



# THE INFLUENCE OF EMPLOYEE PERFORMANCE AND WORK DISCIPLINE ON THE LEVEL OF COMMUNITY SATISFACTION

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Article history:	Abstract:
<b>Received:</b> 20 <sup>th</sup> July 2023 <b>Accepted:</b> 20 <sup>th</sup> August 2023 <b>Published:</b> 24 <sup>th</sup> September 2023	This research aims to analyze employee performance and performance discipline simultaneously and partially on community satisfaction so that can increase community satisfaction. Method Which used on this research is descriptive quantitative And verification. The data used was tested using validity, reliability and classical assumption tests. Technique analysis use scale <i>likert</i> For analysis regression double, analysis coefficient determination, hypothesis testing, namely the t test and F test. The results of the study show that Employee Performance and Performance Discipline have a positive influence of 53% And own connection Which significant. Results hypothesis state that employee performance And performance discipline have influence positive as well as significant in a way simultaneous nor Partial to community satisfaction. Study This show that all the hypotheses constructed can be significantly accepted. Effort increase quality community satisfaction can in achieved through planning strategy in improve quality community satisfaction which is built with ability employee performance and performance discipline Which optimal.

**Keywords:** Employee Performance, Performance Discipline, Community Satisfaction

## INTRODUCTION

The role of apparatus resources in an organization is very important in moving the government organizational system. The dynamics of the organizational system are determined by the quality of human resources in the organization. In it, namely employees who work within the framework of their duties, functions and responsibilities. Quality service is reflected in service principles. As stated in Law Number 23 of 2014 concerning Regional Government, the administration of regional government is directed at accelerating the realization of community welfare through improving services, empowering the community and increasing regional competitiveness by observing the principles of Democracy.

Service public is an area undergoing reform or change , with there is bureaucratic reform in the service area public expected capable give change positive especially in service public long reign. This complained by the public can changed become excellent service accordingly hope public (Daraba, 2019) . Government concurrently a very big aspect , the environment wide as well as include every agencies and institutions with source Power lots of humans To use do management governance , that is giving service to public as well as its development . Service represents something very decisive thing because related tightly with every individual who has different needs and purposes (Sholichah, 2017) . In optimizing government management functions, an integrated program is needed to improve the quality of human resources, development planning programs, community involvement in program planning can be increased, maintenance and procurement of facilities and infrastructure can be improved and programmed continuously. (Sari et al., 2020) . According to Moha & Loindong (2016) satisfaction public can said someone who feels disappointed or like Because caused comparison on results to expectation actions taken by employees part service .

Satisfaction public will achieved If activity service in something organization give good service. Implementation activity service office directed to achievement efficiency and effectiveness work . Evaluation to performance employee can seen from quality provided by the giver service to recipient service . Service public said Good If quality provided by officers giver service good . Discipline Work is influencing factors quality service public . If employee discipline so good quality will easy materialized . Discipline is the loyalty of a person or group of people to rules, norms, instructions which are stated to apply to a particular person or group. This discipline is in principle an invitation to the entire community, both individually and in groups, to live in a safe, orderly and peaceful manner. (Rahmat & Kadir, 2017) Tsauri (2014) explain that quality service is something attitude or resulting relationship from comparison hope public with performance employee. A good performance will described in the achievements achieved by a person employee in something agency

. Service good public is something mirror from performance employees and fulfill a sense of satisfaction society , as well produce considered good by society to agency that .

Previous studies related influence performance employees and discipline Work to Community satisfaction was carried out by Prayogo & Ismiyati (2018) show that obtained influence performance employees and discipline Work in a way simultaneous to satisfaction public namely 65%. Variables that provide greatest influence to activity Study in a way Partial is discipline Work that is amounted to 33.1% whereas For performance employee give influence more small that is by 27% then variable performance employees and discipline Work influential positive to satisfaction public in a way significant . Furthermore research conducted Christiani (2013) show The performance of the apparatus is good, however efforts must always be made to improve the quality of service through improving the quality of Human Resources (HR) and facilities and infrastructure. Improving the quality of human resources can take the form of education and training that is attended by all officers.

