

## EFFECT OF WORK DISCIPLINE AND QUALITY SERVICES TO COMMUNITY SATISFACTION IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF BANDA ACEH CITY

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### Abstract

This research is very important to do because it is necessary to do an in-depth study by combining theoretical and field studies on the concepts of Work Discipline with the factors that affect Service Quality in order to create community satisfaction with the services provided by employees. The Population and Civil Registration Service is the implementing element of the Regional Government in the field of Population and Civil Registration which is led by the Head of the Service and is domiciled in the Region and is responsible to the Regent through the Regional secretary. Since a citizen is born until he dies, he will not be separated from administrative activities carried out by the Population and Civil Registration Service. So, it is proper for the Population and Civil Registration Service to provide good quality services to the community. The specific purpose of this study is to see how the influence of work discipline and service quality applied to community satisfaction. research analysis This type of research uses a combination of qualitative and quantitative approaches, known as mixed methodology. The technique used is a data collection technique with a questionnaire where the object of study in this study is the people who carry out administration at the Population and Civil Registration Office of Banda Aceh City. This study will explain the positive influence of work discipline and the quality of services provided on community satisfaction.

KeyWork :*Discipline, Service Quality, Community Satisfaction*

### 1. INTRODUCTION

In general, work discipline is a form of compliance or tasks that should be done or handled. This compliance can move the wheels of the company or agency in order to obtain perfect achievements in accordance with the objectives. Time efficiency is very necessary to organize which tasks we can do first, so that the task does not pile up and is quickly completed on time. The application of this attitude will prevent delays in other tasks that we will do (Hutagalung & Kasmir, 2013)

In general, humans really need service and humans will never be separated and cannot be separated from service. This is very much needed by humans, both from themselves and through the work of others. According to Koetler, service is an appearance performance, intangible and quickly disappears, more can be felt than owned, and customers are more able to participate actively in the process of consuming the service. There are basically two types of services needed by humans, namely physical services that are personal and administrative services provided by other people as members of the organization, be it the masses or the state. (Amalia, 2018)

According to the Decree of the Minister of PAN No. 25 of 2004 concerning the Community Satisfaction Index (IKM), there are 14 matters relating to the performance and services performed by service employees, including service procedures, compliance with requirements, employee clarity, employee discipline, employee responsibilities, employee capabilities, speed of service, service fairness, employee courtesy, cost reasonableness, cost certainty, schedule certainty, environmental comfort, and service security. In essence, the public service provider referred to here is the government. So public service can be defined as a process

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of fulfilling the desires and needs of the community by government employees(Deborah et al., 2016)

Good service quality to the community is a benchmark for the success of a nation's development, in the process of public services, such as users of services provided by the government through government agencies and filled in by employees, especially civil servants. Public satisfaction with services is an obligation for the State that must be carried out. Public service is a service or provision of services to the community in the form of public facilities, both services and non-services, which are carried out by public organizations in this case is a government. are all activities in the context of fulfilling basic needs in accordance with the basic rights of every citizen and resident of an item,

The object of this research is the Department of Population and Civil Registration of Banda Aceh City. The Population and Civil Registration Office of Banda Aceh City is a regional organization formed by the government in charge of serving the community in carrying out Population Administration and Civil Registration records such as making KK, KTP, Birth/Death certificates. Therefore, the Department of Population and Civil Registration has an important role to help the community and government to carry out state administration in the regions. The central government in this case gives all responsibilities to the regional Disdukcapil of Banda Aceh City in recording all State Administration in the Region.

The other agencies involved in this research are the Department of Population and Civil Registration (Disdukcapil) of Banda Aceh City, the Office of Population Registration of Aceh. It can be understood that this context aims to determine how much influence work discipline and service quality have on people's satisfaction in administering this agency. For this reason, the Department of Population and Civil Registration requires good implementation in carrying out work discipline and the quality of services to be provided to the community. Based on the above background, the authors are interested in conducting more in-depth research on the Effect of Work Discipline and Service Quality on Community Satisfaction at the Department of Population and Civil Registration of Banda Aceh City.

