

The Influence of Work Discipline and Public Service Systems on Community Satisfaction in One-Stop Services in Sawahlunto City

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ABSTRACT

This research was conducted at the One Stop Service Office in Sawahlunto City. The purpose of this research was to determine the effect of work discipline and the public service system on the satisfaction of service users. The method used in this study is a quantitative method using SPSS 22. In this study, the population of people who carry out public services at the One-Stop Service in Sawahlunto City is 34 people. By using accidental sampling, a sample of 34 people was obtained. The data collection technique used is by using a questionnaire or questionnaire. Based on multiple linear regression analysis of work discipline and public service system variables on community satisfaction, $Y = 1.257 + 0.745 X_1 + 0.0377 X_2 + e$. From the t-test conducted, it was found that work discipline variable X_1 had a significant effect on community satisfaction with a variable value of $3.407 > 2.039$ and a significance level value of $0.002 < 0.05$. Variable X_2 public service system has an influence on community satisfaction with a variable value ($2.119 > 2.039$) and a significance level value of $0.002 < 0.05$. Judging from the f test conducted, it was found that work discipline and public service systems have a simultaneous effect on community satisfaction, that $f_{count} > f_{table}$ ($15,034 > 3.29$), with a significance probability of $0.000 < 0.05$. This can be seen from the R Square value of 0.492 or 49.2% and the rest is influenced by other variables not included in this study of 50.8%.

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1. INTRODUCTION

Public services are currently very important in both formal and non-formal organizations, public services have a big influence on the quality of organizational services. Based on Law No. 23 of 2014 concerning Regional Government, the administration of regional government is directed at accelerating the realization of community welfare through improving services, empowerment and the role of the community as well as increasing regional competitiveness by taking into account the principles of democracy, equality, justice and the uniqueness of a region in the state system. Unitary Republic of Indonesia. The form of guidelines for regional government administration consisting of legal certainty, orderly state administration, public interest, openness, proportionality, professionalism, accountability, justice, effectiveness and efficiency. Good government structure is the most pressing issue in public administration management today. Work discipline can be said to be the most important thing in an organization, because the success of an organization can be measured by how disciplined its employees are. Work discipline is very important in an organization,

because with work discipline an organization's employees can achieve the goals of the work program they carry out. Work discipline is a very important part or variable in the development of human resource management, because discipline is needed in an organization to prevent negligence, deviation or neglect and ultimately waste in carrying out work.

Discipline is also a form of employee control and regular implementation of tasks to show the level of capability of the work team in an organization. Disciplinary actions require punishment for employees who fail to meet specified standards. Therefore, disciplinary action is not applied haphazardly, but requires wise consideration. When employees comply with the regulations set by the office and have high discipline, it will create a more conducive office atmosphere which will have a positive impact on office activities. Therefore, every office has the hope that its employees can comply with the regulations that have been set. Work discipline will have an impact on employee performance in the process of public service to the community, some of the employees who work at the Sawahlunto City One Stop Integrated Service office have domiciles quite far from the Sawahlunto City One Stop Integrated Service office so they are required to remain disciplined in carrying out their duties every day Work. Apart from work discipline, employees must also understand their duties in public services at the Sawahlunto City One Stop Integrated Services office. Implementation of public services includes service implementation, management of public complaints, information management, internal supervision, outreach to the public, and consultation services. If there are incompetence, violations and failures in providing services, the organizers and all parts of the organizing organization are responsible.

Basically, public satisfaction with government public services is not only seen from employee work discipline, public satisfaction can also be seen from the public service system carried out in the public service agency. Public services are needed by the community to support their various needs. Because basically people need services every day. The services provided to the community by agencies have a huge impact on the agency. Good service can create a good image of agencies that provide public services. The demands made by the public on the government to implement good governance apart from the influence of globalization are in line with the increasing level of public knowledge and education. They think that with good governance, the quality of public services will become better. This is certainly a normal thing and the government should respond to it by making targeted changes for good government administration, one of which is by improving the quality of public services.

As with the issues currently circulating, the services provided generally do not satisfy the public. This can be seen from the large number of complaints made by the public every time they process permits or documents using government services. The services provided are often complicated for various reasons that are not acceptable to the public, so that the services provided tend to be ineffective and inefficient. A quality service must be able to provide satisfaction to all levels of society. Public satisfaction with the public services provided is also based on the discipline of the employees in the agency. Work discipline also plays an important role in this public service, where every employee is required to be disciplined in carrying out their duties in order to achieve good public services for the community.

2. RESEARCH METHOD

The method used in this research is a survey method, where the author distributes questionnaires for data collection. The approach used in this research is a quantitative approach. According to (Sugiyono, 2019) quantitative research is defined as a research method based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, quantitative/statistical data analysis, with the aim of testing predetermined hypotheses. Thus, this research explains the Impact of Work Discipline (X1) and Public Service System (X2) on Community Satisfaction (Y) in the one-stop integrated service in Sawahlunto City.

