

THE INFLUENCE OF WORK QUALITY AND DISCIPLINE ON COMMUNITY SERVICE AT THE LAU LEBAH VILLAGE OFFICE

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Abstract

This study aims to analyze the effect of service quality and employee work discipline on public service at the Lau Lebah Village Office, Gunung Sitember District, Dairi Regency. Quality public service is a fundamental need for the community; however, in reality, the service provided is still below standard, as indicated by the high rate of employee absenteeism and the lack of information provided. The research method used is an explanatory survey with a quantitative approach, involving 10 respondents who are employees of the Lau Lebah Village Office. Data were collected through questionnaires and analyzed using multiple linear regression. The results show that service quality has a positive and significant effect on public service, with a p-value of 0.014 ($p < 0.05$), while work discipline also has a positive and significant effect on public service, with a p-value of 0.000 ($p < 0.05$). Simultaneously, both independent variables significantly contribute to public service.

Keywords: *Work discipline, Service Quality, Public Service*

INTRODUCTION

Service activities in an organization or institution will play a major 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 done. For public organizations, good service is reflected in every effectiveness and efficiency of the activities carried out. The faster and more accurate the service provided, the better the quality of service. The office will provide good service so that customer satisfaction can be achieved. The implementation of office service activities is directed to achieving work efficiency and effectiveness. Efficiency is related to the means used to achieve predetermined goals. This method can be in the form of the fastest way or a way to achieve predetermined goals. Customer satisfaction will be achieved if the service provided is in accordance with what is expected.

Public services are provided by the government to the community. The government has an important role to provide public services as stated in the Law (UU). Law Number 25 of 2009 concerning public services article 1 states that "Public services are activities or a series of activities in order to meet service needs in accordance with laws and regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. In Islam, providing good services to the community has a big impact, both for the perpetrator and the community itself. Good service brings good to all parties, while bad service can bring bad to the perpetrator and others. The Prophet PBUH said:

مَنْ سَنَّ سُنَّةً حَسَنَةً فَعَمِلَ بِهَا، كَانَ لَهُ أَجْرُهَا وَمِثْلُ أَجْرِ مَنْ عَمَلَ بِهَا، لَا يَنْقُصُ مِنْ
أَجْرِهِمْ شَيْئًا وَمَنْ سَنَّ سُنَّةً سَيِّئَةً فَعَمِلَ بِهَا، كَانَ عَلَيْهِ وَزْرُهَا وَوِزْرُ مَنْ عَمَلَ بِهَا مِنْ
بَعْدِهِ لَا يَنْقُصُ مِنْ أَوْزَارِهِمْ شَيْئًا¹

"Barangsiapa yang membuat perbuatan baik (sunnah hasanah) dalam Islam, maka dia akan mendapatkan pahala dan juga pahala orang yang mengikutinya, tanpa mengurangi pahala mereka sedikit pun. Sebaliknya, barangsiapa yang membuat perbuatan buruk (sunnah sayyi'ah) dalam Islam, maka dia akan mendapatkan dosa dan dosa orang yang mengikutinya, tanpa mengurangi dosa mereka sedikit pun." (HR. Muslim). The head office of Lau Lebah Village, Gunung Sitember District, Dairi Regency is an office or public service agency at the village level. The Lau Lebah Village Office, Gunung Sitember District, Dairi Regency in providing services to the community is not optimal. Based on the results of the pre-survey on December 28-30, 2017, the service procedures at the Lau

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Lebah Village Head Office are not clear with the absence of an information board explaining the service procedures shown to the community, so that the community finds it difficult when entering the Lau Lebah Village Office. People who have an interest in obtaining information related to services by asking one of the employees then the employee will give directions to the community concerned according to their interests. In addition to service procedures, products or service results provided by the Lau Lebah Village Head Office are in the form of information. The information provided was less than optimal due to the absence of an information board at the Lau Lebah Village Head Office. In addition to the fact that there is no information board, the socialization provided to the community is still lacking, such as the procurement of regular meetings or the provision of information orally to organizations and communities in Lau Lebah Village. At the Lau Lebah Village head office, there is also no waiting room or special chairs used to wait in line. The waiting room or special chairs used for waiting are a part that needs to be considered in public services. The waiting room or special chairs used for waiting are facilities that must be present in the service process so that people feel comfortable while waiting in line to be provided with services.

