

The Influence of Work Discipline and Ease of Administrativeness on Community Satisfaction Through Service Quality

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DOI: <https://dx.doi.org/10.47772/IJRISS.2023.70829>

Received: 24 June 2023; Revised: 19 July 2023; Accepted: 22 July 2023; Published: 18 August 2023

ABSTRACT

State apparatus needs to carry out their duties professionally so that they have an impact on the satisfaction of public service users. There are several factors that influence community satisfaction, namely: work discipline, ease of administration and quality of service. This study aims to examine the effect of work discipline and ease of administration on service quality; examine the effect of work discipline, ease of administration and service quality on community satisfaction; examine the effect of work discipline on community satisfaction through service quality; and examine the effect of ease of administration on public satisfaction through service quality.

The research population was recipients of population administration services at the Mojokerto Regency Population and Civil Registration Service in February 2022. Determining the number of samples used the Lemeshow Formula, so that a sample of 98 people was obtained. The sampling technique uses accidental sampling. While collecting data using questionnaires distributed to respondents with offline and on line methods. The data analysis technique uses path analysis.

The results of the study conclude that, when trying to increase public satisfaction in public services, this can be done by disciplining the work of the implementing apparatus accompanied by ease of administration and at the same time followed by improving the quality of service.

Keywords: Work discipline, Ease of administration, Quality of service and Community satisfaction.

INTRODUCTION

The state apparatus needs to carry out its duties in a professional manner and be responsive to the needs of the community. Improving the performance of the state apparatus in the field of public services needs serious attention, because it is part of good government governance (Nugroho et al., 2022). Quality public services that can provide community satisfaction is an obligation that must be carried out by the government so that government performance can be optimal. For this reason, every government apparatus must provide good service to the community, therefore government apparatus must work together to create good public services (State Administration Agency, 2008).

One form of public service is population administration, population administration which is a series of activities for arranging and controlling population documents and data through population registration, civil registration, management of population administration information and utilization of the results for public services and the development of other sectors. To improve the quality of public services, the Mojokerto regency population and civil registration office of Mojokerto Regency conducts an assessment of public services based on the community satisfaction index, taking into account service elements, namely service

procedures, service requirements, clarity of service officers, service officer discipline, responsibilities responsibility of service officers, ability of service officers, speed of service, fairness in getting service, friendliness of officers, fairness of service fees, certainty of service costs, environmental comfort, and service security.

The phenomenon of public service performance can be measured through the Community Satisfaction Index (CSI), which is a measurement of public opinion on public services. The measure of the success of service delivery is determined by the level of community satisfaction as service recipients. Therefore, every service delivery periodically conducts community satisfaction index surveys based on service principles as stipulated in the Decree of the Minister for Administrative Reform Number KEP/25/M.PAN/2014.

Based on the measurement results, it can be seen that the achievement of the CSI Mojokerto Regency Population and Registration Service was 84.01. This means that the community is very satisfied with the services provided by the Dispendukcapil Agency (<http://dispendukcapil.mojokertokab.go.id>). However, the results of this PSI are different from the reviews given by the public through the Google review platform, where the average review value for services from 2020 to 2021 shows that the average service value is 3 or less good (www.google.review.com). These different results indicate that the performance of public services at regency population and civil registration office still needs to be improved and improved so that service user satisfaction can increase.

The problem of fluctuations in service quality occurs due to an imbalance in the number of service officers and service recipients, inadequate equipment and tools, long duration of service time, inefficient service procedures, low discipline and responsibility of employees and the performance of service delivery employees is not optimal.

Community satisfaction with public organizations is very important because it relates to public trust in government performance, the better the quality of service, the higher public trust (Pasolong, 2010). Public trust grows when they are satisfied with public services, because customer satisfaction or dissatisfaction is the result of an evaluation that is felt between expectations and the actual performance of the product after use or after receiving public services (Tse & Wilton, 1988). The opinion that customer or community satisfaction is a comparison between what is expected and what is obtained is also stated by Dean (2015). Satisfaction as a comparison between expectations and what is felt is also stated by Fecikova (2010) that satisfaction is a feeling that results from evaluating what is felt compared to expectations, which are related to the desires and needs of these customers for a product or service.

Public satisfaction with the performance of government services needs to be continuously measured. One way that can be done to measure public satisfaction with government services is to use the Community Satisfaction Index (CSI). Decree of the Minister for Administrative Reform (KEPMENPAN) Number 25 of 2004 states that CSI is data and information about the level of community satisfaction obtained from the results of quantitative and qualitative measurements of public opinion in obtaining services from public service providers by comparing their expectations and needs. It was further explained that the target of CSI is the level of performance achievement of government agency service units in providing services to the community.

