

THE EFFECT OF WORK DISCIPLINE ON SERVICE PERFORMANCE AND ITS IMPLICATIONS ON COMMUNITY SATISFACTION AT THE CLASS I IMMIGRATION OFFICE IN JAKARTA UTARA

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Abstract

The purpose of this study to determine the effect of work discipline on service performance and its implications on community satisfaction in the Immigration Office Class I North Jakarta. This research is a quantitative field research. Field research is a study to obtain data that actually occurs in the field. While quantitative means to emphasize the analysis of numerical data (numbers) obtained by statistical methods. The method used in this research is Survey Explanatory research method. The population in this study is the average customer per month who use the services of Immigration Office Class I North Jakarta as many as 1500 people, the researchers took a sample of 10% of the population. Thus 10% of the 1500 is 150. So the sample in this study amounted to 150 customers of the Immigration Office Class I North Jakarta. Based on the analysis, it is known that the value of t count is 8,942. This value is compared with the value of t table, with $df = 148$ obtained t value table 1.976. After compared it t value is bigger than t table value ($8.942 > 1.976$). This means there is a significant effect of mediation. Thus it can be concluded that Employee discipline affects the satisfaction of society through service performance. The strength of work discipline variable (X) which directly affects the variable of community satisfaction (Z) is 0.02% and through the relationship of service performance variable (Y) of 0.9%. Thus, the total work discipline variable (X) affects the variable of community satisfaction (Z) with the mediation of service performance (Y) of 0.92%. Based on these results it can be concluded that the amount of work discipline variables (X) and mediation of service performance variables (Y) together influence the variable of community satisfaction (Z) of 93.9%. The magnitude of influence proportionally caused by other variables outside the work discipline variables (X) and mediation variable service performance (Y) of 6.1%.

Keywords : Work Discipline, Service Performance, Public Satisfaction

INTRODUCTION

In line with the development of human resource management, especially in the field of personnel in the future, it is to prepare civil servants who are professional, able to compete and able to anticipate rapid world developments in various aspects of life so as to improve service quality and high performance. Awareness of the need for quality human resources needs to be followed up with various strategies that can improve employee performance.

An institution is required to develop new ways to retain employees at high productivity and develop their potential in order to make a maximum contribution to the agency or organization. The problem of human resources which seems to be only an internal problem of an agency or organization actually has a close relationship as a public service which is measured by performance. Performance is a reflection of individual performance where if each individual works well, excels, is enthusiastic and gives their best contribution, it is the answer to the success or failure of the organizational goals that have been set.

The agency really hopes that every individual in the agency can create high discipline for the progress of the agency and the achievement of agency goals that are effective and efficient. Good work discipline can contribute to the implementation of the employee's workload so that it can be realized properly. Discipline can be enforced through cooperation and high awareness of employees or human resources in the agency. One of the complaints that is often heard from the public related to government officials is the convoluted regulations due to a rigid bureaucracy, where sometimes the apparatus is not friendly, as well as the performance of employees in providing services in this case timeliness in providing services, environmental conditions and service performance. which is still very low.

The low service performance as a result of indiscipline will create a bad image at the immigration office, where people will feel dissatisfied with the service performance provided, therefore they will tell their colleagues. and vice versa, the higher the performance of the services provided, the patients will feel satisfied with the services provided.

The North Jakarta Immigration Office is a Technical Implementing Unit in the field of immigration within the Regional Office of the Ministry of Law and Human Rights DKI Jakarta which is under and responsible to the Regional Office. The North Jakarta Immigration Office has the task of carrying out some of the main tasks and functions of the Indonesian Ministry of Law and Human Rights in the field of immigration in the area concerned.

The types of immigration services at the Class I Immigration Office in North Jakarta consist of immigration services for Indonesian citizens including the issuance of passports, and also immigration services for foreign citizens in the form of granting residence permits and determining the immigration status of foreigners. In its implementation to the community, the North Jakarta Class I Immigration Office adheres to the Three Immigration Functions. In addition to being in accordance with the Immigration Tri Functions, the North Jakarta Class I Immigration Office also carries out security and law enforcement by carrying out supervision of immigration actions, both against Indonesian citizens and foreign nationals.

