of the workplace, equipment facilities and work procedures. Fuad (Fuad et al., 2017)explains that the best service can only occur if the employees who work have professional abilities with good knowledge and skills and have high technical skills in serving participants in order to create satisfaction in providing excellent service. To create a quality service, it is necessary to have the ability of employees to carry out their duties, namely to provide services and support with full commitment and the ability to solve problems when the service delivery takes place (Parawangi & Malik, 2021).

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Technical skill is an ability to apply knowledge and expertise. (Kasmi, 2017)explains that employees who have high technical skills can complete tasks quickly and well in their work so that they can provide good service quality to students and vice versa for employees who have low technical skills in their work, they are unable to complete tasks quickly and well so that it will have an impact on the low quality of service. This research study is relevant to research conducted by Muazansyah (2018) concluding that there is a positive effect between technical skills and work quality together on improving the quality of public services at the Bangkalan District Social Service. If the technical skills and work quality are good, the staff members will be able to simultaneously improve the quality of service at the Bangkalan District Social Service.

Achievement motivation also has an important role in improving service quality. With service quality standards in a company, employees will be able to provide quality services and customer (student) satisfaction will also be fulfilled (Wicaksono et al., 2020). Service quality can be developed through increasing employee motivation and adequate support for internal customers ((Tjiptono,F & Chandra, 2017). The work environment has an important role in achieving employee performance (Khoriyah, 2009). This is due to the fact that a nice work atmosphere motivates people to work more passionately and eagerly in order to obtain greater results. Employees' ability to perform their jobs will be effectd by a decent, comfortable work environment that satisfies the quality of eligibility standards. A favorable non-physical work environment is a must in order to continue to nurture the quality of employees' thinking, which will, in turn, continue to foster their performance (Prakoso, Rayka Dantyo, Endang Siti Astuti, 2014).

Achievement motivation is an encouragement or spirit for employees to perform their duties and functions well. This is reinforced by McClelland's opinion (Listyanti & Dewi, 2019)that achievement motivation is one of the individual needs. (Normianti et al., 2019)

Martinah (Cahyadi.A, 2014)explains that the factors that effect the achievement motivation of a person consist of internal and external factors. Educational staff members technical skills, which drive achievement motivation, are also effectd from within. Technical skills are the driving force behind human action, and they are acquired through learning activities. Technical skills have a direct impact on the function of a person's motivation process. Individuals with a high level of achievement drive frequently have a high level of technical ability.

II. METHOD

This study aims to analyze the direct and indirect correlations between variables: technical skills on service quality, work environment on service quality, achievement motivation on service quality, technical skills on achievement motivation, work environment on achievement motivation, technical skills on service quality through achievement motivation and work environment on service quality through achievement motivation. The research population was all of the educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin as many as 128 people. The sampling technique used is proportional random sampling. The number of samples was determined based on the Cronbach Alpha formula with 98 people. Data were collected using a questionnaire consisting of the work environment (physical environment, social environment and non-physical environment), and achievement motivation (need for achievement = n.ach), (need for power = n.pow) and (need for affiliation = n.af), the questionnaire was prepared using a Likert scale : strongly disagree, disagree, neutral, agree and strongly agree. Collecting data using an observation sheet consisting of technical skills (mastery of equipment, mastery of work procedures and methods as well as understanding of task or work regulations), service quality (tangible, reliability, responsiveness, assurance and empathy), observation sheets arranged on a Likert scale: very poor, poor, fair, good and very good which have been tested for validity and reliability using correlation product moment person. Furthermore, hypothesis testing in this study used path analysis with a path structure to see the direct and indirect correlation between variables, by first doing normality and linearity tests. The correlation among the independent variable and the dependent variable of the Technical Skill (X_1), Work Environment (X_2), Achievement Motivation (Z) and Service Quality (Y) variables is seen in Figure 1.

