

The Effect of Work Discipline, Professionalism, and Integrity of the State Civil Apparatus on the Quality of Public Services

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ABSTRACT

This study aims to analyze : 1) The effect of the work discipline of the state civil apparatus (ASN) on the quality of public services at the Social Service of Kerinci Regency; 2) The influence of ASN professionalism on the quality of public services at the Social Service of Kerinci Regency; 3) Influence of ASN integrity on the quality of public services at the Social Service of Kerinci Regency; 4) The simultaneous influence of work discipline, professionalism and integrity of ASN on the quality of public services at the Social Service of Kerinci Regency . To achieve these objectives used quantitative methods with a sampling technique of 41 people, collected with questionnaire , which was analyzed by regression. The results show: (1) Work discipline has a significant positive effect on the quality of public services at the Kerinci District Social Service, (2) Professionalism has a significant positive effect on the quality of public services at the Kerinci District Social Service, (3) Integrity has a significant positive effect on the quality of public services. at the Social Service of Kerinci Regency, (4) Work discipline, professionalism and integrity have a positive and significant simultaneous effect on the quality of public services at the Social Service of Kerinci Regency.

Keywords: Service Quality; Work Discipline; Professionalism; Integrity

INTRODUCTION

In the era of globalization, satisfaction is an indicator of the success of good service (Akib et al., 2015a; Andi et al., 2018a; Rengifurwarin et al., 2018; Wawointana et al., 2016). Satisfaction is defined by the emergence of a person's feelings of pleasure towards the results of other people's work, his work, superiors, and the environment in which he works. Satisfaction will arise if expectations and realities are equal or exceed the desired expectations. As stated by Akib et al.(2015b), service is a factor that cannot be controlled in contrast to other factors such as strategic location, reasonable prices, facilities, and trademark popularity. Service is very significant because it is emotional, so what distinguishes the advantages of one agency from another is the quality of service.

To find out the quality of service that consumers feel clearly, there is an indicator of a measure of consumer satisfaction which lies in the five dimensions of service quality according to Parasuraman et al.(1985). These five dimensions, namely: 1) Reliability, characterized by the ability and reliability to provide appropriate and correct, and reliable services, 2) Tangibles, characterized by the provision of services in the form of physical office facilities, computerized administration, waiting room, information place, and so on. 3) Responsiveness is characterized

by the ability to help and provide services quickly and precisely, and responsively to consumer desires. 4) The ability and friendliness characterize employees' assurance and courtesy to convince consumer confidence. 5) Empathy is characterized by a firm but an attentive attitude of employees towards consumers.

The Kerinci Regency Social Service is a Regional Apparatus Organization with authority in social rehabilitation, social security, social empowerment, social protection, and handling the poor. The running or not of an agency can be traced through the quality of its services. The satisfaction of service users can measure good service quality, commonly referred to as customers. In an organization, employees who are reliable and work according to their abilities are needed. Whether an employee is professional is determined by the employee's satisfaction with the results of his work and satisfaction with what they receive from the organization. When professional employees work, of course, employees will also provide good service delivery to external customers and improve the quality of service provided. The purpose of employee satisfaction, with a high level of professionalism and good service delivery, is certainly to produce quality service.

In addition to the quality of work that supports the quality of employee service in improving the work of these employees is work professionalism. Work professionalism is one of the requirements in improving the quality of service, so every government apparatus must always improve its professionalism. In an agency, both government and private agencies, a role is needed in the form of quality services from employees. If the community is satisfied with the results of their work and services, it can be ascertained that the quality of the service can be said to be good. The quality of service is needed so that employees can carry out their duties and responsibilities properly in every aspect.

In addition to conducting interviews, the author has also made preliminary observations of the services provided by employees of the Kerinci Regency Social Service during working hours in serving the community. Something that is beyond our expectations, when people are still queuing to be served, employees are still busy with their mobile phones, taking their own photos (Selfies), playing on social media, empty work rooms, relaxing, and joking with fellow employees. So many people complained about the service of employees at the Kerinci Regency Social Office.

Seeing such conditions, the author asked the Head of the Office to provide how the Standard Operating Procedures (SOP) in the Kerinci Regency Social Service, especially for social rehabilitation documents and social protection guarantees, social empowerment, and handling of the poor. Researchers also asked the queuing people to take care of the aid.

METHOD

This research uses quantitative methods with associative quantitative types. The quantitative approach is used in research proposals, processes, hypotheses, downgrading, data analysis, and data conclusions until writing using measurement, calculation, formulas, and numerical data certainty. While the associative type because this study connects two or more variables (Creswell, 1999, 2010; Creswell & Clark, 2017; John W Creswell, 2013).

