



THE INFLUENCE OF PUBLIC SERVICE QUALITY AND EMPLOYEE DISCIPLINE ON COMMUNITY SATISFACTION

Syamsul Azhar¹⁾ Mahmud Tolingguhu²⁾ Abdul Rahmat³⁾ Ellys Rachman⁴⁾

Prodi Studi Ilmu Administrasi, Angkatan XXX, Gorontalo, Indonesia

Pascasarjana Universitas Bina Taruna Gorontalo

E-mail:

syamsulazharpajak@gmail.com ; abdulrahmat@ung.ac.id ; ellysrachman12@gmail.com

Article history:	Abstract:
Received: 20 th July 2023 Accepted: 20 th August 2023 Published: 24 th September 2023	This study done to determine the influence of service quality and discipline Work on community satisfaction . Research methods used _ using a quantitative approach with data collection techniques using questionnaires. Data analysis using multiple linear regression analysis with the help of the SPSS version 25.0 program. This research shows that the t - value between the exogenous latent hypothesis public. Meanwhile, the t-value of the exogenous latent variable And the t - value of the exogenous latent variables X1 and variable basis together has a significant positive influence on the community satisfaction variable.

Keywords: Quality Service, Discipline Work, Satisfaction

INTRODUCTION

Public service in the government sector is a manifestation of function apparatus country in the form of community service and service to the country. Service activities in an organization or institution will play an important role in the smooth running of organizational activities. Services in organizations, especially offices, are required to be fast and precise. This is an obligation that must be carried out. For public organizations, good service is reflected in the effectiveness and efficiency of the activities carried out. The faster and more accurate the service provided, the better the quality of service will be (Kurnia, 2022).

The government as a public service provider is responsible and continues to strive to provide the best service to the community. The low quality of services provided is one of the shortcomings implementation of public services carried out by the government in the community. Some people who have dealt with bureaucracy always complain and are disappointed with the services provided. There are some people who still think lowly of the performance of the bureaucracy.

several factors cause the quality of a service to be poor, including: 1) the high intensity of the officer's workload; 2) inadequate support for internal customers; 3) communication gaps; 4) poor quality of services provided; 5) treating customers in the same way; 6) excessive expansion and development of services; there is no innovation in developing procedural bureaucratic conveniences. As Law Number 25 of 2010 concerning Public Services must be punctual. However Based on the results of the study conducted, there are problems with the government village There are no Standard Operating Procedures (SOP) for administrative services. People still often complain about the time it takes to complete documents for example, the Land Ownership Certificate was promised to be completed within 1 day, but even though the estimate promised was a maximum of 1 working day, the realization could take up to 2-3 working days. Then The public considers government service facilities The village is not adequate, for example there are no special facilities for people with disabilities and vulnerable groups so they have to queue like other normal people . From the description the so study This aim For analyze influence quality service and discipline performance to satisfaction community in the Village Government .

Quality Public Service

Service has an important role in human life, because fulfilling human needs requires service. Service as a process of fulfilling needs through the activities of other people directly, is a real action carried out in an institution. Public services according to the Decree of the Minister for Administrative Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and to implement statutory provisions.

Public service standards which include procedures, time, product costs, facilities and infrastructure as well as officer competency should be met in order to achieve the objectives of the service itself (Nila, 2016).

Discipline Work

Discipline can be interpreted as the attitude of a person or group who intends to follow the rules that have been set. In relation to work, work discipline is an employee's attitude and behavior towards organizational regulations. Intention can be interpreted as the desire to do something or the willingness to conform to regulations. Attitudes and behavior in work discipline are characterized by various initiatives, willingness and desire to obey regulations. This means that someone who is said to have high discipline does not merely obey and obey the rules rigidly and to death, but also has the will (intention) to adapt to the organization's regulations.

According to Hasibuan (2007), discipline is a person's awareness and willingness to obey all company regulations 39 and applicable social norms." Awareness is the attitude of someone who voluntarily obeys all regulations and is aware of their duties and responsibilities properly, not under coercion.

Community Satisfaction

Public satisfaction with public organizations is very important because of the relationship of public trust. According to Harbani Pasolong (2010), the better the government and the quality of services provided, the higher the public's trust (*high trust*). Public satisfaction is a very important factor and determines the success of providing public services because the public is the consumer of the service products produced (Noor, 2019). So that Public service administrators must be able to meet the needs and desires of the community so as to achieve community satisfaction . Public satisfaction really needs to be considered by service providers to determine the quality of public services. The government, as a provider of public services, must always improve its quality.

RESEARCH METHODS

The method used in this research is a quantitative method, with data analysis techniques using Structural Equation Modeling (SEM). Data processing in studies This use SPSS 25 application . Next done validity test to determine the validation of the instrument or questionnaire . The technique used is *Pearson Product Moment correlation* , which is a way to correlate variables with the total score. A variable is said to be valid if the number of these variables correlated significantly with the total score. The reliability test is a requirement for achieving the validity of the questionnaire with research objectives. The reliability testing technique used is by using the *Cronbach's Alpha value* .