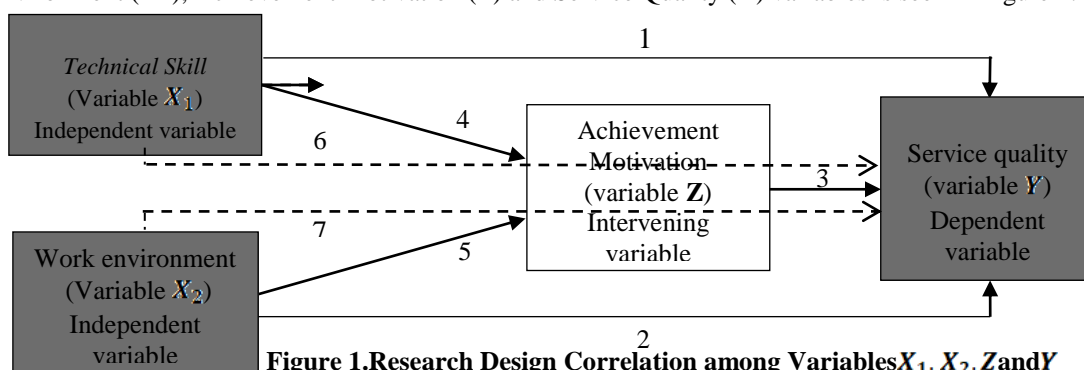


Figure 1. Research Design Correlation among Variables X_1 , X_2 , Z and Y

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Information:

: Direct Effect

: Indirect Effect

III. RESEARCH FINDINGS AND DISCUSSION

The results of linear regression analysis show the correlation model between Technical Skill (X1), Work Environment (X2), Achievement Motivation (Z) and Service Quality (Y) as presented in the following description:

Table 1. Descriptive Statistics of the Research Variables

Variable	Minimum Frequency	Maximum Frequency	Classification
Technical Skill	0	82	Very High
Work environment	0	71	Very High
Achievement motivation	0	50	Very High
Service quality	0	87	Very High

Table 2. Regression Analysis X1, X2, and Z toward Y

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	21.017	9,688		2.169	.033
	Technical Skills (X1)	.730	.094	.635	7,793	.000
	Work environment (X2)	.340	.095	.354	3.585	.001
	Achievement Motivation (Z)	.780	.071	.755	10,936	.000

a. Dependent Variable: Quality of Service Education Personnel (Y)

Source: SPSS Output Results, 2022

Table 3. Regression Analysis X1, X2 toward Z

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	136.125	3.635		37,444	.000
	Technical Skills (X1)	.643	.083	.631	7,713	.000
	Work environment (X2)	.434	.095	.516	5.710	.000

a. Dependent Variable: Achievement Motivation (Z)

Source: SPSS Output Results, 2022

Based on Tables 1, 2, and 3, the path analysis model of Technical Skills, Work Environment and Achievement Motivation on the Quality of Educational Personnel Services is as presented in Figure 2.