Based on the results of observations during the pre-survey, regarding the work discipline of employees at the Lau Lebah Village Head Office is still not optimal, there are still some employees who have not applied discipline at work. This can be seen from the presence of employees who arrive not on time so that service activities are disrupted and make it difficult for people who have interests in these employees. The working hours of the Lau Lebah Village Head Office are 08.00 – 16.00 WIB but at 13.00 WIB they have gone home. Employees are not disciplined because in the Lau Lebah Village Head Office there are no written regulations. In addition to the absence of written regulations at the Lau Lebah Village Head Office, there is also no presence. From this reality, it supports employees to be undisciplined and work based on the culture of the employees themselves.

Service is so important to human existence, it is even difficult to separate service from life itself. The public always expects the government to provide quality public services, but these expectations are often not fulfilled because the services provided are time-consuming, expensive and tiring. In terms of effective governance, community services must be equal. Employees are constantly under pressure from the community to provide quality services, but given the slow progress made in providing community services so far, these demands often do not meet expectations. This has a detrimental impact on the growth of service quality, as initiatives to improve services are often ignored, service innovation is not developed and local governments are not encouraged to do so. Therefore, from this thought, associated with the actual situation of the employees of the Lau Lebah Village Office, Gunung Sitember District, Dairi Regency as the location of this research plan, research observations show that the employees of the Lau Lebah Village Office provide minimal or substandard results in service quality. When carrying out their duties, especially when gathering information and resources necessary for the good of society. This can be seen in the lack of employee attendance information during the previous 12 months, as shown in table 1 below:

Table 1 Data on the Percentage of Attendance of Lau Lebah Village Office Employees, Gunung Sitember District, Dairi Regency in 2023

No	Month	Attendance Percentage (%)
1.	January	78
2.	February	72
3.	March	76
4.	April	74
5.	May	78
6.	Juny	70
7.	July	76
8.	August	78
9.	September	76
10.	October	77
11.	November	79
12.	December	78

Source: Lau Lebah Village Office, Gunung Sitember District, Dairi Regency

Table 1 shows that the absenteeism rate of employees of the Lau bee Village Office, Gunung Sitember District, Dairi Regency every month is still high, which ranges from 21% to 30%. This absence will definitely

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interfere with the service process and if left unchecked, it will interfere with the quality of office services. The service achievement of the Lau Lebah Village Office, Gunung Sitember District, Dairi Regency has still not reached the desired level. The following data on service achievements in Lau Lebah Village in 2023 are as follows:

Table 2 Achievements of Services at Lau Lebah Village Office

No.	Service Program	Target (%)	Achievement (%)	Explanation
1.	Population Administration Services	100	78	Not Achieved
2.	Licensing Services	100	74	Not Achieved
3.	Non-Licensing Services	85	87	Achieved
4.	Healthcare Services	85	80	Not Achieved
5.	Social Services	100	100	Achieved
6.	Cleaning Services	85	80	Not Achieved

Source: Lau Lebah Village Office, Gunung Sitember District, Dairi Regency

Based on table 2 data, there are 6 service programs including (1) population administration services such as applications for making Identity Cards (KTP), applications for making Family Cards (KK), applications for making BPJS cards, moving letters, application letters for proof of incapacity, birth certificates, death certificates, and divorce certificates; (2) licensing services such as business license certificates, building permits, crowd holding permits, tower building permits; (3) non-licensing services such as land certificate application letters, inheritance statements, certificates of good behavior, power of attorney, birth certificates, marital or unmarried status letters, incapacity certificates; (4) health services including Public Health Insurance (JAMKESMAS) certificates, posyandu services; (5) social services include Bulog rice distribution services, knowing or facilitating applications for social assistance; (6) Cleaning services include self-management services, waste sorting and organic fertilizer manufacturing.