The sampling technique in this research used Slovin, with a sample size of 120 respondents and the data collection technique in this research also used a questionnaire with a scale of 5.

RESEARCH RESULT

Stage First done by testing the quality of the data using validity tests and reliability tests . The resulting validity test is valid, p This show that $r\text{-count} > r\text{-table}$ (0.361). And reliability test The resulting *Guttman Split-Half Coefficient value* is above 0.80, which means that all indicators in the variables tested are reliable . The next stage is testing the validity of the 3rd CFA model after eliminating several invalid indicators from the previous CFA-1 and CFA-2 tests. All these SEM elements are combined and then translated into a flow diagram (*path diagram*) so that it can be seen easily in relation to the quality relationships they have.

Table 1. CFA-3 Model Test

Variable	Indicator	Loading Factor	Comparison	Note.
Quality Service (X1)	X1.1	0.88	0.70	Valid
	X1.2	0.99		Valid
	X1.3	0.83		Valid
Discipline Work (X2)	X2.5	0.81	0.70	Valid
	X2.6	0.99		Valid
	X2.7	0.70		Valid
Satisfaction (Y)	Y4	0.72	0.70	Valid
	Y5	0.95		Valid
	Y6	0.78		Valid

Based on table 1 in above, it can be seen that the 3rd CFA (*Confirmatory Factor Analysis*) model carried out can be said to be valid. This is proven by the resulting *loading factor value* which is more than the minimum criterion value of the CFA model, namely 0.70. After the indicator is declared valid, a reliability test is then carried out on the indicator

which can be determined based on the Construct Reliability (CR) and Variance Extracted (VE) coefficient values which are processed using SPSS.

Table 2. Model reliability test

Variable	Coef . Reliability		Criteria Coef . Reliability		Note.
	CR	VE	CR	VE	
Quality Service (X1)	0.928	0.814	>0.7	>0.5	Reliable
Discipline Work (X2)	0.8753	0.7087			Reliable
Satisfaction (Y)	0.7712	0.6561			Reliable

The reliability coefficient value using the formula above shows the results that the variable indicators of Service Quality (X1), Work Discipline (X2), Community Satisfaction (Y) can be continued to the next test.

Table 3. t-Value Analysis

Hypothesis	Path	t-value	Comparison	Note.
H1	Quality Service	-0.23	1.96	Rejected
H2	Discipline Work	3.32	1.96	Accepted
H3	Quality Service and Discipline Work	5.50	1.96	Accepted

Table 3 shows the t - value between the exogenous latent hypothesis public. Meanwhile, the t-value of the exogenous latent variable And the t - value of the exogenous latent variables X1 and variable basis together has a significant positive influence on the community satisfaction variable.

DISCUSSION

Based on the results of the analysis explained above , you can see that : The influence of service quality on community satisfaction which was analyzed using an analytical tool, namely (*structural equation modeling*) SEM and obtained research results based on problem formulation and hypothesis testing using the t-value, explains that service quality does not have an insignificant positive influence on community satisfaction. This is in accordance with the results of the t-value hypothesis test of 0.082 which is less than the criteria for accepting a hypothesis with a value of >1.96. Based on this explanation so It was concluded that the condition of service quality regarding community satisfaction was still lacking regarding the services available in the office so that it did not have an influence on the people of the Brang District Head Office

The Influence of Discipline Work on Community Satisfaction that is analyzed can use an analysis tool, namely (*Structural Equation Modeling*) SEM and research results obtained based on problem formulation and hypothesis testing using the t-value explain that discipline work has a significant positive influence on people's satisfaction. This is in accordance with the results of the t-value hypothesis test of 2.58 which has exceeded the criteria for accepting the hypothesis with a value of >1.96. Based on this explanation can It was concluded that employee performance had a significant influence on community satisfaction.

Impact of Quality Service and Work Discipline on Community Satisfaction Utilization which was analyzed using analytical tools namely (*Structural Equation Modeling*) SEM and obtained research results based on problem formulation and hypothesis testing using the t-value explained that quality service and work discipline have a significant positive influence on community satisfaction. This is in accordance with the results of the tvalue hypothesis test of 4.97 which has exceeded the criteria for accepting the hypothesis with a value of >1.96.

CONCLUSION

The resulting conclusions from study This is as following :

1. Based on the results of the analysis, it can be concluded that the indicators that make up each variable in this research, namely the service quality research variable (X1), are composed of two indicators, namely *reliability and responsiveness* , *the discipline* research variable . work (X2) is composed of two indicators, namely indicators of behavior at work and also obeying other organizational regulations. The community satisfaction variable (Y) is composed of two indicators, namely service requirements and speed of service.
2. There are innovations that need to be carried out to increase public satisfaction with the government village namely increasing cooperation with other employees, increasing enthusiasm for work, optimizing working time properly, using a predetermined work uniform system, utilizing information technology to improve service quality.

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