In addition, CSI is also aimed at structuring systems, mechanisms and service procedures so that services can be carried out in a higher quality, efficient and effective manner. Furthermore, based on the service principle as stipulated in the Decree of the Minister for Administrative Reform Number: 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services, there are 12 minimum elements that must exist for the basis of CSI measurement, namely, procedures, requirements, clarity, discipline of officers, responsibilities of service officers, ability of service officers, speed of service, fairness in getting service, friendliness of officers, schedule certainty, environmental comfort and service

security.

Meanwhile, according to Moenir (2008) to measure public service satisfaction includes: community appreciation for employees, community obedience to regulations, community pride in officers; and avoidance of service delays.

Many factors affect the level of public satisfaction users of public services. According to Rambat (2015), there are five factors that influence community satisfaction, namely: product/service quality, service quality, emotional, price and cost. Various research results support this theory. Yusuf's research (2021) proves that the quality of public services has a positive and significant effect on community satisfaction. Meanwhile, Muslimah's research (2020) proves that perceptions of ease of service have a positive effect on compliance through the satisfaction of users of public services. In addition, the discipline of officers also affects the quality of service and has an impact on the satisfaction of the public who use public services (Wahyono & Zakiyah, 2020).

The novelty of this study lies in the construction of a conceptual model that places work discipline and ease of administration as the determinant variable for community satisfaction accompanied by service quality as a mediating variable. This conceptual construction building is a development of previous research, especially that carried out by Yusuf (2021), (Wahyono & Zakiyah, 2020), Al Qohirie et al. (2020), Sutrianiet al. (2022) and Muslimah (2020).

Based on this rationale, the research hypothesis is formulated as follows:

H1: Work discipline and ease of administration have a positive and significant effect on service quality.

H2: Work discipline and ease of administration have a positive and significant effect on community satisfaction.

H3: Service quality has a positive and significant effect on community satisfaction.

H4: Work discipline has a positive and significant effect on community satisfaction through service quality.

H5: Ease of administration has a positive and significant effect on community satisfaction through service quality.

RESEARCH METHODS

The research population is the service recipient community in the period of February 2022. The population size is not limited (infinite), so that the determination of the number of samples uses the Lemeshow Formula (Arikunto, 2016), namely:

$$n = \frac{Z^2 \cdot p \cdot q}{d^2}$$

n = number of samples

Z = normal standard price (1.967)

P=population proportion estimator (0.5)

d = interval/ deviation (0.10)

$$q = 1-p$$

So the sample size can be calculated as follows:

$$n = \frac{(1,967)^2 \cdot 0,5 \cdot 0,5}{(0,1)^2}$$
$$= 97,5 \text{ (98)}$$

Based on the calculation results above, it is known that the number of research samples is 98 people. The sampling technique using accidental sampling method.

Furthermore, the formulation of the operational definition and variable measurement is as follows.

Work discipline (X1) is the ability of employees to comply with official regulations related to the scope of work. Indicators of work discipline include: attendance, adherence to work regulations, adherence to work standards, vigilance and work ethics.

Administrative ease (X2) is the public's perception of the ease of public service processes. Indicators of ease of administration include: efficiency, management, prioritization of tasks, effective leadership and cooperation.

Service quality (Z) is a series of service activities in accordance with public service laws and regulations. Public service quality indicators include: reliability, responsiveness, assurance, empathy and physical evidence.

Community satisfaction (Y) is the result of the community's assessment of the performance of public services provided by the implementing apparatus. Indicators of community satisfaction include: service procedures, service requirements, clarity of service personnel, responsibility, ability, speed of service, fairness of service, friendliness of staff, schedule certainty, environmental comfort and service safety.

Methods of data collection using questionnaires distributed to respondents. Measurement of the research instrument using a Likert scale with a variety of answers: strongly agree given a score of 5; agree is given a score of 4; do not agree given a score of 3; do not agree given a score of 2; and strongly disagree was given a score of 1.

For data analysis using the path analysis method to directly test the independent variables to the dependent through intervening variables. The magnitude of the indirect effect is obtained by means of the path coefficient of the dependent variable to the intervening variable multiplied by the path coefficient of the Y1 variable to the Y2 variable. While testing the mediation hypothesis using the Sobel Test (Kline, 2011), namely testing the strength of the independent variable's indirect influence (X) on the dependent variable (Y) through the intervening variable (Z). The indirect effect is obtained by multiplying the path coefficient of each relationship.

RESULTS

Validity Test

The validity test is used to measure how precise the respondent's answer is on a test using a questionnaire. Product moment correlation technique was used to test the validity, with a significance level of 5%. The results of the validity test can be seen in the following table.