It is known that of the 6 service programs that meet the target, only two programs, namely non-licensing services and social service programs, while the other programs have not yet achieved the predetermined targets. The non-achievement of the service target indicates that the quality of service provided by Lau Lebah Village employees is still not optimal. Some visitors who took care of letters related to population administration considered the service to be quite satisfactory. Because the entire workflow at the Lau Lebah Village Office is based on the operating system, visitors don't have to wait long to receive the services they need. However, visitors revealed that services and operating hours at the Lau Lebah Office were supposed to start at 08.00 WIB but only started at 08.30 WIB. The researcher's direct observation of the delay in service hours is in line with this. In general, work indiscipline occurs when employees arrive late and go home early. Monday to Saturday, employees are required to enter at 08.00 WIB and work until 14.00 WIB. However, not all employees were present at the scene at 08.00 WIB when observations were made. Likewise, there are several groups that are allowed to leave work early before 14.00 WIB.

Based on some of the above problems, it can be said that the actions of government employees only fulfill their duties as government employees, and do not fully meet the needs of the community. However, previous research has shown that many public services still face challenges, including unclear procedures, lack of facilities, and low employee discipline (Aprilia, 2024). This is a limitation of previous research that focused more on formal procedural aspects without integrating the reality in the field. This is a limitation of previous research that focused more on formal procedural aspects without integrating the reality in the field.

In the context of the region, this research was conducted at the Office of the Head of Lau Lebah Village, Gunung Sitember District, Dairi Regency. This office is a village-level public service agency with characteristics of areas that tend to be rural and communities that depend on direct information from village employees. Based on the pre-survey conducted on December 28-30, 2017, it was found that service procedures have not been supported by information boards, waiting room facilities, and adequate socialization. In addition, employee work discipline is still a challenge, as seen from the absence of written regulations and presence that supports discipline. This condition shows that there is a gap between the ideal public service policy and its implementation at the village level. This study combines the variables of efficiency, effectiveness, and community satisfaction as the main focus. The combination of these variables is expected to be able to provide a holistic picture related to obstacles and opportunities in improving service quality. Empirically, the results of observations show that even though

employees' working hours are set at 08.00–16.00 WIB, some employees often leave the office before the end of working hours. The absence of supporting facilities such as waiting rooms also affects the comfort of the community in receiving services. This is in line with the findings of Rahayu (2018) which emphasizes the importance of effective governance in public services. The reality on the ground shows that employees of the Lau Lebah Village Office tend to work based on habits, not regulations. The community's expectations for fast and appropriate service are often not met. Therefore, this study aims to explore the factors that affect the low quality of services, as well as offer approaches that can improve innovation and governance of public services at the village level.

LITERATURE REVIEW

According to Lovelock (in Harahap, 2010), service quality is an interesting theory about how a product plus service can create a force that helps gain profits in the face of competition. Service quality is all the company's efforts to satisfy customer expectations collectively. The company is constantly striving to improve the quality of its services and implement new strategies. The two strategies are the introduction of new goods and the development of existing resources adjusted to the company's core principles.

Service Quality Theory, a theory that discusses factors that affect service quality. According to Parasuraman in Hardiansyah (2011), there are five ways to measure service quality factors: (1) Tangible Evidence, (2) Reliability, (3) Responsiveness, (4) Assurance, and (5) Emphaty.

According to Fathoni (2006), discipline is the awareness and willingness to comply with all company policies and relevant social norms. Discipline is shown by employees who always leave on time, complete their work quickly, follow all company rules, and comply with all company policies. Employee discipline is to achieve expectations for effective and efficient work performance, written or unwritten regulations imposed by an agency or organization must be obeyed by an individual or a group of individuals.

According to Rivai's opinion in Alfiah (2019), there are five indicators that can be used to measure work discipline: (1) attendance, (2) compliance with work regulations, (3) adherence to work standards, (4) level of alertness, and (5) work ethics.

