

**THE INFLUENCE OF WORK DISCIPLINE AND
PROFESSIONALISM ON
QUALITY OF PUBLIC SERVICES IN BANDAR VILLAGE
OFFICE
CENTRAL, KEC. KHALIPAH BANDAR,
REGENCY. SERANG DIFFERENT
(Case Study of the Community of Bandar Tengah Village, Kec,
Bandar Khalipah, Serdang Bedagai District**

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Abstract

This study aims to determine the Influence of Work Discipline, and Professionalism on the Quality of Public Services at the Bandar Tengah Village Office, Bandar Khalipah District, Serdang Bedagai Regency (Case Study of the Bandar Tengah Village Community, Bandar Kalipah District, Serdang Bedagai Regency). This type of research is a quantitative method approach and obtains data by distributing questionnaires to respondents who are used as samples for this study and then the data is processed using SPSS (Staticical Product and Service Solution) Version 25.00. This study used a sample of 100 respondents, this study involved 100 people who came to the bandartengah village office. Sampling using the Random Sampling technique. From the results of this test, it can be concluded that the first hypothesis is accepted, that is, the variable of work discipline (X1) has a significant effect on the variable of quality of public services (Y). Hypothesis 2 can be concluded that the second hypothesis is accepted that is to say, the variable of professionalism (X2) has a significant effect on the variable of quality of public services (Y). And it can be concluded that the third hypothesis is accepted, meaning that the variable of labor discipline (X1), the variable of professionalism (X2) affects jointly (simultaneously) the variable of quality of public services (Y).

Keywords: *Disciplinary Work, Professionalism, Quality of Public Service*

INTRODUCTION

Basically every human being needs service, it can even be said that service cannot be separated from human life. The government has an important role to provide excellent public services for all citizens. According to(Dwiyanto, 2020)said that: "public service can be defined as a series of activities provided by the public bureaucracy to meet the needs of its people". Citizens have the right to obtain quality public services from the state

(bureaucracy). Citizens also have the right to get their rights protected, to have their voices heard, as well as to have their values and preferences respected.

To be able to create good services for the community, it is necessary to have disciplined apparatus in carrying out their duties. Work discipline is one aspect of a work system that must be considered in an agency to improve work performance.

In addition to discipline, professionalism is also the most important part in influencing the level of service quality produced.

LITERATURE REVIEW

According to (Sastrohadiwiryo, 2017) states that: "Discipline is an attitude of willingness and willingness of a person to obey and comply with the norms of regulations that apply around him. Good employee discipline will accelerate the company's goals, while declining discipline will become a barrier and slow down the achievement of company goals.

According to (Restu Damayanti, Lijan Poltak, Suryani, 2016) states that: "Work is an activity carried out by someone to obtain positive value from this activity. Work is defined as the process of creating or establishing new value in a source unit of work, modifying or changing value in a unit of means of meeting existing needs.

According to (Aji, 2017) stating professionalism is as follows: "Professionalism is a professional work attitude which is nothing but employee behavior that refers to skills, expertise, and discipline in the form of commitment from members of a profession that underlies the actions or activities of a person which is an attitude in pursuing work in accordance with areas of expertise that are mastered by carrying out the rules of the professional code of ethics that apply in relation to society to produce the best work.

Meanwhile according to (Edo Rinaldo, et al, 2017), defines professionalism as follows: "Professionalism is role/competency, meaning a person's ability to do work according to their respective fields and levels. In other words, there is a match between the individual abilities you are looking for and the needs of the task you have prepared.

According to (Restin Meilina, 2017): State Quality is a combination of properties and characteristics that determine the extent to which the output can meet the requirements of customer needs. The customer determines and evaluates to what extent the traits and characteristics meet their needs.

Further according to (Dwiyanto, 2020) stated that one way that can be used to find data regarding service quality is to measure their satisfaction with the services provided. The success of public organizations is largely determined by the quality of services provided, while quality services can be identified through user satisfaction.