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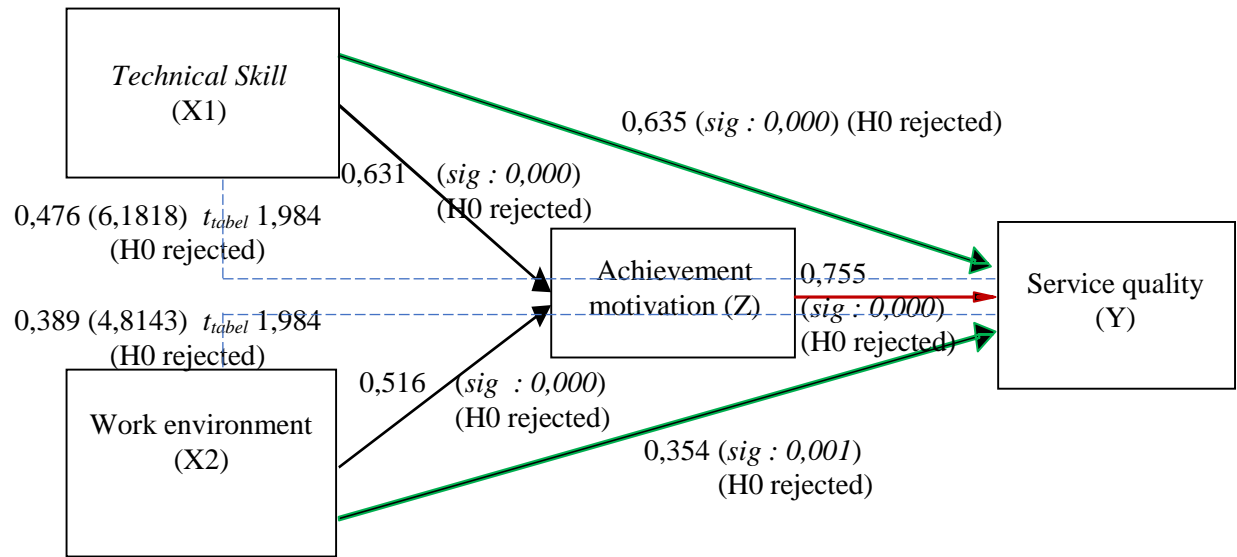


Figure 2. Results of the analysis of the correlation among variables

Based on Tables 2 and 3 and Figure 2, the rejection of the hypothesis in this study is seen in Tables 4 and 5.

Table 4. Summary of Hypothesis Testing Decisions H₁ H₂ H₃ H₄ H₅

Hypothesis	P	Decision
H ₁ There is a direct correlation between technical skill and service quality	0.000	Accept
H ₂ There is a direct correlation between the work environment and service quality	0.001	Accept
H ₃ There is a direct correlation between achievement motivation and service quality	0.000	Accept
H ₄ There is correlation direct between technical skill and achievement motivation	0.000	Accept
H ₅ There is a direct correlation between work environment and Achievement Motivation	0.000	Accept

Table 5. Summary of Hypothesis Testing Decisions H₆ and H₇

Hypothesis	Path Coefficient		Sobel Test	Decision
	Direct	Indirect	T-table	
H ₆ There is an indirect correlation between technical skill and service quality through achievement motivation	0.476	6.1818	1,984	Accept
H ₇ There is an indirect correlation between the work environment and service quality through achievement motivation	0.389	4.8143	1,984	Accept

The results of the path analysis as shown in Tables 2 and 3 are used to answer the seven research hypotheses that have been formulated, the decisions of which are given in Table 4 and Table 5. Table 4 is a summary of the decisions of H₁, H₂, H₃, H₄, and H₅ with a significance value criterion of less than 0.05, then the hypothesis is accepted. Table 5 is a summary of the decisions on hypothesis testing H₆ and H₇ provided that the direct correlation coefficient is less than on the coefficient of indirect correlation, then the hypothesis is accepted. Based on the results of the analysis in Table 2 and 3 above, in this study the correlation between variables was found.

Based on the results of path analysis research between technical skills and service quality of educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, the discussion of each hypothesis is as follows:

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A. Direct correlation between technical skills and service quality

Based on the results of path analysis research between technical skills and service quality for educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, a beta value of 0.635 was obtained with a significance value of 0.000 which means that there is a direct and strong correlation between technical skill variable and service quality variable for educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin.

Technical skill refers to an individual's capacity to do various tasks in a job, namely ability is an innate or learned trait that allows a person to carry out an action or mental or physical work (Yuliato, 2018). Technical skills are an employee's ability to complete work. Employees who have high technical work skills can carry out and complete the tasks assigned to them based on skills, experience and sincerity and time in doing their jobs so that they can provide good quality service to consumers. This strengthens research (Primafidyanti, 2019) which states that educational staff members is very influential on the Satisfaction of Regular Morning Students at Sangga Buana University YPKP Bandung. Also strengthens research (Kardisman, et al., 2014) said that improving service quality can be empowered by employees at the Depok City Transportation Service.