Associative type research is carried out to find the relationship between one or more variables and other variables. This type of research has the highest level compared to other

studies, such as descriptive and comparative research. Using this type of research, later, we can find several theories that can provide an explanation, estimation, and control of a symptom. Statistical tests in hypothesis testing in this study use linear regression analysis, which begins with a classical assumption test using regression analysis. The hypothesis in this study will see and find out the contribution of influences arising from one or more free variables to bound variables.

The population in this study was all employees or apparatus who served in the Kerinci Regency Social Service agency and were recorded and registered as permanent employees until the data of this study was carried out. Based on data obtained from the General Subdivision of the Kerinci Regency Social Service, a total population of 48 employees was obtained. For this study, a margin of error was set at 5%; thus, from the calculation of the Slovin formula above, the number of samples of this study was 40.85 and rounded up to 41 respondents. Determining the number of samples is also by agreement with the Supervisor.

RESULTS AND DISCUSSION

Classic assumption test

The normality test from the results of data processing carried out, it appears that the significant value of all variables is greater than the significant level used alpha 0.05. Thus, it can be concluded that all variables in this study were normally distributed. The linearity test is in accordance with the results of the linearity test that has been carried out, it can be seen that the significant value is greater than 0.05 which means that the relationship is linear. This shows that work discipline, professionalism and integrity have a linear pattern to service quality. Heteroscedasticity test, the significance value for the work discipline variable is 0.906, the professionalism variable is 0.953 and the integrity variable is 0.352. The three significance values are greater than alpha ($\alpha = 0.05$) thus the heteroscedasticity test has been fulfilled. Autocorrelation test because $DL < DW > DU$ and $DL < (4-DW) > DU$ ($1,348 < 1,504 > 1,660$ and $1,348 < 2,496 > 1,660$) then H_0 is accepted, meaning that there is no autocorrelation. The multicollinearity test is the result of the calculation of the tolerance value which shows that there is no independent variable that has a tolerance value of less than 10%, which means that there is no correlation between the independent variables whose value is more than 90%. The results of the calculation of the value of the *variance inflation factor* (VIF) also show the same thing, there is no one independent variable that has a VIF value of more than 10. So it can be concluded that regression analysis can be done.

The Influence of Work Discipline on the Quality of Public Services

In the following, the results of research related to the contribution and influence of work discipline to the quality of public services are presented. For the first time, its contribution can be seen in the following table 1.

Table 1 . Contribution of Work Discipline to the Quality of Public Service

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.690 ^a	0.476	0.462	2,081

Source: 2022 Research Results

The value of 0.462 in the Adjusted R Square column of the Model Summary table shows it is equivalent to 46.2% of the work discipline variable (X_1) on service quality (Y). Furthermore, it can also be seen the results of the influence of work discipline on the quality of public services in the coefficient table below :

Table 2. The Effect of Work Discipline on the Quality of Public Services

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	t
		B	Std. Error	Beta	
1	(Constant)	22,625	4.039		5,602
	Work Discipline	0.757	0.127	0.690	5,946

Source : Research Results 2022

Coefficient table above the work discipline variable (X_1), the t value is 5.946 with a significance of 0.000 where $0.000 < 0.05$ so H_0 is rejected and H_a is accepted which reads " there is an influence of work discipline on the quality of public services at the District Social Service. Kerinci".

The Influence of Professionalism on the Quality of Public Services

In the following, the results of research related to the contribution and influence of professionalism on the quality of public services are presented. The contribution can be seen in the following table 3.

Table 3. Contribution of Professionalism to the Quality of Public Services

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.586 ^a	0.343	0.326	2,330

Source: 2022 Research Results

The value of 0.326 in the Adjusted R Square column of the Model Summary table shows that it shows that the professionalism variable (X_2) contributes 32.6% to service quality (Y). Furthermore, it can also be seen the influence of professionalism on the quality of public services in the coefficient table 4.

Table 4. The Effect of Professionalism on the Quality of Public Services

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23,354	5.158		4,528	0.000
	Professionalism	0.822	0.182	0.586	4,511	0.000

Source: 2022 Research Results

In the table above the professionalism variable (X_2), the t-value is 4.511 with a significance of 0.000 where $0.000 < 0.05$ so H_0 is rejected and H_a is accepted, which reads "there is an influence of professionalism on the quality of public services at the Social Service of Kerinci Regency".

The Influence of Integrity on the Quality of Public Services

In the following, the results of research related to the contribution and influence of professionalism on the quality of public services are presented. The contribution can be seen in the following table 5.