According to Mangkunegara (2009:9), the performance of an employee is determined by the quality and amount of work he does in carrying out his duties in accordance with the obligations given to him. Three things determine performance: ability, motivation, and opportunity. Performance in carrying out its duties never stands alone, on the contrary, it is always influenced by individual skills, abilities, and qualities as well as the basic principles of organization, job satisfaction and the amount of reward.

According to Mitchell's opinion in Sedarmayanti (2014:51), there are five factors that can be used to measure the performance of an employee: (1) Quality Of Work (quality of work), (2) Prompetness Time (punctuality), (3) Initiative (initiative), (4) Capability ability, and (5) Communication (communication). There are several relationships between Service Quality and Employee Performance: (1) Good Employee Performance can improve service quality, (2) Good Service Quality can increase public satisfaction and trust, (3) Good Employee Performance can increase service efficiency and effectiveness.

Service is the process of fulfilling needs through direct activities performed by others. Essentially, there are two types of services that humans require: physical services that are personal in nature and administrative services provided by others as members of organizations, whether mass organizations or the state. There are five dimensions of service quality: (1) Tangibles – the quality of physical facilities in offices; (2) Reliability – the ability to provide trustworthy and accurate service; (3) Responsiveness – the willingness to help and provide prompt service, as well as responsiveness to public needs; (4) Assurance – the ability, courtesy, and professionalism of staff that instill confidence; and (5) Empathy – a firm yet attentive attitude toward the public (Akay et al., 2021).

The implementation and quality of public services are measured by these same five dimensions. In the Department of Population and Civil Registration (Dispendukcapil) of Semarang Regency, (1) Tangibles – the supporting service facilities are considered adequate and satisfactory by the public; (2) Reliability – staff process services promptly and accurately; (3) Responsiveness – employees address public inquiries and guide users when problems arise in processing population administration documents; (4) Assurance – services are made easy and secure for applicants; and (5) Empathy – officers are friendly in dealing with requests, criticisms, and suggestions (Ashari & Sallu, 2023).

Service quality refers to how well a product or service meets or exceeds customer expectations. It includes elements such as problem-solving ability, responsiveness, dependability, speed, and ease of use. A high-quality

service is defined by the alignment between what is promised and what is delivered, creating a positive experience and fostering trust (Damanik et al., 2024).

Improving efficiency and inter-agency performance is crucial, especially in enhancing public services. One of the most common public services encountered by Indonesians is population administration (Setia Amalia et al., 2022). From a quality perspective, customer satisfaction essentially stems from the customers' final judgment of the service. Therefore, a reliable and valid tool to assess customer satisfaction is vital (Nur Sa Idu, 2021). Customers typically evaluate service quality by comparing perceived service with expected service (Pramuditha, 2021).

The quality of public services provided by the bureaucracy is influenced by factors such as the competence of personnel, the quality of equipment used in service delivery, and bureaucratic culture. Bureaucratic competence includes education level, years of experience, and training received. Meanwhile, the quality and quantity of equipment influence procedures, processing speed, and service outputs (Ali & Rizky, 2021). Additional factors affecting service quality include access, communication, competence, respect, credibility, reliability, responsiveness, security, tangibles, and understanding customer needs (Sri Handayani & Syarifudin, 2022).

Service quality is now a prominent topic in public service. It is essential in determining recipients' satisfaction levels. Poor service quality is a critical issue. It serves as a benchmark for how well public organizations meet societal expectations (Afrizal et al., 2021). Challenges in implementing digital public services require managerial and service competencies. The synergy of these competencies leads to excellent service quality, reflected in user satisfaction (Yunaningsih et al., 2021).

Low work discipline and improper employee placement are major obstacles. The absence of clear job descriptions and underperformance lead to inefficiency in public administration. Thus, creating a better employee placement system aligned with skills is necessary (Sakir & Kunci, 2024). Work discipline involves behavior aligned with both written and unwritten organizational rules. Management expects high performance, which must be supported by motivation and disciplined leadership. Discipline affects employee performance beyond just attendance—it includes attitudes toward work. Disciplined employees complete tasks well even without supervision (Ondi et al., 2023).