Village office Tuloa is agency the government provides it service service public . From the study This can seen Still low presence apparatus government is coming appropriate time so that activity service disturbed and difficult society that has interest with apparatus that . There is complaint the people of Tuloa Village are also about obscurity information received as well as lateness service . This thing make evaluation public to quality services at the Tuloa Village office the become not enough good. Community expectations it turns out No in accordance with reality that occurs and is experienced . Society will feel satisfied If hope they in accordance with expectations and vice versa public feel disappointment Because the performance it receives under hopes and expectations . Based on description problem the so study This aim For analyze influence performance employees and discipline Work to Community satisfaction in Tuloa Village Subdistrict North Bulango, Bone Bolango Regency.

### Employee Performance

Sinambela (2021) explains that employee performance is defined as an employee's ability to perform certain skills. Performance assessment cannot be separated from the entire process of resource management activities Power human. To determine the level of achievement of an organization, it is necessary to assess employee performance. With performance appraisals, it is very easy to see whether an employee is good or bad at work and this is very good for the organization to be able to determine what needs to be improved. Proposed hypothesis as following .

H1 : Employee performance influential to community satisfaction .

### Employee Discipline

Discipline is a strength that develops in the employee's soul which results in the employee being able to adapt to decisions, rules and high values of work and behavior. Work discipline is part of the morale of the workers themselves which needs to be emphasized in an organization. Without high disciplinary support, it is difficult for an organization to demonstrate its achievements (Judge, 2021) . Proposed hypothesis as following .

H2: Work discipline influential to community satisfaction .

### Community Satisfaction

Community satisfaction is a desire that is expected by service or product providers in order to increase the loyalty of recipients (Zidan et al., 2022) . If the product or service received is in accordance with their needs and desires, then society will have a sense of satisfaction and increase trust, but if the product/service provided does not meet expectations, society perceives that the performance provided is not appropriate and needs to be improved. To find out the community's assessment, attributes are used which contain how the community measures it. Proposed hypothesis as following .

H3: Employee performance and work discipline have a significant positive effect on community satisfaction

## METHOD STUDY

The method used in this research is a quantitative method, quantitative research basically includes determining the selection of subjects from which information or data is obtained, data collection techniques, procedures used for data collection and more emphasis on aspects of objective measurement of social phenomena. This research does not provide special treatment to the independent variables, but only reveals facts based on phenomena that have occurred.

Sample Which used onstudy This as much 102 respondents And method taking sample study with method random, It means anybody have opportunity Which The same For made sample study. There are n methods collection data done interviews, questionnaires and observations were used as data collection techniques in this research. The use of data in research was obtained by giving questionnaires, respondents' assessments of the variables studied used a *Likert scale* (Strongly Agree (SS) = 5; Agree (S) = 4; Undecided (Rr) = 3; Disagree ( TS) = 2; Strongly Disagree ( STS) = 1).

## RESULTS STUDY

### Testing Validity

1. Validity test variable Employee Performance

Table 1 . Results Test Validity variable Employee Performance

Item	r count	Sig.	Note
X1.1	0.803	0,000	Valid
X1.2	0.774	0,000	Valid
X1.3	0.762	0,000	Valid
X1.4	0.793	0,000	Valid
X1.5	0.761	0,000	Valid
X1.6	0.803	0,000	Valid

Based on table 1 on show that all over item instrument statement on variable Employee Performance own results mark correlation  $r$  count  $>$   $r$  table, limit mark  $r$  table Which used is 0.266. On analysis This Also obtained mark significance statement  $<$  0.05.

2. Test the validity of the Performance Discipline variable

Table 2 . Results Test Validity variable Performance Discipline

Item	r count	Sig.	Note
X2.1	0.729	0,000	Valid
X2.2	0.692	0,000	Valid
X2.3	0.716	0,000	Valid
X2.4	0.521	0,000	Valid
X2.5	0.783	0,000	Valid
X2.6	0.729	0,000	Valid

Table 2 in on show that whole item instrument statement the Performance Discipline variable has a value result correlation  $r$  count  $>$   $r$  table (0.266), whereas according to significance all over The significance value of the statement item is  $<$ 0.05. So that can interpreted all over instrument on variable Performance Discipline is valid.