METHOD

Data collection techniques or methods used in this research are interviews and distributing questionnaires. The data source for this research was obtained directly from the original source (not through intermediaries).

Data analysis method :According to(Ghozali, 2016). The normality test is carried out to test whether in a regression model, an independent variable and a dependent variable or both have a normal or abnormal distribution. In the data normality test, it can be done using the one sample Komogorow Smirnov test, namely with the provision that if the significant value is above 5% or 0.05, the data does not have a normal distribution.

The multicollinearity test aims to test whether the regression model found a correlation between the independent (independent) variables. In a good regression model between independent variables there should be no correlation(Ghozali, 2018). To test whether or not there is multicollinearity in the regression model, it is done by looking at the tolerance value and the variance inflation factor (VIF) value which can be seen from the SPSS output.

- 1) If the tolerance value is > 10 percent and the VIF value is < 10, it can be concluded that there is no multicollinearity between the independent variables in the regression.
- 2) If the tolerance value is <10 percent and the VIF value is > 10, it can be concluded that there is multicollinearity between the independent variables in the regression model.

In this study, the data technique used was multiple linear regression method, where data was collected through interviews, then analyzed using the indicators used.

The formula for the method is:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Where :

Y : Public Service Quality

a : Constant

X1 : Work Discipline

X2 : Professionalism

e : Error

According to(Ghozali, 2016)the purpose of the coefficient of determination (R^2) in essence is "To measure how far the model's ability to explain the variation of the independent variables. The value of the coefficient of determination is between zero and one, a small R^2 value means that the ability of the independent variables to explain the variation in the dependent variable is very limited. Analysis of the coefficient of determination or abbreviated as Kd is obtained by squaring the correlation coefficient, namely:

$KD = r^2 \times 100\%$

Information:

KD = Coefficient of Determination

R = Correlation Coefficient

- The t test is used to determine the effect of each (independent) variable on the dependent variable partially. Decision making is based on a comparison of the calculated t value and the critical value according to the significant level used, namely 0.05.
- Simultaneous test (F test) is to identify work discipline and professionalism on the quality of public service employees of the Bandar Tengah Village Office simultaneously using SPSS.

On the basis of the following conditions:

- If $F_{\text{count}} > F_{\text{table}}$ or $\text{sig} < 0.05$, then H_1 is accepted.
- If $F_{\text{count}} < F_{\text{table}}$ or $\text{sig} > 0.05$, then H_1 is not accepted.
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RESULTS AND DISCUSSION

Content Results and Discussion

Validity Test Results

Public Service Quality Variable (Y)			
Statement	rcount	rtable	validity
1	0.827	0.361	Valid
2	0.740	0.361	Valid
3	0.739	0.361	Valid
4	0.803	0.361	Valid
Work Discipline Variable (X1)			
Statement	rcount	rtable	validity
1	0.732	0.361	Valid
2	0.832	0.361	Valid
3	0.700	0.361	Valid
4	0.872	0.361	Valid
Professionalism Variable (X2)			
Statement	rcount	rtable	validity
1	0.810	0.361	Valid
2	0.793	0.361	Valid
3	0.612	0.361	Valid
4	0.668	0.361	Valid

The table shows that all statement points, both the Public Service Quality Variable (Y), Work Discipline Variable (X1) and Professionalism Variable (X2) have a higher r count value than the r table value, so that it can be concluded if all statements for each variable are stated valid.

Reliability Test Results

Variable	Cronbach Alpha	Constant	Reliability
Public Service Quality Variable (Y)	0.806	0.6	Reliable
Work Discipline Variable (X1)	0.810	0.6	Reliable
Professionalism Variable (X2)	0.784	0.6	Reliable

Based on the reliability test using Cronbach Alpha, all research variables are reliable/reliable because CronbachAlpha is greater than 0.6, so the results of this study indicate that the measurement tools in this study have fulfilled the reliability test (reliable and can be used as a measuring tool).