3. RESULTS AND DISCUSSIONS

Based on the results of processed data on the influence between research variables, the following research results are presented:

a. Multiple linear regression analysis

In calculating multiple linear regression analysis, the program uses SPSS version 22 with the following analysis results:

$$Y = 1.257 + 0.745 X1 + 0.377 X2 + e$$

Based on the multiple linear regression equation above, it can be analyzed as follows:

- i. The value of 1.257 is a constant, meaning that if the independent variable work discipline (X1) and the public service system (X2) is constant at 0.02, then community satisfaction (Y) is already 1,257 units.
 - ii. The value of the first regression coefficient (b1) for work discipline of 0.745 is positive. This shows work discipline (X1) if there is an increase of 1 unit, assuming the public service system (X2) has a constant value of 0.02, then public satisfaction increases by 0.745 units.
 - iii. The value of the second regression coefficient (b2) of the public service system of 0.377 is positive, meaning that if the public service system (X2) experiences an increase of 1 unit, assuming work discipline (X1) has a constant value of 0.02, then public satisfaction (Y) will increase of 0.377.
- b. Coefficient of determination R²
- The coefficient of determination test results (R²) shown by the R Square value are 0.492 or 49.2%. This result means that the independent variables work discipline (X1) and the public service system (X2) have an influence on community satisfaction (Y) of 49.2% while the remaining 50.8%. the rest is influenced by other variables not included in this study.
- c. The influence of work discipline on community satisfaction
- For the work discipline variable, the t-count value is 3.407 with a significance level of 0.002. Because the tcount value is greater than ttable 3.407 > 2.039 and the significance level value is 0.002 < 0.05, H1 is accepted. This proves that work discipline has a significant effect on community satisfaction with the One Stop Integrated Service in Sawahlunto City. Supported by previous research, (Kinerja et al. 2018), the Influence of Employee Performance and Work Discipline on Community Satisfaction, states that there is a positive and significant influence between work discipline on community satisfaction at the Gunungpati District Office.
- d. The influence of the public service system on community satisfaction
- For the public service system variable (X2) the t value is 2.119 with a significance level of 0.002. This shows that tcount > ttable (2.119 > 2.039) so H0 is rejected, meaning that partially the public service system has a positive and significant influence on public satisfaction with the One Stop Integrated Service in Sawahlunto City. Supported by previous research, (Vellayati and Dwihartanti 2018), the Influence of Public Service Quality and Employee Work Discipline on Community Satisfaction at the Rowosari Village Hall Office, Ulujami District, Pemalang Regency, states that public services have an influence of 39.5% and are significant on community satisfaction in Rowosari Village Hall Office.
- e. The influence of work discipline and the public service system on community satisfaction
- From the f test, the fcount is 15,034 with a significance level of 0.000, this shows that fcount > ftable (15,034 > 3.29), the probability of significance being 0.000 is far below 0.05. This means that H3 which reads: "It is suspected that there is an influence between work discipline and the public service system on public satisfaction and is accepted and H0 is rejected. So in the regression model it can be said that the variables of work discipline and the public service system simultaneously influence public satisfaction. This is supported in research, (Nurhidayat and Efendi 2021), The Influence of Public Services, Responsiveness and Employee Work Discipline on Community Satisfaction at the Purwosari Village Hall Office, Kaliwiro District, Wonosobo Regency. The results of this research show that public services have a positive and significant effect on community satisfaction, Responsiveness has a positive and significant effect on community satisfaction, employee work discipline has a positive and significant influence on community satisfaction.

4. CONCLUSION

From the formulation of the problem posed, the data analysis that has been carried out and the discussion presented in the previous chapter, several conclusions can be drawn as follows:

1. The variables used in this research include work discipline, public service system and community satisfaction resulting in a Cronbach Alpha value > 0.60 . This shows that the three variables have the level of reliability used in this research.
2. Multiple linear regression analysis
The multiple regression equation is known to have a constant value of 1.257, meaning that if the independent variables of work discipline (X1) and public service system (X2) are constant at 0.02, then public satisfaction (Y) is already 1,257 units. The value of the first regression coefficient (b1) for work discipline of 0.745 is positive. This shows work discipline (X1) if there is an increase of 1 unit, assuming the public service system (X2) has a constant value of 0.02, then public satisfaction increases by 0.745 units. The value of the second regression coefficient (b2) of the public service system of 0.377 is positive, meaning that if the public service system (X2) experiences an increase of 1 unit, assuming work discipline (X1) has a constant value of 0.02, then public satisfaction (Y) will increase of 0.377.
3. Coefficient of determination R²
The coefficient of determination test results (R²) shown by the R Square value were 0.492 or 49.2% while the remainder was 50.8%, the rest was influenced by other variables not included in this research. This means that the independent variables work discipline (X1) and the public service system (X2) are quite influential at 49.2%, while the remaining 50.2% is influenced by other variables not included in this research, such as the friendliness of officers, office environment, quality. service, employee performance and many others.
4. t test
Test results for the work discipline variable $t_{count} > t_{table} 3.407 > 2.039$ and significance $0.002 < 0.05$. This proves that work discipline has a significant effect on people's satisfaction. The public service system variable $t_{count} > t_{table} 2.119 > 2.039$ with a significance of $0.002 < 0.05$, this proves that the public service system has a significant effect on public satisfaction. From the comparison of t and significance, it proves that there is a significant relationship between work discipline and community satisfaction. So it can be explained that the first hypothesis (H1) is accepted. Public service system (X2) t value is 2.119 with a significance level of 0.002. This shows that $t_{count} > t_{table} (2.119 > 2.039)$ meaning that partially the public service system has a positive and significant influence on public satisfaction with the one-stop integrated service in Sawahlunto City, so it can be explained that the second hypothesis (H2) is accepted.
5. Test f
The results of the simultaneous test (f test), show $f_{count} > f_{table} 15,034 > 3.29$, the probability of significance is $0.000 < 0.05$. It can be concluded that there is an influence of work discipline (X1) and the public service system (X2) simultaneously and together have a significant influence on community satisfaction (Y). So it can be explained that the third hypothesis (H3) is accepted.

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