3. Test the validity of the Community Satisfaction variable

Table 3 . Results Test Validity variable

Item	r count	Sig.	Note
Y.1	0.802	0,000	Valid
Y.2	0.564	0,000	Valid
Y.3	0.706	0,000	Valid
Y.4	0.705	0,000	Valid
Y.5	0.724	0,000	Valid
Y.6	0.802	0,000	Valid

Table 3 in on show that whole item instrument statement on the variable community satisfaction has results correlation value  $r$  calculated  $>$   $r$  table (0.266), whereas according to significance all significance values of statement items  $<$  0.05 so that can interpreted that all over instrument statement Which given to respondents with the community satisfaction variable is valid.

Testing Reliability

Table 4. Reliability Test Results

Variable	r count	N of Items	Note
X1	0.863	6	Reliable
X2	0.770	6	Reliable
Y	0.755	6	Reliable

Table 4 above show *Cronbach Alpha* reliability test the variable X1 ( Employee Performance ) produces a value of 0.863, and is significantly greater than the *reliable criteria* namely  $>$  0.6 . So it can be concluded that the Employee Performance variable is *reliable* . And the variable X2 ( Performance Discipline ) produces mark amounting to 0.770 , namely  $>$  0.6. So that can concluded variable Performance Discipline is *reliable* . Meanwhile, variable Y ( satisfaction society ) produces mark amounting to 0.755 , namely  $>$  0.6. So that can concluded variable satisfaction public is *reliable*

Analysis Regression Bergand a

Table 5. Regression Results Multiple

Model	Unstandardized Coefficients		t	Sig.
	B	Std. Error		
(Constant)	-0.317	0.511	- 0.620	0.538
Employee Performance	0.416	0.150	2,766	0.008
Performance Discipline	0.354	0.141	2,518	0.015

Based on table 5 above analysis regression linear multiple can explained as following: 1) Constant worth negative as big as -0.317 shows that from every variable independent Employee Performance And Performance Discipline assumed not experience change (constant), so mark from community satisfaction the more reduce. 2) Coefficient of the Employee Performance variable of 0.416 can be interpreted as every increase One score competence will experience enhancement as big as 0.416 with assumption variable independent other still. 3) Coefficient of variable Performance Discipline as big as 0.354 shows that \_ every increase One score Performance Discipline will give rise to an increase of 0.354 with assumptions other independent variables have a fixed value . Here are the results analysis regression multiple:

$$Y = -0.317 + 0.416 X_1 + 0.354 X_2 + e$$

The Employee Performance regression coefficient (X1) of 0.416 is positive, meaning that if employee performance increases, performance will increase. Assuming other independent variables remain constant. The Performance Discipline regression coefficient (X2) of 0.354 is positive, meaning that if Performance Discipline increases, performance will improve. Assuming other independent variables remain constant. Therefore, employee performance and performance discipline have a positive influence on community satisfaction.

**Coefficient Determination**

The coefficient of determination (R2) value aims to predict and show how much influence variable X has on variable Y.

Table 6. Results of R Square Regression Model

Model	R	R <sup>2</sup>	Adjusted R <sup>2</sup>	Std. Error of the Estimate
1	0.747 <sup>a</sup>	0.558	0.532	0.357
a. Predictors: (Constant), Employee Performance , Performance Discipline				
b. Dependent Variable: Community Satisfaction				

Based on table 6, it shows that the R square value is 0.532 or 53.2% means the community satisfaction variable can explained as big as 53.2% affected by Employee Performance And Performance Discipline. So that whereas 46.8% influenced by technology, input quality or material, quality environment physique, leadership, And management source Power man Which is variable other Which No researched .