Work discipline is also a communication tool used by managers to encourage behavior change and rule compliance among employees. It fosters awareness to complete tasks responsibly and on time, aligning actions with organizational policies (Hapsari & Ichwani, 2022). Indicators of work discipline include (1) punctuality in arrival, breaks, and departure; (2) high responsibility in completing tasks per procedures; and (3) adherence to office rules such as uniform use, ID badges, and leave permits (Muafatun et al., 2022). Factors influencing discipline include goals and capabilities, leadership example, rewards, fairness, supervision, sanctions, assertiveness, and human relations (Andayani, 2021).

Employee discipline can also be assessed through orderly attendance, neat appearance, careful use of office tools, adherence to established procedures, and a sense of responsibility (kartono et al., 2023). Discipline is a managerial practice to uphold organizational rules. Managers set standards and rules that become employee guidelines to achieve work discipline (Saefullah, 2022). On the other hand, poor employee performance can harm the organization. High discipline and motivation contribute significantly to overall organizational performance (Abdullah & Winarno, 2022).

The research gap contained in this title discusses about. Quality of Service; The difference between public expectations about public perception regarding the quality of services provided by employees. Employee Performance; the difference between expected employee performance standards and actual employee performance. Work Discipline; the difference between the actual level of work discipline. Community Services; the difference between the needs of the community and the services provided by employees.

As a research reference, several previous research reviews were used, such as: (1) Research by Ince Abdul Fattah and Baddaruddin (2021) entitled "The Influence of Service Quality, Work Discipline and Work Facilities on Community Services Pengkajene Pangkep Regency" shows that there is a substantial and positive correlation between these factors and community services. (2) Deddy Dariansyah's (2018) research entitled "The Influence of Work Discipline, Motivation and Service Quality on Community Services of the Pratama Kramat Jati Tax Service Office" shows that these factors have a significant and positive effect on community services. (3) Research by Rini Saputri (2023) entitled "The Influence of Service Quality, Work Discipline and Workload on Community Services at the Administration Bureau of the Regional Secretariat of South Sulawesi Province" shows that these factors have a significant and positive effect on community services. (4) Syamsul Arifin's research (2017) entitled "The Influence of Internal Service Quality and Work Discipline on

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Organizational Commitment and Performance of Employees of the State Service and Treasury Office (KPPN) of Jember, Bodowoso, and Banyuwangi Regencies" revealed that these factors either directly or indirectly affect performance through organizational commitment. (5) Research by Eko Susanto (2018) entitled "The Influence of Self-Efficacy, Work Discipline and Service on Community Services of Puskesmas in Lempuing Jaya District, Ogen Komerling Ilir Regency" shows that there is a direct relationship between these three variables on community services. To find out the extent to which service quality and work discipline allow employees at the Lau Lebah Village Office, Gunung Sitember District to improve community services, this study is titled: "The Influence of Work Quality and Discipline on Community Services at the Lau Lebah Village Office" The following is a description of the research paradigm applied in this study:

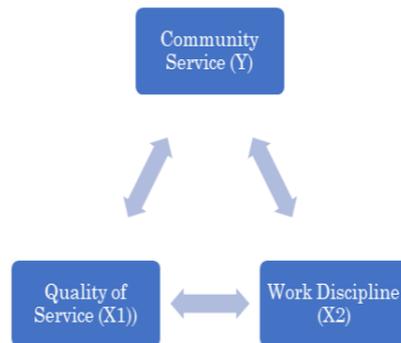


Figure 1. Research Paradigm

The hypotheses in the study are formulated as follows:

1. The quality of service has a positive and significant effect on community services.
2. Work discipline has a positive and significant effect on community services.

