

THE INFLUENCE OF WORK DISCIPLINE, WORK ENVIRONMENT AND WORK MOTIVATION ON THE QUALITY OF PUBLIC SERVICES AT THE PANYABUNGAN SUBDISTRICT OFFICE

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ABSTRACT

In this research, the verification method was used to find out how much influence work discipline, work environment and work motivation have on the quality of public services at the Panyabungan Subdistrict Office. The data analysis technique in this research uses Multiple Linear Regression, Classical Assumption Test, t Test and F Test, and Coefficient of Determination. Data processing in this research uses the SPSS software program. Partially, Work Discipline has a significant effect on Service Quality, Work Environment has a significant effect on Service Quality, Work Motivation has a significant effect on Public Service Quality at the Panyabungan District Head Office. Simultaneously, work discipline, work environment and work motivation have a significant effect on the quality of public services at the Panyabungan sub-district office.

Keywords: Discipline, Motivation, Service Quality, Work Environment.

INTRODUCTION

The role of ethics in realizing accountability in government administration tries to focus attention on the activities of government officials or public officials in democratic governments, where ethically they must be accountable to the public. Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services Article 2 reads "The law concerning public services is known to provide legal certainty in relations with the public and organizers of a public service. According to Sellang (2019:75) Public service is an activity carried out for a person or group of people based on material factors through a system of procedures with certain methods in an effort to fulfill the interests of other people in accordance with their rights. Service is essentially a process. A service process that is routine and continuous, namely throughout the lives of people in society. Public services can be measured, based on standards that are appropriate according to the time required. Service is an absolute primary duty of the apparatus, as state servants and public servants. This task is stated in the fourth paragraph of the preamble to the 1945 Constitution, which covers 4 (four) aspects of the basic service of the apparatus to the community, namely protecting the entire Indonesian nation and all of Indonesia's blood, advancing general welfare, educating the life of the nation and implementing world order based on freedom and peace. immortality and social justice (Crystalia, 2021). The lack of quality of public services provided by employees

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creates a bad image for the government in the community. People who have dealt with bureaucracy always complain about employees not being able to provide services. Services to the community will not be able to be provided optimally without the readiness of professional government officials to carry out the vision and mission in government (Nurbaiti, 2019). Judging from its implementation, there are still several weaknesses in public services, namely lack of response, where public services in The Panyabungan Subdistrict Office from the authorities found that the ability of employees was still low in providing services, this was indicated by the absence of standard operational procedures so that completing work was less than optimal, there was a lack of information delivery.

Based on the results of interviews conducted by researchers at the beginning with 5 residents who used services in the Panyabungan sub-district, there was only 1 resident who said that the service provided was quite good, the officers were friendly, and the service officers completed the administration on time. And based on 4 other people in the community, they said that the service provided by the employees was less responsive in helping and providing fast and responsive service to the community, the employees were less reliable and responsible, the lack of a friendly attitude, the lack of ability to provide individual or personal attention to people. other. There is an attitude of displeasure between employees and each other and they do not help each other in providing services. And the most important thing for service providers is that when providing services they must pay attention to the physical appearance of employees when providing services. Various information that should be conveyed to the public instead goes slowly or does not even reach the public. The quality of bureaucracy is low. Where the possibility for the community to meet with the person responsible for the service, in order to resolve problems that occur when the service is provided is very difficult. What results is a service problem that takes a long time to resolve in a timely manner, lack of listening to the aspirations of the community. Basically, service personnel lack the willingness to hear opinions from the public. As a result, services are carried out as is, without any improvements such as the cessation of management of the community empowerment fund program since 2017.

The problem can be concluded regarding expertise that must be appropriate to the field so that it affects the quality of public services or administrative services in general because it is influenced by unqualified working professionals such as lack of response in providing services, lack of information delivery, low quality of bureaucracy, lack of willingness to listen to the aspirations of the community, and weak human resources. The main problem for public services concerns improving the quality of these services. Quality service really depends on aspects, namely implementation procedures, human resource support, and organization. Based on the description above, there are many factors that influence the professionalism of officials' work on the quality of public services at the Panyabungan Subdistrict Office, including work discipline, work environment and work motivation. In theory, a profession cannot be done by just anyone who is not trained or prepared. Meanwhile, professional refers to two things, namely referring to a person's performance in accordance with the demands of their profession and referring to the person who does the work, namely a professional (Ibrahim, 2019). According to Sedarmayanti (2019) professionalism is an attitude or condition in carrying out work that requires expertise through certain education and training and is carried out as a job that is a source

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of income. Meanwhile, as stated by (Siagian, 2019: 163), professionalism can also be interpreted as reliability in carrying out tasks so that they are carried out with good quality, at the right time, carefully and with procedures that are easy for customers to understand and follow. Public service providers are every state administration institution, corporation, independent institution formed by law for public service activities, and other legal entities formed solely for public service activities. Loss of public trust in the implementation of public services will result in damage to the legal order and regulations which are a prerequisite for state sovereignty. Regulations and order are the basic capital for building democracy and justice in society (Sellang, 2019: 76).

