

The Effect of Working Discipline on the Quality of Public Services in Indonesia

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Abstract: The purpose of this study was to analyze the effect of work discipline on the quality of public services at the University of Lampung, Lampung Province, Indonesia. The method used in this research is quantitative method. The sampling technique uses purposive sampling. Data collection techniques using a questionnaire with a total sample of 349 students using Slovin technique. Hypothesis testing uses simple linear regression analysis and multiple regression analysis through the F test and t test to determine the effect of the independent variable on the dependent variable with a confidence level of 95% (0.05). The research results can be concluded that work discipline has a significant effect on the quality of public services.

I. INTRODUCTION

Human resources have an important position for an organization or company (Kehoe and Wright, 2013). Increasing human resources is needed so that employees have attitudes and behaviors that are able to provide services and protection so that effective organizational goals can be achieved (Gammahendra, 2014). Public service is an attitude that goes beyond self-interest to participate in behavior that is beneficial to society in general so that it is seen as a prosocial value that encourages employees to engage in behavior that is beneficial to the needs of their customers (Mostafa, Gould and Bottomley, 2015).

One factor that influences the quality of public services is employee work discipline (Shinta, 2014). Work discipline is one predictor of employee performance so that the effectiveness and efficiency of public services can be achieved well (Supriadi & Yusof, 2015). Discipline is a technique used to manage all activities undertaken by an employee (Faocault, 2012). In line with the opinion of Mangkunegara & Octorend (2015) work discipline is the effort of a company management organization to implement or implement rules or regulations that must be obeyed by all employees without exception. An employee who has a high level of discipline will work well even without being monitored by superiors, the application of discipline in an organization aims that all employees in the organization are willing to voluntarily obey and obey any applicable discipline without any coercion.

This research is in three parts. First, explain the methods, samples, instruments, data collection procedures. The second presents the results and findings. These three things explain the conclusions and implications. The purpose of this study is

to answer the research question, "The effect of work discipline on the quality of public services".

II. MATERIAL AND METODE

The population in this quantitative study were students at FMIPA, FISIP, FP, FEB and Post Graduate University of Lampung totaling 2,763 people.

Study Design: Quantitative Study

Research locations: Faculty in Universitas Lampung, Lampung Province, Indonesia

Duration of Study: 21 February 2019 to 15 March 2019

Sample Size: 349 student college

Sample Size Calculation: The sampling technique in this study uses the Non Probability Sampling method. The sample collection technique that will be carried out in this study uses purposive sampling, according to Sugiyono (2018: 138). Purposive sampling is a technique for determining samples with certain considerations or criteria ". As for the criteria in this study are Regular S1 students in all majors in FMIPA, FISIP, FP, FEB and Postgraduate graduate students in 2017. In this study the sample used was the Slovin Technique (Sugiyono, 2018) with a sample of 349 students.

Instrumen

The instrument used in this study used a questionnaire. The measurement scale used is the Likert scale 1-4 starting from the category of strongly disagree, disagree, agree and strongly agree. Questionnaires were given to strata 1 and strata 2 students who received service at the University of Lampung Faculty. The questionnaire was distributed to students. Students answer the questionnaire according to their own opinions and the real conditions of the service they feel, so the results are appropriate. Technical analysis of data using descriptive statistical analysis, multiple linear regression analysis, hypothesis testing, and the classic assumption test consisting of normality test, multicollinearity test, heteroscedasticity test, and linearity test. With the help of the SPSS 22 software, previously conducting validity and reliability tests.

Based on the results of the validity and reliability test on the two variables each statement item on the indicator has a score above 0.513 and in the Cronbach's Alpha table has a

score above 0.70 so it can be concluded that each statement item on the indicator has a valid and reliable result.

III. RESULTS AND DISCUSSION

This study uses a multiple regression model so that it must be fulfilled the classic assumptions of the multiple regression equation that is normally distributed, the absence of multicollinearity problems, the absence of heteroskedasticity, and linear relationships between variables.

Variable Description

An overall overview of the basic statistics of the research variable data is presented in the following tabel.

Table 1 Basic Statistical Data for Research Variables

Component	Quality Of Public Services	Working Discipline
N	349	349
Minimum	15	16
Maximum	40	32
Mean	29,33	25,68

Standard deviation	30	26
Varians	30	27

The lowest score is 15 for the quality of public services and 16 for work discipline. The highest score is 40 for the quality of public services and 32 for work discipline. The mean for the quality of public services is 29.33 and 25.68 for work discipline. The standard deviations for quality public services are 30 and 26 for work discipline. The variance for public service quality is 30 and 27 for work discipline. This finding shows that students in general agree that there is a significant relationship between employee work discipline and the quality of public services at the University of Lampung, Lampung Province, Indonesia.

Table 2 Data Normality Test

Data normality test aims to determine whether the data collected is normally distributed or not. The normality test is carried out using the Kolmogrov-Smirnov Test One-Sample technique. The results of normality test calculations for the two variables can be seen in the following table:

Table 2 Results of Research Variables Normality Test

		Unstandardized Residual	KPP	DK
N		349	349	349
Normal Parameters ^{a,b}	Mean	,0000000	29,33	25,68
	Std. Deviation	3,16287913	5,040	3,830
Most Extreme Differences	Absolute	,058	,164	,093
	Positive	,058	,164	,081
	Negative	-,050	-,059	-,093
Test Statistic		,058	,164	,093
Asymp. Sig. (2-tailed)		,006 ^c	,000 ^c	,000 ^c

In the table above it is concluded that the data are normally distributed with a significance value of the quality of public services 0.164; work discipline 0.093 is greater than 0.05.