Numerous things are offered in order to attract and satisfy the need to provide excellent service quality (Cahya Nugraha, 2016) In order to provide excellent service or the best service to students, efforts must be made to improve human resource professionalism, as well as facilities and infrastructure, systems and procedures implemented, services provided, and other factors. If a standard has been established, and the service supplied is close to or exceeds the predetermined service level, the finest service to students can be offered.

The results of this study are in line with research conducted by (Wulandari, 2016) that technical skills of employees and supervision affect the quality of public services at the District Office in East Kutai Regency. Service quality is the quality of services provided to customers, both internal customers and external customers based on standard service procedures (Mananeke et al., 2019), in line with the results of research conducted by (Muazansyah, 2018) in the results of his research showing workability and quality directly has a positive effect on service quality where if the employee's personal skills are good, it can improve the quality of service at the Bangkalan District Social Service. This also strengthens Sinaga's research study (Sinaga & Kusumantoro, 2015) that service quality, management managerial ability, member motivation and cooperative image affect member satisfaction, meaning that service quality has a major effect on customer satisfaction.

B. Direct correlation between work environment and service quality

Based on the results of path analysis research between the work environment and the service quality educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, a beta value of 0.354 was obtained with a significance value of 0.001 which means that there is directly a weak and unidirectional correlation between the variable of the work environment and the variable of the service quality of educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin.

Thus, the results of this study can prove the theory put forward by Gesperz (Hardiyansyah, 2011) which states that there are several dimensions or attributes that must be considered in improving service quality, including: (a) Completeness, regarding the availability of supporting facilities; (b) Convenience in obtaining services, related to location, space, convenience, and information; and (c) other service supporting attributes such as environmental cleanliness, air conditioning, and waiting room facilities, music or TV facilities.

Furthermore, the results of this study also prove the theory by (Tjiptono, F & Chandra, 2017) which suggests that there are several characteristics or attributes that determine the quality of public services, namely: (a) the number of supporting facilities such as computers; (b) Convenience in obtaining services, related to location, service space, parking area, availability of information and others; and (c) Other service supporting attributes such as air-conditioned waiting room, cleanliness and others. Basically, to realize quality and good public services, every government organization needs to consider various factors that might effect it. In order to realize the quality and good service, one of the factors that need attention is the work environment factor, both physical and non-physical (Hardiyansyah, 2011).

The work environment is one of the important factors that can effect and produce optimal utilization of human resources for an agency. A pleasant and comfortable work environment will certainly be able to support or motivate employees to work well which in turn will be able to increase work efficiency and can be used as a tool to achieve agency goals (Dahlan, A, 2000). In addition, the work environment is also a sensitive thing in the world of work because it can make employees feel satisfied at work so that it will have an impact on improving the quality of their work. A conducive work environment provides a sense of security and allows employees to work optimally. The results of this study are in line with the results of Irdiyanti's research study (Irdiyanti & Syamsir, 2018) explained that the higher the quality of the work environment, both physical and non-physical, the higher the service quality and vice versa, the lower the quality of the work environment, the lower the service quality. This strengthens the

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research (Lisa & Nanik, 2019) that employee performance, interpersonal communication and physical environment affect community satisfaction through service quality.

Furthermore, the results of this study are also in line with the results of research (Sofiyana, 2018) explaining that based on the results of the study, it is known that there is a correlation between subordinates and the most dominant leadership influencing work environment variables. This means that the indicator of the correlation between subordinates and the leader has a very large effect on the work environment variable. Based on statistical tests, it is stated that the work environment has a positive and significant effect on service quality. If the work environment is improved, the quality of service will increase. This strengthens Nurmasitha's research (Nurmasitha & Hakim, 2019) that competence and work environment affect service quality (Study at the Population and Civil Registration Service of Sidoarjo Regency) as well as Hadi's research (Hadi, Larbiel.dkk, 2005) that competence, work environment in general jointly and partially affect the quality of service at the Faculty of Economics and Social Sciences UIN Suska Riau. Furthermore, the same thing also strengthens research (Indriasari, Dewi Pratiwi, 2020) work environment through motivation can improve employee performance STIE AMKOP Makassar.

