



The Influence of Employee Work Discipline in Pagar Merbau I Office on The Quality of Service to the Community in Pagar Merbau I Village

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ABSTRACT

Quantitative research is a process of finding knowledge using data in the form of numbers as a tool to analyze information about what you want to know. This study aims to determine how the influence of the work discipline of the Pagar Merbau I village office employees on the quality of service to the community in the village of Pagar Merbau I. This research is a descriptive study that relies on a questionnaire distributed to local residents who experience daily administrative services from employees. Pagar Merbau I Village Office, Pagar Merbau District. In processing the data, this research uses SPSS software to simplify calculations in order to obtain accurate and precise calculation results. This research is a research that does a simple regression test because there is only one independent variable and one dependent variable. This study took a sample of 100 local residents and were given a questionnaire of 10 statements. The results of this study reveal that there is a significant and positive influence of work discipline variables on service quality variables. The percentage of influence is 52%. This means that with the existing instruments, work discipline variables can explain the level or quality of public services that occur at the Pagar Merbau I village office, while 48% of the effect is generated by other factors.

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1. INTRODUCTION

The village office is a government representative institution or an extension of the government in the village. The village administration is led by a village head and village secretary and other supporting instruments. The village government provides public services for administrative matters as well as for processing population documents. To implement this function, the government carries out service activities, regulation, guidance, coordination and development in various fields. The service itself is provided to various government agencies or institutions with the apparatus as providing services directly to the community with the principles of public service discipline, politeness and hospitality. Work discipline is one aspect of a work system that must be considered in an organization or institution to increase the performance or productivity of an organization. This is because the good or bad performance shown by an employee is influenced by the good or bad work discipline of the employee, and is influenced by whether or not the disciplinary system is run by an organization. There are many problems that arise related to the work discipline of an employee in an

organization. Things that are included in the problem of work discipline are administrative problems of work reports, punctuality of arrival at workplaces and violations in meeting the number of working hours and many others.

The village office of Pagar Merbau I, which is located in Pagar Merbau District, must of course continue to carry out public service activities even though it is only limited to village administration. In fact, the village is one of the lowest structures in the constitutional system of the Republic of Indonesia and has become an entry point for absorbing the aspirations of the lowest community which will be continued to a higher level. The village office of Pagar Merbau I should have officials with a high level of discipline. Discipline for employees can take various forms, such as discipline on hours of work, discipline for rest hours, discipline for returning from work or discipline in wearing uniforms while working. And do not forget that village officials must also have a level of politeness in serving the community. Discipline is a person's awareness and willingness to obey all applicable organizational rules and social norms. (Hasibuan, 2001). Various rules / norms set by an institution have a very important role in creating discipline so that employees can comply with and implement these regulations. The rules / norms are usually followed by the sanctions given if there is a violation.

These sanctions can be in the form of verbal / written warnings, suspension, demotion or even dismissal depending on the magnitude of the violation committed by the employee. This is intended so that employees work with discipline and are responsible for their work. whether the employee is disciplined or not, can be seen from the punctuality of work, dress ethics, and the effective and efficient use of office facilities / facilities. If employees have high work discipline, it is hoped that they will be able to complete tasks quickly and precisely so that job satisfaction arises. Employee discipline in human resource management departs from the view that no human being is perfect, free from mistakes and mistakes. Therefore, every organization needs to have various provisions that must be obeyed by its members. Discipline is a management action to encourage organizational members to meet the demands of these various conditions. With the existence of the Government of the Republic of Indonesia Regulation Number 53 of 2010 concerning Civil Servant Discipline, civil servants must know their duties and responsibilities in carrying out their assigned duties with high discipline. Employee work discipline is one of the important requirements that must be considered so that organizational goals can be achieved properly. With a high level of work discipline, it means that employees carry out their duties in accordance with what has been previously determined. Efforts to foster civil servants, among others, require strict and correct disciplinary regulations.

2. RESEARCH METHOD

2.1. Data source

Data source is anything that can provide information about data. Based on the source, data can be divided into two, namely primary data and secondary data.

1. Primary data is data made by a researcher for the specific purpose of solving the problem he is currently handling. The data is collected by the researcher directly from the first source or the place where the research object was carried out. In this case, the researcher collected data by visiting the villagers of Pagar Merbau I, Pagar Merbau District, Deli Serdang Regency.
2. Secondary data, namely data that has been collected for purposes other than solving the problem at hand. This data can be found quickly. In this study, secondary data sources are literature, articles, journals and sites on the internet relating to the research conducted. Apart from primary data, the data source used by researchers is secondary data sources, secondary data is obtained through various sources, namely literature articles, as well as sites on the internet relating to the research conducted.

The data collection technique in this study was carried out in the following ways:

- a. The questionnaire is a data collection technique which is done by giving a set of questions to the respondent to be answered.
- b. Documentation, where the author gets data in the form of documents about company history, regulations and so on.