## 2. LITERATURE REVIEW

### 2.1. Work Discipline

In an organization, people are seen as resources. Can be interpreted as a resource or driver of an organization. The driving force of other resources, whether it is natural resources or technology. This is a reaffirmation of the Man behind the gun philosophy. The wheel of the organization is very dependent on the human behavior in it(Helmi, 1996).Work discipline is a tool or means for an organization to maintain its existence. With high discipline, employees will obey all existing regulations, so that the implementation of work can be in accordance with the predetermined plan.(Farhah et al., 2020)

According to Keith David in Mangkunegara stated that work discipline can be interpreted as the implementation of management to reinforce organizational guidelines.(Sari & Hadijah, 2016)Meanwhile, according to Sastrohadiwiryo, work discipline can be defined as an attitude of respect, respect, obedience, and obedience to the applicable regulations, both written and unwritten, and is able to carry it out and does not avoid accepting sanctions if he violates the duties and authorities given to him. .(Jufrizen & Hadi, 2021; Sastrohadiwiryo, nd)

### 2.2. Public Service

In the era of regional autonomy, government officials are required to be more responsive to the needs of the community and be able to improve the efficiency of public services in the region which ultimately aims to satisfy the community. To realize quality/satisfactory public services, of course, it requires government officials who prioritize professionalism.

Public (public) services are all forms of public sector services served by government officials, private business actors in the form of goods and services, because they are in accordance

with the needs of the community and applicable laws and regulations.(Ahyar & Safrida, 2020)

The full definition of public services states that public services are activities or series in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods and services, and/or administrative services provided by public service providers. (Amalia, 2018)

### **2.3. The Relationship of Employee Discipline to the Quality of Public Services**

Discipline is an obligation that is consciously owned by a person or organization as well as the willingness of a person or organization to carry out tasks properly, on time, such as complying with all established rules, and not violating applicable social norms. Based on this understanding of discipline, one of the indicators commonly used to assess employee work discipline is absence from work that is enforced where the employee works.(Permatasari et al., 2020)Meanwhile, the notion of public service is a series of activities carried out by public organizations that aim to meet the needs of the community in the form of goods or services in accordance with established standards and regulations. So that a very close relationship is formed between employee discipline and the quality of public services, where if an employee has high work discipline, the employee will try to provide the best public service for the community. In other words, the creation of employee work discipline is also expected to create quality service results where public welfare is the main priority of public service providers.(Savas, 1987)

### **2.4. Satisfaction**

Customer satisfaction (Customer Satisfaction) or often referred to as Total Customer Satisfaction according to Barkley and Taylor in their book, is the focus of the Customer-Driven Project Management (CDPM) process, it is even stated that customer satisfaction is quality. According to Kotler quoted by Tjiptono (1996: 146) by Muwafik in his book, customer satisfaction is the level of one's feelings after comparing the perceived performance or results with their expectations.(Prasetio, 2012)

Job satisfaction is an attitude that individuals have about their work, this results from their perception of their work based on work environment factors, such as supervisor style, policies and procedures, work group affiliation, working conditions and benefits.(Sulaiman, 2014). Thus, the level of satisfaction is a function of the difference between perceived performance and expectations. Quality includes all elements needed to satisfy customer goals, both internal and external, also includes each item in the product quality, service quality, performance, durability, aesthetics, reliability, maintainability, logistics, customer service, training, delivery, billing, shipping, repairing, marketing, warranty, and cycle cost.(Employees et al., 2017)