C. Direct correlation between achievement motivation and service quality

Based on the results of path analysis research between achievement motivation and service quality of educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, a beta value of 0.755 was obtained with a significance value of 0.000 which means that there is a direct and strong correlation between the variable of achievement motivation and the variable of educational staff members service quality at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin. Work motivation is something that encourages someone to do a job or in other words work motivation is called a work spirit booster in line with the opinion (Siagian, S, 2009) that employee work motivation is an employee's willingness to work that arises because of the encouragement from the employee's personal self. As a result of the overall integration of personal needs, the effect of the physical and social environment whose strength depends on the integration process. (Hasibuan, 2016) explains that achievement motivation is an encouragement with the characteristics of a person doing a good job and high performance.

Employees with high achievement motivation really like challenges, dare to take risks, are able to take over responsibilities, like to work hard. This drive will create a need for employee achievement that distinguishes them from others, because they always want to do things better. Based on the experience and anticipation of a favorable outcome and if previous performance is considered good, then employees are more likely to engage in achievement behavior.

The results of this study are in line with the results of research (Mariah & Sa'ud, 2013) showing that 1) Achievement motivation has a positive and significant effect on the quality of academic administration services. 2) The performance of administrative employees has a positive and significant effect on the quality of academic administrative services. 3) Overall achievement motivation and performance of administrative employees have a positive effect on the quality of academic administration services at the Academic Directorate of the Indonesian University of Education. This strengthens Yakup's research (Yakup, 2017) that work involvement, organizational culture and work motivation affect employee job satisfaction.

Furthermore, the results of this study are also in line with the results of research study (Kokom, 2017) the discussion shows that achievement motivation has a significant effect on employee work discipline and service quality. This article concludes that to realize the quality of educational services, it can be done by increasing achievement motivation and employee discipline. This strengthens Yuliawati's research study (Yuliawati & Widiyanti, 2013) that work motivation is closely related to employee performance in the Midwifery Study Program of the Ministry of Health, Tanjung Karang. In line with Ximenes' (Ximenes & Mudarya, 2017) achievement motivation and service quality have a positive effect on customer satisfaction for Garuda Indonesia Airlines flight services at Ngurah Rai Airport Denpasar. Furthermore, in Sobari's research (Sobari, 2018) explained that the effect of competence and achievement motivation on the service quality of the Bogor City Population and Civil Registry Service. The results showed that there was a positive and significant effect of competence and achievement motivation together on the service quality of the Bogor City Population and Civil Registry Service. the magnitude of the effect of competence and achievement motivation together is 76.4%. This strengthens the research of (Azhar, 2013) that work motivation has a close effect on auditor performance (empirical studies at Public Accounting Firms in Pekanbaru, Padang and Batam) and research (Primafidyanti, 2019) that the quality of academic services and customer correlation management has a strong effect on morning regular student satisfaction at Sangga Buana University YPKP Bandung.

D. Direct correlation between technical skills and achievement motivation

Based on the results of path analysis research between technical skills and achievement motivation of educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, a beta value of 0.631 was obtained with a significance value of 0.000 which means that there is a direct and strong correlation between Technical Skill

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variable and Achievement Motivation variable for Education Personnel at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin.

Technical skills are a very important factor for success in the work environment. (Mangkumegara.A.A, 2013)explains that the world of work now requires skilled resources, as an employee is required to have high technical skills, technical skills are skills possessed by employees as a requirement to meet the needs of agencies, in addition to having expertise, in this era of intense competition, it is also required to have technical skills, which are prerequisites for staff members' success in life.