Performance in Latin comes from the word job performance or performance which means work performance or actual achievement achieved by someone ¹. And usually people with high performance are called productive people and conversely people whose performance levels do not reach the standard level are said to be unproductive or low-performing people. Performance is a result of work achieved by a person in carrying out his duties on skills, efforts and opportunities. Based on the explanation above, performance is a result achieved by a person in carrying out tasks based on skills, experience and sincerity and time according

¹Anwar P Mangkunegara., 2012. *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: Remaja Rosdakarya. P.67

to predetermined standards and criteria². Performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity, and time. According to human resource management, performance is the result that has been achieved from what has been done, done by someone in carrying out work or tasks. Performance is the implementation of the functions required of a worker. Therefore, he expressed the notion of performance which he considered representative must also describe the great responsibility of one's work. Thus, performance can be said as a job, an act, achievement or what is shown by someone through real skills, so that performance can also be interpreted as a work appearance.

From several opinions regarding the definition of performance above, it can be concluded that performance is the result of work in quality and quantity achieved by a person in carrying out the tasks and responsibilities given to him and performance is the result of actual work achieved by a person in carrying out his duties and responsibilities based on the goals and organizational standards.

Meanwhile, services are "activities carried out by a person or group of people with material factors through certain systems, procedures and methods in an effort to fulfill the interests of others according to their rights³". The services are as follows⁴:

A service is any act or performance that one party can offer to another that is essentially intangible and does not result in the ownership for anything. Its production may or may not be tied to physical product.

From this definition it can be seen that the notion of service is an appearance performance, intangible and quickly lost, more can be felt than owned and customers can participate more actively in the process of consuming services or services. Thus, the essence of public service is the provision of excellent service to the community which is the embodiment of the obligations of government employees as public servants. With regard to service quality. (service) as an activity or series of activities, there is interaction with a person or machine physically and the provision of customer satisfaction. The concept of quality is a measure of organizational success not only in business organizations, but also in government organizations or institutions as public service providers. A number of experts explain this concept in a mutually reinforcing sense according to the perspective used to determine the characteristics of specific services⁵

From the several definitions above, it can be seen that the essence of public service is the provision of excellent service to the community which is the embodiment of government employees as public servants.

Based on the understanding of performance and understanding of service above, what is meant by employee service performance is the result of work in quality and quantity by providing excellent service to the community which is the embodiment of government employees as public servants in carrying out the duties and responsibilities given to them.

In government agencies, much can be done to achieve a good perception to finally create a sense of satisfaction for the community itself. The satisfaction felt by the community here means when people feel happy or disappointed that arises in the minds of the people because they compare the perceived criteria of the product or result against their expectations⁶.

²Hasibuan, Malayu. S.P. 2010. *Organisasi dan Motivasi Dasar Peningkatan Produktivitas*, Jakarta: Bumi Aksara. P.160

³Moenir, H.A.S. 2012. *Manajemen Layanan Umum di Indonesia*. Jakarta: Bumi Aksara. P. 5

⁴Odiorne, George, S. 2012. *Strategic Management of Human Resources*. San Fransisco, California: Jossey-Bass Inc.

⁵Singodimedjo, Markum. 2012. *Manajemen Sumber Daya Manusia*, Surabaya: SMMAS

⁶Herzberg, Frederick. 2012. *Dasar-Dasar Manajemen*. Diterjemahkan oleh Malayu S.P Hasibuan. Jakarta: Bumi Aksara.

Satisfaction is the level of one's feelings after comparing the performance or results he feels with his expectations. The level of satisfaction is a function of the difference between perceived performance and expectations. If the performance is below expectations, the customer will be very disappointed. If the performance matches expectations, the customer will be satisfied. Meanwhile, if the performance exceeds expectations, the customer will be very satisfied. Customer expectations can be shaped by past experiences, comments from relatives and promises and information from various media. Satisfied customers are loyal longer, are less price sensitive and leave favorable comments about the company ⁷.