### **2.5. Department of Population and Civil Registry**

The Department of Population and Civil Registration is a government agency in Banda Aceh City that deals with population issues such as E-KTP, birth and marriage certificates, family cards (KK), and other population matters. The vision of the Department of Population and Civil Registry of Banda Aceh City is "The Realization of Modern Population and Civil Registration Administration through Excellent Service Based on Information Systems and Population Administration (SIK). With a mission, namely realizing excellent service to the community in the field of population administration and civil registration, increasing public awareness about the importance of the use or benefits of population documents which are the most powerful evidence in determining one's law and developing the capacity of public service resources which include human resources,(Suripto & Triyono, 2014)There are 9 sub-districts that are covered by the service, including Baiturrahman, Banda Raya, Jaya Baru, Kuta Alam, Kuta Raja, Lueng Bata, Meuraxa, Syiah Kuala, and Ulee Karen.(Zainuddin & Mansari, 2019)

## **3. RESEARCH METHOD**

PeThis study uses quantitative methods used in this study, where the type of research used is in the form of numeric or numbers such as the percentage of the unemployment rate, information on financial ratios and so on with the aim of testing the established hypothesis. In this research,

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researchers analyzed using multiple linear regression analysis with the help of computer programs, namely SmartPLS 3 and Microsoft Excel 2010. The statistical method used in this study was Structural Equation Modeling (SEM) and using software assistance, namely Partial Least Square (Structural Equation Modeling). PLS) or SmartPLS.

Data analysis techniques and structural equation modeling using SmartPLS software. The steps are as Validity Test, Convergent, Discriminant Validity, path diagram conversion to a system of equations, contract reliability test, Hypotension Test (Resampling Boostroping) basic equation model inner model evaluation model.

#### 4.RESULTS AND DISCUSSION

##### 4.1. RESULT

###### Validity Test Results

###### a. *Convergent validity*

Table 1 Outer Loading

	X1	X2	Y
X1-1	0.729		
X1-10	0.802		
X1-11	0.767		
X1-12	0.709		
X1-13	0.762		
X1-2	0.747		
X1-3	0.754		
X1-4	0.722		
X1-5	0.722		
X1-6	0.765		
X1-7	0.794		
X1-8	0.804		
X1-9	0.744		
X2-1		0.808	
X2-10		0.817	
X2-2		0.764	
X2-3		0.816	
X2-4		0.776	
X2-5		0.883	
X2-6		0.856	
X2-7		0.820	
X2-8		0.777	
X2-9		0.884	
Y-10			0.745
Y-2			0.866
Y-3			0.837
Y-4			0.828
Y-5			0.749
Y-6			0.72
Y-7			0.749

Y-8	0.767
Y-9	0.758

Source: Data processed with SmartPLS 3 (2022)

b. Convergent Validity (Discriminant Validity)

Table 2 Fornell Larcker Criterion or HTMT . values

	X1	X2	Y
X1	0.765		
X2	0.748	0.821	
Y	0.579	0.479	0.786

Source: Data processed with SmartPLS 3 (2022)

Reliability Test Results

Table 4 Composite Reliability Value

Variable	Composite Reliability Value
(X1) Work Discipline	0.935
(X2) Service Quality	0.954
(Y) Community Satisfaction	0.945

Source: Data processed with SmartPLS 3 (2022)

The composite reliability value shown in the table above has met the requirements, which is more than 0.7. Reliability testing is also seen from the value of Cronbach's alpha which is presented in the table

Table 5 Composite Reliability Value

Variable	Cronbach's Alpha . value
(X1) Work Discipline	0.946
(X2) Service Quality	0.938
(Y) Community Satisfaction	0.927

Source: Data processed with SmartPLS 3 (2022)

The Cronbach's Alpha value above in table 4.8 shows a value above 0.7 which proves that the measurement in this study is reliable.

R-Square Nilai Value

How much value is shown by the independent variable that affects the dependent variable is called R-Square. The resulting R-Square value based on data processing with SmartPLS 3 can be seen in table 4 below.

Table 6 R-Square . Value

Variable	R-Square Nilai Value
Community Satisfaction	0.341

Source: Data processed with SmartPLS 3 (2022)



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The R-square value shown in the table for the variable "Community Satisfaction" is 0.594. This means that the percentage of the influence of compliance, assurance, reliability, tangibles, empathy, and responsiveness is 34.1%, while the remaining 65.9% is influenced by other factors.