One Sample Kolmogorov Smirnov Test One-Sample Kolmogorov-Smirnov Test

			Unstan dardized Residuals
N			100
Normal Parameters, b	Means		,000000
	std. Deviation		2.23597
Most Extreme Differences	absolute		.051
	Positive		.030
	Negative		-.051
Test Statistics			.051
asympt. Sig. (2-tailed)			,200c,d
Monte Carlo Sig. (2-tailed)	Sig.		,970e
	99% Confidence Intervals	Lower Bound	,926

Upper bound	1,000
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- Test distribution is Normal.
- Calculated from data.
- Lilliefors Significance Correction.
- This is a lower bound of the true significance.
- Based on 100 sampled tables with 2000000 starting seeds.

From the output in the table it can be seen that the significance value (Monte Carlo Sig.) of all variables is 0.970. If the significance is more than 0.05, then the residual value is normal, so it can be concluded that all variables are normally distributed.

Multicollinearity Test Results.

Coefficientsa

Model		Collinearity Statistics	
		tolerance	VIF
1	(Constant)		
	Work Discipline	,962	1.039
	Professionalism	,962	1.039

- Dependent Variable: Quality of Public Service

Based on the table it can be seen that the tolerance value of the Work Discipline Variable (X1) is 0.962, the Professionalism Variable (X2) is 0.962 where all are greater than 0.10 while the VIF value of the Work Discipline Variable (X1) is 1.039, the Professionalism Variable (X2) of 1.039, all of which are smaller than 10. So it can be concluded that there is no symptom of multicollinearity between the independent variables in the regression model.

Glejser Test Results

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Error std.	Betas		
1	(Constant)	2,662	1,481		1,798	,075
	Work Discipline	,003	,057	,006	,055	,957
	Professionalism	-,056	,076	-,075	-,728	,468

- Dependent Variable: ABS_RES

The results of the Glejser test showed a significant value of Work Discipline (X1) of 0.957 and Professionalism (X2) of 0.468 where both were greater than 0.050, so it could be concluded that there were no symptoms of heteroscedasticity in this research model.

Multiple Linear Regression Results.

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients
		B	std. Error	Betas
1	(Constant)	7,143	2,418	
	Work Discipline	,300	,094	,303
	Professionalism	,281	,125	,213

a. Dependent Variable: Quality of Public Service

The description of the multiple linear regression equation above is as follows:

- The constant value (a) of 7.143 indicates the magnitude of the Public Service Quality Variable (Y) if the Work Discipline Variable (X1) and Professionalism Variable (X2) are equal to zero.
- The regression coefficient value of Work Discipline Variable (X1) (b1) is equal to 0.300 indicates the large role of the Work Discipline Variable (X1) to the Public Service Quality Variable (Y) assuming the Professionalism Variable (X2) is constant
- The regression coefficient value of the Professionalism Variable (X2) (b2) is equal to 0.281 shows the magnitude of the role of the Professionalism Variable (X2) on the Public Service Quality Variable (Y) assuming the Work Discipline Variable (X1) is constant

Coefficient of Determination.

Summary model b

Model		M	R	Square	usted Square	Adj R	Error of the Estimate	Change Statistics					Sig.
								Squa	re	Change	FCh	df1	
1	Model 1		,403a	,162	,145	2.25890	162	9,402	2	7	9,000		

a. Predictors: (Constant), Professionalism, Work Discipline

b. Dependent Variable: Quality of Public Service

It can be known that the value of the adjusted R square is 0.145 or 14.5%. This shows that the Work Discipline Variable (X1) and Professionalism Variable (X2) can

explain the Public Service Quality Variable (Y) of 14.5%, (100% - 14.5%) the remaining 85.5% is explained by other variables outside this research model.

Partial Test (t)

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error			
1	(Constant)	7,143	2,418		2,953	,004
	Work Discipline	,300	,094	,303	3,198	,002
	Professionalism	,281	,125	,213	2,254	,026

a. Dependent Variable: Quality of Public Service

- a. Hypothesis Test of the Effect of Work Discipline Variable (X1) on Public Service Quality Variable (Y).