Community satisfaction is an emotional response to experiences related to certain purchased products or services ⁸. Emotional responses are triggered by cognitive evaluation processes that compare perceptions of certain objects, actions or conditions with individual values. Community satisfaction is a community evaluation where the chosen alternative is at least equal to or exceeds community expectations, while dissatisfaction arises when the outcome does not meet expectations ⁹.

Customer satisfaction or dissatisfaction is the customer's response to the evaluation of the perceived discrepancy/discordance between previous expectations (or other performance norms) and the actual perceived performance of the product after its use. that customer satisfaction is a buyer's evaluation, where the alternative emphasizes that customer satisfaction is the level of a person's feelings after comparing the performance or results he feels compared to his expectations.

Community satisfaction or dissatisfaction is society's response to the evolution of a perceived discrepancy between previous expectations and perceived service performance. Community satisfaction can be said as the process of a community in making decisions to use services and also includes factors that influence decisions to use services. Satisfaction is the level of feeling in which a person states the results of a comparison of the performance of services received and expected (

There are three kinds of satisfaction conditions that can be felt by consumers related to the comparison between expectations and reality, namely if the expectations or needs are the same as the services provided, consumers will feel satisfied. If the services provided to consumers are less or not in accordance with the needs or expectations of consumers, the consumers will be dissatisfied ¹⁰. Consumer satisfaction is a comparison between the expectations that consumers have with the reality received by consumers who experience satisfaction with a product or service. Consumers who experience satisfaction with a product or service can be categorized into community consumers, agency consumers and individual consumers.

So it can be concluded that community satisfaction is the opinion of the community in obtaining services from the apparatus of public service providers by comparing their expectations and needs.

Based on the background of the problems described above, the authors are interested in studying more deeply by conducting research regarding the effect of work discipline on service performance and its implications for community satisfaction at the Class I Immigration Office, North Jakarta.

⁷Sedarmayanti. *Manajemen Sumber Daya Manusia*, Bandung: PT. Refika Aditama.

⁸Tjiptono, Fandy, 2014, *Manajemen Jasa*. Yogyakarta: Andy Offset. P.36

⁹Engel, JF, Roger D. Blackwell & PW Miniard. 2014. *Perilaku Konsumen*, Buku Dua, Jakarta: Binarupa Aksara.

¹⁰Saydam, Gouzali. 2012. *Manajemen Sumber Daya Manusia*. Jakarta: Djambatan.

RESEARCH METHODS

This research is a quantitative field research. Field research is a research to obtain data that actually occurs in the field. While quantitative means that it emphasizes analysis on numerical data (numbers) obtained by statistical methods¹¹. In this study, the approach used is a quantitative approach. In this study, a quantitative approach was used to see the effect of work discipline on community satisfaction, service performance on community satisfaction. The effect of work discipline on satisfaction through service performance as an intervening variable. The research departs from a work discipline theory, through that theory, the existing characteristics are analyzed to answer research questions.

This research was conducted at the Immigration Office Class I, North Jakarta. The time of the research was carried out from September 2017 to January 2018. The data analysis technique used in this study was quantitative correlation which included: 1) data quality test, 2) reliability test, 3) hypothesis testing with correlation analysis and t-test regression. and 4) path analysis.

RESULT AND DISCUSSION

Table 1. Description of Research Variable Statistics

	mean	Std. Deviation	N
Work Discipline	67.6200	5.92761	150
Service Performance	56.5133	5.44618	150
Community Satisfaction	75.4867	6.77910	150

1) Data Quality Test

From the results of data processing, it is evident that all scores are above 0.05. This indicates that each item in the questionnaire on each of these variables is declared valid.

From the results of the reliability test for each of the variables mentioned above, it is proven that the Cronbach Alpha value is > 0.70 in each variable. This shows that all questionnaires on each of these variables are declared reliable.