Path Coefficients

Table 7 Path Coefficients

Variable	Path Coefficients (Y) Customer Satisfaction
(X1) Work Discipline	0.501
(X2) Service Quality	0.104

Source: Data processed with SmartPLS 3 (2022)

Based on the table above shows that Work Discipline has a positive relationship to customer satisfaction that is equal to 0.501. The service quality variable has a positive relationship to customer satisfaction, which is 0.104. Thus the two variables have a positive relationship to community satisfaction, namely the variables of work discipline and service quality.

T-Statistics (Bootstrapping)

Table 8 T-Statistics (Bootstrapping)

Variable	T-Statistics	P Values
X1 > Y	3.248	0.001
X2 > Y	0.614	0.539

Source: Data processed with SmartPLS 3 (2022)

Based on the table above, it shows that the t-statistics of the X1 (Work Discipline) relationship to community satisfaction is greater than 1.96, which is 3.248, meaning that it has a positive and significant effect. T-statistics of the relationship X2 (quality of service) to customer satisfaction is smaller than 1.96, which is 0.614, meaning that it has a positive but not significant effect. There are several things that must be confirmed before moving on to the interpretation stage, namely by looking at the predictive relevance and model fit values.

Predictive Relevance

Table 9 Predictive Relevance Value

Variable	SSO	SSE	Q2 (=1-SSE/SSO)
X1	1300,00	1300,000	
	0		
X2	1000.00	1000.000	
	0		
Y	900,000	747,405	0.170

Source: Data processed with SmartPLS 3 (2022)

Based on the table above, it shows that the predictive relevance value performed via the blindfolding test has a value above zero (0) which is 0.170, meaning that the predictive relevance value performed via the blindfolding test has a good observation value.

Fit Model

Table 10 Fit Models

	Saturated Model	Estimated Model
SRMR	0.106	0.106
d_ ULS	5,969	5,969
d_ G	2,301	2,301
Chi-Square	1080.002	1080.002
NFI	0.658	0.658

Source: Data processed with SmartPLS 3 (2022)

Based on the table above, it shows that the nfi value in this model is 0.658. This means that in this research model, it is 65.8% fit.

## 4.2. DISCUSSION

### The Effect of Work Discipline on Community Satisfaction

This study shows that work discipline has a positive and significant effect on community satisfaction by obtaining a significance value of  $0.001 < 0.05$  and it can be proven by the t statistical test where t is calculated (3.248). t table (1.96) thus it can be concluded that the first hypothesis  $H_{a1}$  in this research is accepted and  $H_{01}$  is rejected. So it can be interpreted that the better the work discipline carried out by Dukcapil employees, the higher the influence on community satisfaction.

### The Effect of Service Quality on Community Satisfaction

This study shows that service quality has a positive but not significant effect on community satisfaction by obtaining a significance value of  $0.539 > 0.005$  and can be proven by the t statistical test where t count ( $0.614 < t$  table (1.96) thus it can be concluded that the second hypothesis  $H_{a2}$  in the study This is rejected and  $H_{02}$  is accepted. Therefore, it can be interpreted that if the quality of service provided by Dukcapil employees is not good, it will not have a high influence on the level of community satisfaction.

## 5. CONCLUSION

Based on the results of data analysis and hypothesis testing that has been carried out in the context of discussing the research entitled "The Effect of Work Discipline and Service Quality on Community Satisfaction at the Population and Civil Registration Office of Banda Aceh City". So in general it can be concluded as follows:

1. The results of the data analysis showed that the work discipline variable had a positive and significant effect on the satisfaction of the people of Banda Aceh City. This means that the better the application of work discipline carried out by Dukcapil employees of Banda Aceh City, the higher the impact on community satisfaction.
2. The results of data analysis show that the service quality variable has a positive but not significant effect on community satisfaction at Dukcapi Banda Aceh City. This means that if the quality of public services provided by Dukcapil employees of Banda Aceh City is not good, then the impact on community satisfaction will not be high.

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