Table 1. Validity Test Results

Variable	Indicator	Pearson Correlation	Sig.(2-tailed)	Test Results
Work Discipline (X1)	X1.1	0.545 ^{**}	0.000	Valid
	X1.2	0.812 ^{**}	0.000	Valid
	X1.3	0.807 ^{**}	0.000	Valid
	X1.4	0.714 ^{**}	0.000	Valid
	X1.5	0.820 ^{**}	0.000	Valid
Administrative ease (X2)	X2.1	0.676 ^{**}	0.000	Valid
	X2.2	0.769 ^{**}	0.000	Valid
	X2.3	0.752 ^{**}	0.000	Valid
	X2.4	0.788 ^{**}	0.000	Valid
	X2.5	0.711 ^{**}	0.000	Valid
Service quality (Z)	Z.1	0.673 ^{**}	0.000	Valid
	Z.2	0.277 [*]	0.024	Valid
	Z.3	0.703 ^{**}	0.000	Valid
	Z.4	0.544 ^{**}	0.000	Valid
	Z.5	0.620 ^{**}	0.000	Valid
Community satisfaction (Y)	Y.1	0.543 ^{**}	0.000	Valid
	Y.2	0.485 ^{**}	0.000	Valid
	Y.3	0.558 ^{**}	0.000	Valid
	Y.4	0.631 ^{**}	0.000	Valid
	Y.5	0.494 ^{**}	0.000	Valid
	Y.6	0.477 ^{**}	0.000	Valid
	Y.7	0.409 ^{**}	0.000	Valid
	Y.8	0.426 ^{**}	0.000	Valid
	Y.9	0.469 ^{**}	0.000	Valid
	Y.10	0.623 ^{**}	0.000	Valid
	Y.11	0.503 ^{**}	0.000	Valid
	Y.12	0.619 ^{**}	0.000	Valid

Based on table 1, it is known that the results of the validity test for each variable in all question items are stated to be valid, the significance value is <0.05.

Reliability Test

Reliability refers to an understanding that a research instrument can be trusted as a data collection tool, because the instrument is good. To find out the reliability of the research instrument, you can see the of the reliability coefficient (coefficient reliability). The reliability coefficient value ranges from 0 – 1, if the

coefficient value is close to 1 then the instrument is more reliable. The measure used to show the statement is reliable, if the Cronbach Alpha value is > 0.6 . The results of the reliability test for the operational variables of the research are presented in the following table.

Table 2. Reliability Test Results

No	Variable	Crombach Alpha	Description
1	Work Discipline (X1)	0.799	Realiabel
2	Administrative ease (X2)	0.793	Realiabel
3	Service quality (Z)	0.613	Realiabel
4	Community satisfaction (Y)	0.751	Realiabel

Based on table 2, it can be seen that the reliability test for each research variable has a Cronbach Alpha value > 0.6 ; so it can be concluded that all question items are declared reliable.

Path Analysis Test

To determine the partial effect of work discipline and ease of administration on service quality, it can be seen from the results of calculating the t value, if the Sig value $< \alpha (0.05)$, it can be concluded that this variable has a significant influence. The following is the result of calculating the t value statistic.

Table 3. Model Equation Test Results 1

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.399	.192		7.303	.000
	X1_Average	.172	.063	.228	2.712	.008
	X2_Average	.455	.061	.632	7.508	.000

Based on table 3 it is known that the significance value of work discipline variable is 0.008 with t count 2.172. This significance value is < 0.05 , so it can be explained that if employee work discipline is strengthened it will have an impact on improving service quality. The magnitude of the influence of work discipline on service quality is 0.228.

Furthermore, the significance value of the administrative ease variable is 0.000 with t count 7.508. This significance value is < 0.05 , so it can be explained that the ease of service administration will have a significant effect on service quality. The magnitude of the effect of ease of administration on service quality is 0.632.

Meanwhile, to find out the partial effect of work discipline, administrative ease and quality of service on community satisfaction, it can be seen from the results of calculating the t value, if the Sig value $< \alpha (0.05)$, it can be concluded that this variable has a significant influence. The following is the result of the statistical calculation of the t value.

Table 4. Model Equation Test Results 2

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.064	.181		5.879	.000

X1_ Average	.316	.050	.457	6.338	.000
X2_ Average	.224	.058	.340	3.876	.000
Z_ Average	.158	.078	.172	2.031	.045

Based on table 4 it is known that work discipline has a positive and significant effect on the satisfaction of public service users. It can be seen that the significance value of work discipline variable is 0.000 with t count 6.338. This significance value is <0.05 , so it can be explained that the work discipline variable directly has a positive and significant effect on community satisfaction.

The influence of the administrative ease variable on community satisfaction can be seen from the significance value of 0.000 with a t count of 3.876. This significance value is <0.05 , so it can be explained that the administrative ease variable has a positive and significant influence on community satisfaction.