Hypothesis formulation: Ho: non linear regression model, Hi: linear regression model, with test criteria: reject Ho if the sig value of deviation from linearity in anova table <0.05, in other cases Ho is accepted. Linearity test calculation results can be seen from ANOVA output as follows:

Linearity tes

Table 3: Work Discipline Linearity and Quality of public services

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
KPP * DK	Between Groups	(Combined)	5508,946	26	211,883	20,473	,000
		Linearity	5231,265	1	5231,265	505,467	,000
		Deviation from Linearity	277,681	25	11,107	1,073	,372
	Within Groups		3332,498	322	10,349		
	Total		8841,444	348			

Source: SPSS Data Process Results 22

The significance value in Table 4.5.1 shows a deviation from linearity of $0.372 > 0.05$ which indicates that H_0 is rejected or it can be concluded that the regression model is linear (there is a significant linear relationship between the independent variable and the dependent variable).

Test of Significance

Hypothesis formulation H_0 : regression equation is not significant, H_1 : regression equation is significant, with the test criteria at a significant level of 0.05 is starting H_0 if the value of $t > 2$, in other cases H_0 is accepted.

Table 4 Regression Coefficient of Work Discipline and Quality of public services

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13,775	1,628		8,459	,000
	DK	,606	,063	,460	9,659	,000

a. Dependent Variable: KPP

Source: SPSS Data Process Results 22

Based on the results of the analysis in Table 4, it can be seen that the Work Discipline variable obtained $t_{count} = 9,659 > 1,966$ and $\alpha = 0,000 < 0,05$, thus H_0 is rejected or concluded that the regression equation is significant. The tendency of the

influence of the Work Discipline variable on the quality of public services can be reflected in the determinant coefficient values that can be explained in Table 5.

Table 5 Coefficient Determination of Work Discipline on the Quality of public services

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.779 ^a	.606	.603	3.177
a. Predictors: (Constant), work discipline				
b. Dependent Variable: Quality of public services				

Based on the results of the analysis in Table 4.5.3, it can be seen that the value of $R^2 = 0.606$. This means that the variable work discipline has a tendency of 60.6% of the quality of public services.

The test results make the regression equation expressed with $Y = 13.775 + 0.606 X_1$ can be used to infer the effect of work discipline on the quality of public services.

The regression equation above can be interpreted that each change in value or increase in the value of work discipline by 1 unit, the quality of public services will increase by 0.606 units in the same direction as the constant 13.775. Based on the above equation, if the value of Work Discipline (X_1) = 16 (the lowest value for the work discipline variable), then the value of the quality of public services is $13.775 + (0.606 \times 16) = 23.47$, if the value of Work Discipline (X_1) = 32 (the highest value for the work discipline variable), the value of public service quality is $13.775 + (0.606 \times 32) = 33.17$.

Based on the regression equation, it can be illustrated that the increase in the value of Work Discipline tends to be followed by an increase in the quality of public services, so that Quantitatively the Work Discipline contributes to the quality of public services by 0.606 units in a positive direction with a constant of 13.775.

Based on statistical analysis work discipline contributes to the quality of Public Services. This means there is a high influence and shows that Work Discipline is one of the factors that influence the Quality of Public Services. In accordance with Singodimendjo's Theory in Sutrisno (2011: 96) states that: "The better the work discipline of an employee / employee, the better the work results (performance) will be achieved". Supriadi & Yusof (2015) Teachers who have good quality of work come from discipline in carrying out their duties and responsibilities as an educator. Other opinions reinforced by the results of research Tumilaar (2015) discipline is one of the factors that can affect employee performance, because without the discipline, all activities that will be carried out will bring results that are less satisfactory and not in line with expectations. The influence and linear regression as well as a positive correlation between Work Discipline and Public Service Quality proves that the theory which states that Work Discipline can improve the Quality of Public Services in the literature, is in line with the proposed framework.

Research limitations

Some limitations of research that can be drawn from this study are as follows:

1. The instruments proposed in this study are closed and only provide four choices of answers, without giving the respondent an opportunity to provide alternative answers.
2. The instrument for capturing the data of this study only uses a questionnaire in the form of a measurement scale without being equipped with interview guidelines so that it has weaknesses in exploring and revealing the actual conditions that occur in the field.
3. The possibility of respondents in filling instruments is not careful as well as the nature of the community which always tends to reveal good things that will affect the results of this study.
4. This study consists of 2 variables: work discipline and variable quality of public services. In essence there are still many other aspects that can affect the quality of public services.

IV. CONCLUSIONS

There is a positive and significant influence between work discipline on the quality of public services. This shows that the higher the work discipline, the better the quality of public services. Vice versa if the work discipline is getting lower, it will affect the quality of public services to be low. Having completed this research, it is hoped that further researchers can use this research as a reference, with different research methods or models and on different objects, for example at different types of universities or organizations so that differences can be seen. And for further research it is

better to use more samples so that the calculation results are more accurate.

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