Technical skills are the driving force for action that is achieved by humans through learning exercises. In the process of motivation, technical skills directly affect the function in a person's motivation process. Individuals who have high achievement motivation usually also have high (Yasaratodo.Wau, 2014)Suprayogi (2018) explains that achievement motivation is the need to do a better job than before, always wanting to achieve higher achievements. Martinah (Cahyadi.A, 2014)explains the factors that effect achievement motivation from within a person, one of which is technical skills. Achievement motivation is also effected by the technical skills possessed by employees. Technical skills are the driving force for action that is achieved by humans through learning exercises. In the process of motivation, technical skills directly affect the function in a person's motivation process.

This is reinforced by the opinion of McClelland in Listyanti & Dewi (2019) that achievement motivation is one of the individual needs. Therefore, achievement motivation in this study is related to the needs and goals of each employee in the agency. The results of this study are in line with research study conducted by Amalia, Riyanto, & Farouk (2017). The results of this study found that: There is an effect of technical skills on employee achievement motivation at Pt. United Tractors Tbk. Based on the results of the t test, it shows that the f-count value is greater than the f-table ($18.127 > 4.260$), which means that the effect of the technical skill variable on employee achievement motivation at Pt. United Tractors Tbk is significant.

Furthermore, the results of this study are also in accordance with research conducted by Shafiah & Prasetyo (2004) on the results of the study that it was found that the variables of Technical Skill and achievement motivation at the Lumajang Integrated Service Office had a significant effect. In the results of Farizki's research study (2017), the results of the study show that partially the work environment variable has a significant effect on the achievement motivation of medical employees at RSU Bhakti Rahayu Surabaya (Rahayu, 2004) . In addition, the work environment also has an effect on the performance of medical employees at RSU Bhakti Rahayu Surabaya. This strengthens the research study by (Kristiani et al., 2013)in which it was found that the variable technical skill and work motivation of employees of PT. Indonesia Power Semarang Generation Business Unit has a significant effect.

E. Direct correlation between work environment and achievement motivation

Based on the results of path analysis research between the work environment and achievement motivation of educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, the beta value was 0.516 with a significance value of 0.000 which means that there is a direct and moderate correlation between work environment variable and achievement motivation variable for education staff at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin.

In achieving the goals of an organization, it is also necessary to pay attention to work environment factors. Rostiana (Mulia & Saputra, 2021)explains that the work environment is one of the important factors that effect the achievement of organizational goals that can increase one's achievement motivation. A conducive work environment provides a sense of security and allows employees to work optimally. The work environment can affect employee emotions, if the employee likes the work environment where he works, the employee will feel at home in his workplace to carry out activities so that work time is used effectively and employee achievement motivation is also high. The work environment includes working correlations that are formed between fellow employees and working correlations between subordinates and superiors as well as the physical environment where employees work (Iskandar, 2016).

Achievement motivation has a correlation with the work environment so that to improve work results, motivation has an important effect on employee performance because the success or failure of an organization in achieving goals is also determined by employee achievement motivation because with the stimulant it will make employees more motivated to complete work better (Kasmi, 2017).

The results of this study are in line with the results of research study by (Mulia & Saputra, 2021)explaining that if employees feel comfortable with their work environment, motivation for achievement will increase, so employees can be more enthusiastic about work and ultimately improve their performance.

Furthermore, the results of this study are also in accordance with research conducted by (Badawi, 2014)regarding the effect of the work environment, and work discipline on the motivation for achievement of civil servants at the Secretariat of the DPRD Madiun. The results of this study indicate that the work environment and work discipline have a significant effect on the achievement motivation of civil servants at the Madiun DPRD Secretariat. This strengthens research study from

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(Paita.Sulistiawati, 2015) showing the effect of compensation and work environment on employee performance through work motivation at Manado religious education and training centers.