2) Hypothesis testing

From the results of hypothesis testing and path analysis, the research results can be described as follows:

The path coefficient value (Standardized Coefficients Beta) between the work discipline variable (X) and the service performance variable (Y) is 0.602 with a significance probability value of $\gamma_x = 0.000$. Because the p-value (Sig.) is smaller than ($0.000 < 0.05$), it is concluded that the path coefficient is significant, so H_0 is rejected and H_a is accepted. Thus it can be concluded that work discipline has a significant direct effect on service performance.

The results of this study indicate that if work discipline increases, work performance also increases, this is in accordance with previous research conducted by Siti Rosidah Ulpah in 2014 with the title *The Effect of Work Discipline on Service Performance and Its*

¹¹Suharsimi Arikunto. 2012. *Prosedur Penelitian*, Jakarta: Rineka Cipta.

Implications on Patient Satisfaction at Sekeloa Health Center Bandung). The results showed that work discipline had a positive effect on employee performance.

The path coefficient value (Standardized Coefficients Beta) between the service performance variable (Y) and the community satisfaction variable (Z) is 0.960 with a significance probability value of $z_y = 0.000$. Because the p-value (Sig.) is smaller than $(0.000 < 0.05)$, it is concluded that the path coefficient is significant, so H_0 is rejected and H_a is accepted. Thus it can be concluded that service performance has a direct and significant effect on community satisfaction.

The results of this study indicate that if service performance increases, it will have a positive effect on community satisfaction. This is in accordance with previous research conducted by Siti Rosidah Ulpah in 2014 with the title *The Effect of Work Discipline on Service Performance and Its Implications on Patient Satisfaction at the Sekeloa Health Center Bandung*). The results showed that service performance had a positive effect on community satisfaction. Indirect effect means the effect given by exogenous (free) variables on endogenous (bound) variables through intervening variables (between). Intervening variable hypothesis testing or mediation can be done with the procedure developed by Sobel (1982) and known as the Sobel Test or Sobel Test. The Sobel test is carried out by testing the strength of the indirect effect of the independent variable (X) on the dependent variable (Z) through the intervening variable (Y).

Based on the results of the analysis, it is known that the tcount value is 8.942. This value is compared with the t table value, with $df = 148$ the t table value is 1,976. After being compared, it turns out that the t-count value is greater than the t-table value $(8.942 > 1.976)$. This means that there is a significant mediation effect. Thus, it can be concluded that employee discipline has an effect on community satisfaction through service performance.

The strength of the work discipline variable (X) which directly affects the community satisfaction variable (Z) is 0.02% and that through the service performance variable relationship (Y) is 0.9%. Thus, in total the work discipline variable (X) affects the community satisfaction variable (Z) with the mediation of service performance (Y) of 0.92%. Based on these results, it can be concluded that the magnitude of the work discipline variable (X) and the mediating service performance variable (Y) jointly affect the community satisfaction variable (Z) by 93.9%. The magnitude of the proportional influence caused by other variables outside the work discipline variable (X) and the mediating service performance variable (Y) is 6.1%.

CONCLUSION

There is a strong influence of 36.2% work discipline has a significant direct effect on service performance at the Immigration Office Class I, North Jakarta. This means that the higher the employee's work discipline, the higher the service performance, and vice versa, the lower the employee's work discipline, the lower the service performance.

There is a strong influence of 92.2% of service performance, which directly has a significant effect on people's satisfaction at the Immigration Office Class I, North Jakarta. This means that the better service performance will increase community satisfaction, and vice versa, the worse service performance will have an impact on low community satisfaction.

There is a strong influence of 93.9% employee work discipline has a significant direct effect on community satisfaction through service performance at the North Jakarta Class I Immigration Office. This means that the higher the employee's work discipline and the better the service performance, it will increase community satisfaction, and vice versa, the low employee discipline and poor service performance will have an impact on low community satisfaction.

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