2.2. Population and Sample

Population

According to (Sugiyono, 2007): "Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics". In conclusion, the population is not just people but other natural objects. The purpose of holding the population is also not the number of objects being studied but also the population, namely in order to determine the size of the sample members taken from the sample members and limit the validity of the area of generalization. In this study, the population is the people of Pagar Merbau I village, Pagar Merbau district.

Sample

According to Sugiyono (2008): "The sample is a portion of the number and characteristics of the population". Meanwhile, according to Arikunto (2008): "The determination of sampling is as follows: If less than 100 is better taken all until the research is a population study. If the number of subjects is large it can be taken between 10-15% or 20-55% or more depending on the number of:

1. Researcher's ability is seen from time, effort and funds.
2. The extent of the observation area for each subject is narrow, because this involves a lot of at least funds.
3. The size of the risk borne by the researcher for the researcher with a large risk, of course if the sample is large the results will be better.

Because the population of Pagar Merbau I village is so large, which is around 1,370 people, based on BPS Deli Serdang 2019 data, considering time, energy and cost, the authors took a sample of 100 people.

3. RESULTS AND DISCUSSION

Validity Test and Reliability Test

Validity testing is intended to determine the validity level of the questionnaire instrument used in data collection. The validity test is carried out to determine whether the items presented in the questionnaire are really able to reveal with certainty what will be studied. The method used is item analysis, where each value in each question item is correlated with the total value of all question items for a variable using the product moment correlation formula (Sugiyono, 1999). The author uses the r value to see whether or not each question item is valid and the level of significance (α) used is 5% if $r \text{ count} < r \text{ table}$, it is concluded that the question is invalid so it must be discarded and vice versa, if $r \text{ count} > r \text{ table}$ then the questionnaire item has been able to describe the overall condition (Pratisto, 2004).

Reliability testing is done to determine the consistency of measuring instruments in use, or in other words, these measuring instruments have consistent results when used many times at different times. Reliability testing was carried out using the Cronbach Alpha technique (Arikunto, 1998).

An instrument will be reliable if the instrument is used twice to measure the same symptoms and the measurement results obtained are relatively consistent (Effendi, 1989). In this case, if the Reliability coefficient (α) is > 0.60 , the variables and question items that are measured can be trusted or relied upon (Sunnyoto, 2007).

The process of doing the validity test and calculating the Cronbach alpha value to test the reliability of the instrument, the SPSS version 17.0 program assistance was used. The results of the factor analysis of each indicator and Cronbach alpha for each variable can be seen below:

Table 1. Results of the Validity Test of Discipline Variable Questionnaire Items

Variabel	Item Kuesioner	r tabel	r hitung	Keterangan
Disiplin (X)	Disiplin 1	0,361	0,641	Valid
	Disiplin 2	0,361	0,517	Valid
	Disiplin 3	0,361	0,621	Valid
	Disiplin 4	0,361	0,533	Valid
	Disiplin 5	0,361	0,601	Valid

Based on the results of the validity test in table 1 above, it is known that all items of the Discipline variable statement show the value of r count is greater than r table (0.641) with the lowest value of 0.517 and the highest of 0.641. Thus the whole variable statement items above are declared valid and meet the requirements as a measuring tool for Discipline variables.

Table 2. Results of the Validity Test of the Service Quality Variable Questionnaire Items

Variabel	Butir Soal	r tabel	r hitung	Keterangan
Pelayanan (Y)	Pelayanan 1	0,361	0,524	Valid
	Pelayanan 2	0,361	0,573	Valid
	Pelayanan 3	0,361	0,559	Valid
	Pelayanan 4	0,361	0,441	Valid
	Pelayanan 5	0,361	0,527	Valid

Based on the results of the validity test in table 2 above, it is known that all items of the employee Service Quality variable statement show that the value of r count is greater than r table (0.361) with the lowest value of 0.441 and the highest of 0.573. Thus the overall variable statement items above are declared valid and meet the requirements as a measuring tool for Service Quality variables.

Table 3. Reliability Test of Research Variables

No.	Variabel	Jumlah Responden	Jumlah Kuesioner	Cronbach Alpha
1.	Disiplin (X)	100	5	0,877
2.	Kualitas Pelayanan (Y)	100	5	0,927

Based on the results of the reliability test on the Discipline variable (X) and the Service Quality variable (Y), all of them show that the Cronbach Alpha value is above 0.60. This result means the measuring instrument used meets the requirements and is reliable. In this case, if the Reliability coefficient (Alpha) is > 0.60 then the variables and items being measured can be trusted or relied upon.