No	Jenis Pelayanan	Jumlah
1.	Surat Izin Mendirikan Bangunan	10
2.	Surat Izin Tempat Usaha	17
3.	Surat Pernyataan Ganti Kerugian	5
4.	Surat Keterangan Ahli Waris	8
5.	Surat Keterangan Pindah	23
6.	Surat Keterangan Tidak Mampu	113
7.	Rekomendasi Penelitian Dan Riset	8
8.	Proposal Bantuan Sosial	67
9.	Surat Keterangan Dispensasi Nikah	40
10.	Surat Keterangan Tanggungan Keluarga	9
11.	Legalisir	163

Source: Panyabungan District Head Office 2024.

Based on the researcher's observations from the data above, the researcher found several problems that occurred at the Panyabungan Subdistrict Office related to the public services that had been provided, including a lack of friendliness and discipline of employees in providing services to people who needed services, a less comfortable working environment for subdistrict employees due to a lack of The facilities and infrastructure provided, such as rooms not equipped with air conditioning (AC or fan). Lack of employee work motivation given by leadership to employees so that employees are less than optimal in providing public services to the community. Based on the description above, the researcher is interested in conducting research with the title "The influence of work discipline, work environment and work motivation on the quality of public services at the Panyabungan sub-district office", with the aim of finding out the influence of work discipline, work environment and work motivation on service quality. Public at the Panyabungan Subdistrict Office, Mandailing Natal Regency.

METHOD

For research, in order to simplify the research steps so that the problem can be solved, a researcher needs to determine in advance the research method that will be used. According to Sugiyono (2018:212) "Research methods are defined as scientific ways to obtain data with specific purposes and uses." Based on the variables studied, the type of research used in this research is descriptive verification research. According to Sugiyono (2018:86), explains that, descriptive research is research carried out to determine the value of independent variables,

either one or more variables (independent) without making comparisons or connecting one variable with another. According to Sugiyono (2018:4) the verification method is research carried out on a certain population or sample with the aim of testing a predetermined hypothesis. In this research, the verification method was used to find out how much influence work discipline, work environment and work motivation have on the quality of public services at the Panyabungan District Head Office.

DISCUSSION

The Influence of Work Discipline on the Quality of Public Services

The resulting calculated t value for the work discipline variable is 3,800 with a sig of 0.006. Sig analysis results. 0.006 is smaller than 0.05, meaning that individually the work discipline variable has a significant effect on the quality of public services at the Panyabungan District Head Office. The purpose of this test is to determine the influence of individual independent variables in explaining variations in the dependent variable. According to Hasibuan (2019), basically there are several indicators that influence the level of employee discipline in an organization, namely goals and abilities, leadership example, remuneration, justice, punitive sanctions. If all these discipline indicators are carried out well by all employees, excellent service will be created. From this theory, it can be said that with a high level of work discipline, employees or workers will obey the regulations that have been set so that the services provided can be in accordance with the organization's goals. This finding supports the theory of Sinungan (2021) which states that discipline is the mental attitude of a person or group of people who always has the desire to follow/obey all the rules/decisions that have been set.

The Influence of the Work Environment on the Quality of Public Services

The resulting calculated t value for the work environment variable is 3.731 with sig 0.000. Sig analysis results. 0.000 is smaller than 0.05, meaning that individually the work environment variable has a significant effect on the quality of public services at the Panyabungan District Head Office. The purpose of this test is to determine the influence of individual independent variables in explaining variations in the dependent variable. The work environment in an organization is very important for management to pay attention to. Even though the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. The work environment is the atmosphere where employees carry out activities every day. A conducive work environment provides a sense of security and allows employees to work optimally. If an employee likes the work environment where he works, then the employee will feel at home at work, carrying out his activities so that working time is used effectively. On the other hand, an inadequate work environment can reduce performance.

The Influence of Work Motivation on the Quality of Public Services

The resulting calculated t value for the work motivation variable is 2.368 with a sig of 0.020. Sig analysis results. 0.020 is smaller than 0.05, meaning that individually the work motivation variable has a significant effect on the quality of public services at the Panyabungan District Head Office. The purpose of this test is to determine the influence of

individual independent variables in explaining variations in the dependent variable. These findings support Ismaryati (2020) who said that most of the changes that occur in service quality are a contribution from the work motivation of employees providing services. These findings also support Sunarto (2021) who said that changes in work motivation can influence service quality. It can be said that in developing strategies to improve service quality, work motivation is something that must be considered. Nainggolan (2022) also said that work motivation has a positive and significant effect on service quality.

The Influence of Work Discipline, Work Environment and Work Motivation on the Quality of Public Services

Based on the table above, the calculated F value is 44.014 with F sig. 0.000 where F sig. 0.000 is smaller than 0.05 then H_0 is rejected. It can be interpreted that simultaneously work discipline (X1), work environment (X2), work motivation (X3) have a significant influence on the quality of public services (Y) at the Panyabungan District Head Office. This test aims to determine the extent to which the independent variables used are able to explain the dependent variable. In this research, namely work discipline (X1), work environment (X2), work motivation (X3) are simultaneously related to the dependent variable, namely the quality of public services (Y) at the Panyabungan District Head Office, and whether the model is appropriate or not.

CONCLUSION

Work discipline has a significant effect on the quality of public services at the Panyabungan sub-district office. The work environment has a significant effect on the quality of public services at the Panyabungan sub-district office. Work motivation has a significant effect on the quality of public services at the Panyabungan sub-district office. Work Discipline, Work Environment and Work Motivation have a significant effect on the Quality of Public Services at the Panyabungan District Head Office.

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