METHOD

The type of research applied is a quantitative approach. According to Sugiyono (2019), quantitative research involves the use of research tools to collect data, analyze quantitative and statistical data, and study of specific populations or samples to test hypotheses. The research period starts in June 2024 to September 2024. The research was conducted at the Lau Lebah Village Office, Gunung Sitember District, Dairi Regency. According to Sugiyono (2019) states that the research method is essentially a scientific approach in collecting data for certain applications. The research method used in this study is the explanatory survey method. Singarimbun (1995:3) stated that the explanatory survey method is a research technique used to explain the causal relationship between two variables through hypothesis testing.

A population is a fairly large group consisting of elements or subjects that are selected and analyzed based on certain criteria (Sugiyono, 2019). Therefore, a population is defined as a collection of individuals who meet certain criteria related to the subject being studied and reside in a particular location. Samples are the size of the population and its composition (Sugiyono, 2019). The sample of this study amounted to 10 respondents, all of whom were employees of the Lau Lebah Village Office. Every person in the population can be used as a research sample if total sampling is used (Sugiyono, 2019). According to the opinion of Arikunto (2013:175), a sample can be taken as a whole from the total population if the population is less than 100 people.

The data analysis method in this study uses multiple linear regression to evaluate the influence of work quality and work discipline on community services. This analysis was carried out to determine the contribution of each independent variable to the bound variable. The t-test is used to test the significance of the influence partially, while the F-test is used to measure the simultaneous influence of the two independent variables. In addition, the coefficient of determination (R^2) is calculated to determine the proportion of variation in the bound variable that can be explained by an independent variable.

RESULTS AND DISCUSSION

Result

Table 1 Characteristics of Respondents

Variable	Quantity(n)	Percentage (%)
Age		
25-34 year	9	90.0
35-44 year	1	10.0
Gender		
Man	4	40.0
Woman	6	60.0
Education		
SMA/SMK	3	30.0
D3	6	60.0
S1/S2/S3	1	10.0

Based on the respondent characteristics table, the majority of respondents were in the age range of 25-34 years, which was 9 people or 90%, while respondents aged 35-44 years were only 1 person (10%). This shows that the respondent population is dominated by young age groups. In terms of gender, female respondents were more than men, with a percentage of 60% (6 women) and 40% men (4 people). The level of education of the respondents also varied, but the majority (60%) had a D3 education, while respondents with a high school/vocational education amounted to 3 people (30%) and those with a S1/S2/S3 education only 1 person (10%).

Table 2. Multiple Linear Analysis and t-Test

Uji t						
Variable	B	Std. Error	Coefficients Beta	T	Sig.	Info
Cons	22,314	3,570		6,250	0,000	
Qualityof Work	0,235	0,072	0,289	3,252	0,014	Affect
Work Discipline	0,610	0,069	0,786	8,840	0,000	Affect

There fore, the equation of this multiple linear regression analysis is:

$$Y=22.314+0.235(X1)+0.610(X2)$$

The regression coefficient for work quality is 0.235, which indicates that every one unit increase in work quality will increase the bound variable by 0.235 units, assuming the other variables remain constant. A t-count value of 3.252 ($t > 1.86$) and a significance value of 0.014 ($p < 0.05$) showed that the effect of work quality on the variable was statistically significant. This means that better work quality significantly contributes to improved performance or outcomes measured in bound variables.

Work discipline has a regression coefficient of 0.610, which means that every increase of one unit in work discipline will increase the bound variable by 0.610 units. With a t-count of 8.840 ($t > 1.86$) and a significance value of 0.000 ($p < 0.05$), the influence of work discipline was significant. Work discipline has a much greater

influence than the quality of work, as can be seen from the large value of the regression coefficient and t-calculation. This shows that in this study, work discipline is the most dominant factor in influencing the bound variable.

Table 3. Test F

Test F					Info
Sum of Squares	Df	Mean Square	F	Sig.	
35,712	2	17,856	90,658	0.000 ^b	Affect
1,379	7	0,197			
37,091	9				

From the results of the F-test, the F-calculated value of 90.658 with a significance of 0.000 shows that this multiple linear regression model as a whole has a significant effect on the bound variable. Thus, the two independent variables (work quality and work discipline) simultaneously had a significant effect on the bound variables. This value indicates that the model used is fit and can explain the variability of the existing data.