F. Indirect correlation between technical skills and service quality through achievement motivation

Based on the results of path analysis research between technical skills and service quality of educational staff members at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin, obtained a value of 0.476 which means that indirectly there is a moderate correlation between the variables technical skill and variable of service quality of educational staff members through the variable of achievement motivation at the Faculty of Teacher Training and Education, University of Lambung Mangkurat Banjarmasin.

The responsibility of employees in offering their best performance cannot be divorced from service quality. Consumers will be more satisfied if competent personnel are present in educational institutions. This is because the presence of qualified employees in educational institutions would bring comfort and contentment to educational customers, resulting in improved services.

An staff member's technical talent is the process of attaining work results or work performance by a person through tasks or responsibilities that have been given to him based on his abilities and expertise in reaching a set goal.

Technical skills are a critical component of professional success. Technical skills are abilities possessed by employees as a prerequisite to satisfy the needs of agencies, in addition to having expertise, in this period of intense competition is also required to have high technical skills, as an employee is expected to have high technical skills. Technical abilities are a requirement for an employee's or employee's success in life.

Since the requirement for great service to every academic community (students) necessitates the availability of human resources with excellent baseline competences, coaching and enrichment (growth) of competence must be provided to each human resource division through training.

Improving service quality is inseparable from both inter-internal incentives, namely achievement motivation from the employees themselves or from external sources in the form of remuneration. Employees will be able to achieve maximum work performance if they have high achievement motivation. Achievement motivation is formulated as a person's sincerity or impetus to do better than what has been made or achieved before or made or achieved by others. Achievement motivation is a type of intrinsic motivation. McClelland in (Listyanti & Dewi, 2019) states that achievement motivation is an effort to achieve the best results based on a certain standard of excellence. This shows that the technical skills and achievement motivation of employees are the main priority to serve students in an effort to improve the quality of excellent service.

G. Indirect correlation between work environment and service quality through achievement motivation

Based on the research results of path analysis between the work environment and service quality for educational staff members through achievement motivation at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin obtained a value of 0.389 which means that indirectly there is a weak correlation between Work Environment variables and variables Quality of Education Personnel Services through the variable of Achievement Motivation at the Faculty of Teacher Training and Education, Lambung Mangkurat University, Banjarmasin.

A pleasant work environment is the key driving force for employees to produce quality of top service. According to (Cahyadi, 2014) explaining the quality of service or worsening employee work performance could be caused by a number of factors, ranging from poor work skills to insufficient motivation or a bad work environment.

In this case, staff members will always try to adapt to various environmental conditions around them. Likewise, when staff members do work, as staff members cannot be separated from the various circumstances around where the staff members work, namely the environment. With an adequate environment, it will trigger the emergence of achievement motivation in staff members. Achievement motivation explains that a strong need to be an impetus to succeed or excel. This relates to the extent to which the employee is motivated to carry out his duties. Those who have a high need for achievement tend to be motivated by challenging and competitive work situations, are responsible, enjoy solving problems, tend to set goals, appreciate feedback on how well they are doing. A comfortable and conducive work atmosphere can impact on staff members that further increase the quality of services to be more effective and efficient. Therefore, the work environment and achievement incentive can effect in enhancing the quality of service. The fulfillment of many employee needs, including existence, relatedness, and growth demands, as well as being supported by a healthy work environment, will undoubtedly have a significant impact on the enhancement of employee service quality. This result corroborates to Nurmasitha's research study (Nurmasitha & Hakim, 2019) that competence and work environment affect service quality (a study at the Sidoarjo Regency Population and Civil Registration Service). It is also in line with the research study conducted by Afianto (2016).

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IV. CONCLUSION

Based on the results of the analysis and discussion of this present research findings, it is concluded: (1) Technical skills, work environment, achievement motivation, and service quality of educational staff members are included in the very high classification category. (2) There is a direct correlation between technical skills and service quality; work environment and service quality; achievement motivation and service quality; technical skills and achievement motivation; work environment and achievement motivation. (3) There is an indirect correlation between technical skills and service quality through achievement motivation; work environment and service quality of education personnel through achievement motivation.

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