**DISCUSSION**

Where are the partial test results? significant value as big as 0.008 < 0.05 indicates that Employee performance has a positive and significant influence on performance . Whereas mark significant of 0.015 < 0.05 shows that Performance Discipline has a positive and significant influence on performance.

Table 7. t test results

Model	Unstandardized Coefficients		t	Sig.
	B	Std. Error		
(Constant)	-0.317	0.511	- 0.620	0.538
Employee Performance	0.416	0.150	2,766	0.008
Performance Discipline	0.354	0.141	2,518	0.015

Table 12. F Test Results

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	8,233	3	2,744	21,439	,000 <sup>b</sup>

Residual	6,528	51	0.128		
Total	14,761	54			

Based on the calculation results table test F, can seen that mark F count as big as 21,439 with mark significant as big as 0.00 so means variable Employee Performance And The Performance Discipline has influence positive And Also significant in a way simultaneous to community satisfaction.

Employee Performance influential on community satisfaction. These results indicated that For increasing community satisfaction is built by the quality of employee performance. As for Strategy formulation is not only oriented period short, However Also oriented period long or sustainable. All formulation strategy can accommodate interest various party. Furthermore Employee Performance created from seven dimensions the will push enhancement community satisfaction. Community satisfaction which is indicated by seven dimensions in accordance with descriptive analysis answer respondents show results Which Enough optimal. Matter the show that community satisfaction Enough tall although Not yet in accordance with Which expected.

Enhancement community satisfaction can achieved by increasing Employee Performance. Quality Performance Discipline influential to community satisfaction . Results the indicated that for increase quality content strategy built by quality Performance Discipline. Based on description respondents' answers to the quality variable Performance Discipline is indicated by five dimensions have been implemented well, although Not yet reach condition Which optimal. During process planning strategies involved members carry out interaction in a way continuously. In process planning strategy member team can do Performance Discipline in a way open so that will created bait come back in Performance Discipline. Furthermore quality Performance Discipline Which created from five dimension the will push increase quality community satisfaction. Community satisfaction Which indicated by five dimensions in accordance with descriptive analysis answer respondents show results Which Enough optimal. Matter the show that in a way whole the strategy formulation is appropriate or harmony with source Power Which owned. Although matter the Not yet accomplished in accordance hope, community satisfaction can achieved with increase quality Performance Discipline.

Employee Performance And Performance Discipline in a way simultaneous influential to community satisfaction. Results the indicated that For increasing community satisfaction is built by Employee Performance And Performance Discipline. Based on the description of the respondent's answer on variable community satisfaction Which indicated by four dimensions has held with Good, although Not yet reach condition Which optimal. Organization in a way Keep going continuously adapt change with make strategy according to the feedback based on the market. On planning products and businesses adapt with stakeholders. Decision plan strategy with fast adapt change Which happen. Community satisfaction Which indicated by four corresponding dimensions with analysis description answer respondents showed sufficient results optimal. This shows that community satisfaction Good However Not yet in accordance with Which expected. Performance organization Which Good showed with average *profitability* during three year the latter is above the industry average. Although matter the Not yet accomplished in accordance hope, enhancement community satisfaction can achieved with improve the quality of employee performance and Performance Discipline.

Based on study Which has done, something Tuloa village government need to improve employee performance on indicator aggressiveness with method build system evaluation Work to village officials so that increase Power competitive Which Healthy, so that building good employee performance. Organization need increase performance discipline on attitude influence indicators by making program or *events* internal company To use strengthen connection which exists in in company so that can intertwined performance discipline Which Good. Then the organization needs to improve performance on indicator productivity with method adjust work employees with their abilities and interests, hold training and *cross-training* and provide facility Which support.

**CONCLUSION**

The conclusions of this study are as follows following:

1. Employee Performance in a way Partial has a positive influence as well significant to community satisfaction
2. Performance Discipline partially has influence positive And Also significant to community satisfaction.
3. Employee Performance And Performance Discipline simultaneously have an influence positive And Also significant to community satisfaction.

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