Table 4. Coefficient of Determination

Coefficient of Determination				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.981 ^a	0.963	0.952	0.44380

The R-Square value of 0.963 indicates that 96.3% of the variation in the bound variables can be explained by independent variables (quality of work and work discipline) in the model. The slightly lower Adjusted R Square value, which is 0.952, indicates that after correcting for the number of independent variables, the model still has high predictive power.

Discussion

Work quality refers to the ability of apparatus or employees to provide services in accordance with the set standards. According to Wibowo (2020), good work quality reflects individual competence in handling people's demands, needs, and complaints effectively and efficiently. In this study, the quality of work has a significant effect on community services, meaning that the better the quality of employee work, the more satisfactory the services received by the community. Good service is characterized by quick response, effective solutions, and the ability to minimize errors.

Meanwhile, work discipline is employees' compliance with existing rules and procedures. Rivai (2021) stated that high work discipline will ensure that employees work according to working hours, follow applicable procedures, and do not deviate from their responsibilities. In this study, work discipline was proven to have a greater influence on community services than work quality. Disciplined employees will provide consistent, timely, and regular service. The community will benefit from fast, clear, and uncomplicated services, which ultimately increases public satisfaction with the services provided.

Overall, optimal community service can be achieved with a combination of good work quality and strong work discipline. Sunarto (2023) explained that even though employees have good abilities (work quality), without high discipline, the services provided will not be optimal. Discipline ensures that the quality of work is applied consistently and in accordance with the standards that have been set. Therefore, these two variables work together to ensure that the community receives fast, precise, and adequate services, which in turn increases public trust in government agencies or organizations that provide services (Mulyadi, 2024).

In Islamic law, discipline and quality of work are very important in realizing fair and quality services for the community. This principle is in line with the concept of sharia which emphasizes justice, responsibility, and obedience to Allah's rules (Nasution & Nasution, 2020). As explained by Rivai (2021), work discipline ensures compliance with the rules, which in Islam is reflected in consistent obedience to the sharia. Sunarto (2023) added that without discipline, good work quality will not be optimal, which in the context of Islam means that the application of religious teachings must also be carried out with discipline to ensure justice and social welfare are achieved in accordance with maqashid sharia (sharia goals).

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The results of this study are in line with previous research which shows that quality and work discipline have a significant effect on community services. According to Wibowo (2020), high work quality increases service effectiveness, while Rivai (2021) emphasizes that good work discipline ensures consistency and regularity in service delivery. In addition, Mulyadi (2022) also found that the combination of quality and work discipline contributes to increasing public satisfaction, where competent and disciplined employees are able to provide better service and in accordance with public expectations.

Work quality and work discipline have a significant influence on improving community services, as found in several studies that emphasize the importance of this factor in the context of public services. According to research by Pane & Lubis (2023), the quality of service is influenced by price, product quality, and quality of service provided. This shows that every component of service, including the quality of officers' work, contributes to community satisfaction in receiving services. Fitriani et al. (2023) underlined that the development of the quality of human resources (HR) based on work discipline is the key to maintaining the existence and trust of the public in service institutions. Well-trained human resources will work more professionally and efficiently, which positively impacts the public's perception of the services received. Another finding by Suhairi et al. (Suhairi et al., 2023) shows that global marketing and management strategies involving high-quality human resources can enhance customer satisfaction, which is also relevant in the context of public services where consistent work quality is necessary to meet the standards expected by society. Hasibuan et al. (Hasibuan et al., 2022) also support this view, stating that service quality is significantly influenced by effective resource management, as well as a high work commitment aimed at creating an optimal work environment and quality service.

CONCLUSION

The conclusion of this study shows that work quality and work discipline have a significant effect on community services. Work quality reflects competence in providing effective service, while work discipline ensures consistency and punctuality.

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