From the table, the tcount value is 3.198. With $\alpha = 5\%$, ttable (5%; 100-2 = 98) obtained a ttable value of 1.984. From this description it can be seen that tcount (3.198) > ttable (1.984), as well as with a significance value of 0.002 < 0.05, it can be concluded that the first hypothesis is accepted, meaning Work Discipline Variable (X1) has an effect on Public Service Quality Variable (Y).

- b. Hypothesis Test of the Effect of Professionalism Variable (X2) on Public Service Quality Variable (Y).

From the table, the tcount value is 2.254. With $\alpha = 5\%$, ttable (5%; 100-2 = 98) obtained a ttable value of 1.984. From this description it can be seen that tcount (2.254) > ttable (1.984), and a significance value of 0.026 < 0.05, it can be concluded that the second hypothesis is accepted, meaning Professionalism variable (X2) has an effect on Public Service Quality Variable (Y).

Simultaneous Test Results (F).

ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	95,953	2	47,977	9,402	,000
	residual	494,957	97	5.103		

Total	590,91	9			
	0	9			

a. Dependent Variable: Quality of Public Service

b. Predictors: (Constant), Professionalism, Work Discipline

The form of hypothesis testing based on statistics can be described as follows:

From the table, the Fcount value is obtained 9,402. With $\alpha = 5\%$, dk quantifier: 2, dk denominator: 100-2-1(5%; 2; 97) the Ftable value is 3.09. From this description it can be seen that Fcount (9,402) > Ftable (3.09), and a significance value of $0.000 < 0.05$, it can be concluded that the third hypothesis is accepted, meaning Work Discipline Variable (X1) and Professionalism Variable (X2) have a simultaneous effect on the Public Service Quality Variable (Y).

Contents of Discussion Results

1. Effect of Work Discipline Variable (X1) on Public Service Quality Variable (Y).

Based on the results of the analysis, it can be seen that the Work Discipline variable has a positive and significant effect on the Public Service Quality Variable. Of all the statement items regarding the Work Discipline variable, the average answer score of 100 respondents was 4.20. This shows that the respondents considered agreeing and strongly agree that the work assigned to the employee is in accordance with the ability of the employee concerned.

2. The Effect of Professionalism (X2) on the Quality of Public Services (Y).

Based on the results of the analysis, it can be seen that the variable Professionalism has a positive and significant effect on the variable quality of public services. Of all the statement items regarding the Professionalism variable, the average answer score of 100 respondents was 4.32. This shows that the majority of respondents agree and strongly agree with each item statement 1-4. From the results it can be seen that respondents agree and strongly agree with employees who understand the duties and responsibilities given by superiors.

3. The Effect of Work Discipline (X1) and Professionalism (X2) on the Quality of Public Services (Y).

Based on the results of the analysis, it can be seen that the variables of Work Discipline and Professionalism simultaneously influence the Quality of Public Service variables. Of all the statement items regarding the Public Service Quality variable, the average answer score of 100 respondents was 4.26. This shows that the majority of respondents agree and strongly agree with each item of perceived usefulness statement 1-4. From the results it can be seen that the respondents considered that the Bandar Tengah Village Office, Kec. Bandar Khalipah, Kab. Serdang Bedagai has provided good service and conveyed clear information.

CLOSING

Conclusion

1. The Variable of Work Discipline and the Variable of Public Service Quality have a positive and significant effect on the Bandar Tengah Village Office, Kec. Bandar Khalifah, Kab. Serdang Bedagai.
2. The Professionalism variable and the Public Service Quality variable have a positive and significant effect on the Bandar Tengah Village Office, Kec. Bandar Khalifah, Kab. Serdang Bedagai.
3. The Variables of Work Discipline and Professionalism simultaneously influence the variable of Public Service Quality at the Bandar Tengah Village Office, Kec. Bandar Khalifah, Kab. Serdang Bedagai.

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