Normality test

One of the assumptions that must be fulfilled in the regression analysis is that the data follows a normal distribution, so that prior to data analysis it is necessary to test the normality of the data on each variable. In the normality test, it is done by doing the Kolmogorov Smirnov test by looking at the graph. For Kolmogorov Smirnov's criteria we can see the following conditions: if Asymp Sig. (p-value) $> \alpha 0.05$, it can be stated that the data is normally distributed, whereas if Asymp is sig. (p-value) $< \alpha 0.05$, it can be stated that the data are not normally distributed. Whereas for a graph with a normal curve, that is, by looking at the output results if the curve is not skewed to the left or is skewed to the right (the right side and the left side are the same width), then the data can be said to be normal, but otherwise the data is not normally distributed

Table 4. Normality Test Results

Variabel	Nilai Asymp Sig.(2-tailed)	Keterangan
N	100	100
Disiplin	0.145	Normal
Kualitas Pelayanan	0.062	Normal

Based on the results of the data distribution normality test as in table 4 above, it can be explained as follows:

1. The Kolmogorov Smirnov value for the Discipline variable (X) is 0.145 with a p-value (asymp. Sig) of 0.05. Because the p-value is greater than 0.05, it can be stated and normally distributed.

2. The Kolmogorov Smirnov value for the Service Quality variable (Y) is 0.145, because the p-value is greater than 0.05, it can be stated that the data is normally distributed.

Based on the results of the Kolmogorov Smirnov statistical test on the motivation variable and employee discipline variable, it is known that the data for the two variables are normally distributed and meet the requirements for simple linear regression testing.

Linear Regression Test (Simple)

Simple linear regression testing in order to answer questions in the formulation of research problems, namely to find out how much influence the Work Discipline of Pagar Merbau I Village Office Employees on the Quality of Service to the Community in Pagar Merbau Village I. The analysis used uses simple linear regression with the formula as below:

$$Y = a + bx$$

Where :

Y = Quality of Service

X = Work Discipline

a = Constant

b = Service Quality Variable Regression Coefficient

Table 5. Test Results for Simple Linear Regression Equations

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5,330	2,775		1,921	0,058
Disiplin	0,377	0,501	0,596	7,431	0,000

Sumber: Hasil Data Olahan

Based on the results of the regression coefficient analysis above, the simple linear regression equation formula is:

$$Y = 5,330 + 0,377X + e$$

This simple linear regression equation can be interpreted as follows:

a. The level of service quality for the Pagar Merbau I village office staff will increase by 0.377 times, if there is a change in the level of discipline and the constant does not change.

b. Discipline regression coefficient (X) is 0.058, which means it is significant because the t-test (p-value) is 0.000 (<0.05).

T test results

The decision to reject or accept the hypothesis is based on:

1. The hypothesis is rejected (H0), so the Discipline variable does not have a significant and positive effect on service quality at the Pagar Merbau I village office.

2. The hypothesis is accepted (H1), then the Discipline variable has a significant and positive effect on Service Quality at the Pagar Merbau I village office.

3. Based on the results of the t test or t test, it can be concluded that H0 is rejected and H1 is accepted. Conversely, if the results of t count < t table, the satisfaction is that H0 is accepted and H1 is rejected.

The results of testing the hypothesis of the effect of X on Y can be interpreted based on the t-statistical probability test, with t-count (7,431) and sig. amounting to 0.000 which is smaller than 0.05, which means that discipline has a significant and positive effect on the quality of service at the Pagar Merbau I village office. So it can be concluded that it accepts H1 and rejects H0.

Determinant Test

The determinant coefficient (R2) is a constant indicating the amount of variation in Y every time there is a change in one unit of X (Gujarati, 2009).

Here is table 6 which shows the value of R square.

Table 6. Test Determinants

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.728 ^a	.529	.520	4,16187
a. Predictors: (Constant), Disiplin, Kualitas Pelayanan Total				

Based on the table above, the R Square coefficient of 0.529 means that the Work Discipline variable has a close relationship with the Service Quality of Pagar Merbau I village office employees. R^2 which is 52.9%, this means that the independent variable X can explain the Service Quality of the Pagar Merbau village office employees I with a contribution of 52.9% while the remaining 47.1% was influenced by other variables such as leadership, compensation and others.

4. CONCLUSION

Based on the results of the simple linear regression analysis that has been carried out in this study, the regression equation is obtained as follows $Y = 5,330 + 0,377X + e$. The results of the research are simple linear regression analysis, namely, the level of service quality of employees of the village office of Pagar Merbau I will increase by 0.377 times, if there is a change in the level of discipline and the constant does not change and there is a Discipline regression coefficient value (X) is 0.058 which means it is significant because of the t-test. (p-value) of 0.000 (<0.05). Based on the results of the t test, the t-value is 7.431 and is significant at $0.000 < 0.05$, which means that discipline has a significant and positive effect on service quality at the village office of Pagar Merbau I. So it can be concluded that H1 is accepted and rejects H0. Based on the results of the coefficient of determination (R^2), there is a large R square value generated in this study is 0.529 or 52.9%, which means that the Work Discipline variable (X) can explain together the Service Quality variable (Y). While the remaining 47.1% is explained by other variables not used in this study such as leadership, compensation and others. It can be concluded that the level of discipline of Pagar Merbau I village office employees has a positive and significant impact on the quality of services provided to the local community.

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