Meanwhile, the effect of service quality on community satisfaction can be seen from the significance value of 0.045 with t count of 2.031. This significance value is <0.05 , so it can be explained that service quality has a positive and significant influence on community satisfaction.

Hypothesis Testing

The overall results of the problems in the research can be summarized and summarized through the following table:

Table 5. Hypothesis Test Results

Connection	Coefficient	Influence		
		Direct	Indirect Through Y	Total
X ₁ → Z	0.228	0.228		0.578
X ₂ → Z	0.632	0.632		0.144
X ₁ → Y	0.457	0.457	$(0.457 \times 0.228) = 0.104$	$(0.457 + 0.104) = 0.561$
X ₂ → Y	0.340	0.340	$(0.340 \times 0.632) = 0.215$	$(0.340 + 0.215) = 0.555$
Z → Y	0.172	0.172		0.172

Based on table 5, it can be seen that work discipline and administrative ease have a partial and significant effect on service quality; work discipline, ease of administration and service quality have a partial effect on community satisfaction; and service quality acts as a mediating variable for the effect of work discipline and ease of administration on community satisfaction. Thus it can be concluded that all research hypotheses are proven.

DISCUSSION

Every service provider needs to measure customer satisfaction in order to get feedback for the purposes of developing and implementing strategies to increase customer satisfaction. According to the Minister for Administrative Reform Number 63 of 2003, the measure of the success of service delivery is determined by the level of satisfaction of service recipients. Service satisfaction is achieved when service recipients receive services in accordance with what is needed and expected. Therefore, every service provider regularly

conducts Community Satisfaction Index (CSI) surveys.

Creating community satisfaction in public services is a must for the realization of good governance. Community satisfaction with public organizations is very important because it relates to public trust. Pasolong (2010), stated that the better the governance and quality of service, the higher the public trust. Public trust increases when they get good service and are satisfied with the service.

Many factors affect the level of satisfaction of public service users. According to the research results of Nguyen Phuong et al. (2016) that the capacity and ethics of civil servants' public duties have the strongest influence on citizen satisfaction, followed by time and cost of service, delivery and facilities. For this reason, public services need to pay attention to these factors.

In this study, the variables seen as determinants of community satisfaction include the work discipline of the implementing apparatus, ease of administration and quality of service. The results showed that work discipline, ease of administration and quality of service had a partial effect on community satisfaction. This is evident from the research results which show that work discipline has a positive and significant effect on the satisfaction of the public who use public services. This means that when the work discipline of government officials increases, the satisfaction of the people who use public services also increases. The results of this study strengthen the results of research by Nguyen Phuong et al. (2016) and Rizanuddin(2022) that work discipline has a positive and significant effect on community satisfaction. Thus, the application of work discipline needs to be carried out so that people feel satisfied with public services.

Furthermore, the results of the study also found that administrative ease had a positive and significant effect on community satisfaction. This means that when the administrative ease of the service management process is improved, it can increase community satisfaction. The results of this research strengthen the results of research by Kurniawati et al., (2018) and Muslimah (2020) that service procedures with ease of administration have a significant influence on community satisfaction. Thus, simplifying administrative procedures can increase people's satisfaction with public services.

Meanwhile, the influence of service quality on community satisfaction is also positive and significant. This means that good service quality can increase public satisfaction with public service users. Quality of service as an overall evaluation material to assess customer satisfaction after making a transaction. The results of this study support the results of research by Al Qohirie et al. (2020) and Noda (2019). that the excellent service provided by agencies can have a significant influence on the satisfaction of users of public services. Sutriani et al. (2022) also stated that there is a close relationship between service quality and customer satisfaction. Meanwhile, according to (Kotler & Keller, 2012) service quality is closely related to customer satisfaction. The more optimal the quality of service provided by the company, the higher the level of customer satisfaction. Thus, improving the quality of population administration services is a necessity for the local government of Mojokerto Regency to increase community satisfaction.

CONCLUSION

Satisfaction of the public using public services is an important component of good governance. Increased public satisfaction can be caused by work discipline, ease of administration and quality of service. The position of work discipline and ease of administration as independent variables have proven to have a positive and significant effect on service quality and community satisfaction. When apparatus discipline is upheld accompanied by ease of administrative procedures, the quality of service and community satisfaction also increases.

The role of service quality as a variable that has a direct effect on community satisfaction as well as a mediating variable for the influence of work discipline and ease of administration on community satisfaction

is proven to be positive and significant. For this reason, if the Department of Population and Civil Registry (Dispendukcapil) of the Regional Government of Mojokerto Regency seeks to increase community satisfaction in public services, this can be done by disciplining the work of the implementing apparatus along with administrative ease and at the same time improving service quality.

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