Table 5. Contribution of Integrity to the Quality of Public Services

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.632 ^a	0.400	0.384	2,227

Source: 2022 Research Results

Based on the table above, it shows that the contribution value is 0.384 in the Adjusted R Square column. In other words, the contribution of X_3 to the overall service quality is 38.4 % (Y). Furthermore, it can also be seen the influence of integrity to service quality in the table 6.

Table 6. Effect of Integrity on the Quality of Public Services

		Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
		B	Std. Error	Beta			
1	(Constant)	27,892	3,680		7.579	0.000	
	Integrity	0.664	0.130	0.632	5.096	0.000	

Source: 2022 Research Results

In the table above the integrity variable (X_3), the t-value is 5.096 with a significance of 0.000 where $0.000 < 0.05$ so H_0 is rejected and H_a is accepted, which reads "there is an influence of integrity on the quality of public services at the Social Service of Kerinci Regency".

Simultaneous Influence of Work Discipline, Professionalism, and Integrity on the Quality of Public Services

In the following, the results of research related to the contribution and simultaneous influence of work discipline, professionalism and integrity on the quality of public services are presented. The contribution can be seen in the following table 7.

Table 7 . The Effect of Simultaneous Work Discipline (X₁) , Professionalism (X₂) and Integrity (X₃) on the Quality of Public Service (Y)
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.807 ^a	0.652	0.623	1,742

In the table above, R Square is shown to be 0.623 in the Model Summary table. Thus, the variables of work discipline (X₁), professionalism (X₂), and integrity (X₃) all contributed 62.3% to the variable quality of public services at the Kerinci District Social Service (Y), while the remaining 37.7% was associated with another factor. Furthermore, it can also be seen the simultaneous influence of work discipline, professionalism and integrity to service quality in the Anova table 8.

Table 8. ANOVA

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	209,872	3	69,957	23,065	.000 ^b
	Residual	112.225	37	3.033		
	Total	322,098	40			

Source: 2022 Research Results

F count is 23.065, and the probability value (sig) is 0.000, according to the Anova table. It can be concluded that work discipline (X₁), professionalism (X₂), and integrity (X₃) have a significant effect on the quality of public services at the Kerinci District Social Service . if F count=23,065>F table=2.858 (F table see attachment), and sig. 0.05 or 0.000<0.05.

Discussion

Based on the results of the research above, it can be understood that the three variables studied: work discipline (X₁), professionalism (X₂), integrity (X₃) both partially and simultaneously have a significant influence, it can be seen in the following table 8.

Table 8. Summary of Variable Relationships

No	Variable	Contribution (%)	Sig.	Note.
1.	Work Discipline (X ₁) → Service Quality (Y)	46.2	0.000 < 0.05	There is a significant effect of work discipline on service quality.
2.	Professionalism (X ₂) → Service Quality (Y)	32.6	0.000 < 0.05	There is a significant influence of professionalism on the quality of service.
3.	Integrity (X ₃) → Service Quality (Y)	38.4	0.000 < 0.05	There is a significant effect of integrity on service quality
4.	Work Discipline (X ₁), Professionalism (X ₂), Integrity (X ₃) → Service Quality (Y)	62.3	0.000 < 0.05	There is a significant simultaneous influence of work discipline, professionalism and integrity on service quality.

Based on the table 8 above, it can be seen that the contribution of the performance discipline variable to service quality is greater than the contribution of professionalism to service quality and integrity variable to service quality.

Based on the data above, the results of this study indicate that: (1) Integrity has a significant effect on employee performance in Kerinci District Social Service. If the work discipline of employees at the Kerinci District Social Service is good, then the quality of public services produced at the Kerinci District Social Service is better . This is in line with Jaohn Svioka (2006), one of the factors that determine the level of service quality is discipline in providing services. Meanwhile, the influence of work discipline on the quality of public services was also stated by Moenir (2015) according to him that work discipline is something that is desired by all service providers and service recipients in order to improve service quality. (2) professionalism has a significant effect on service quality at the Kerinci District Social Service. If the professionalism of the employees at the Kerinci District Social Service is good, then the quality of public services produced at the Kerinci District Social Service is better . In line with (Sorensen J. and T. Sorensen, 1974:98-106) , a person who does not have the ability to actualize himself professionally at work will affect the quality of service he will do so that it will result in unsatisfactory work . With the creation of work professionalism, it is hoped that quality service results will also be created, where the welfare of the community is the main priority for the implementation of public services (Daraba et al., 2018). (3) integrity has a significant effect on service quality at the Kerinci District Social Service. If the integrity of the employees at the Kerinci District Social Service is high, the quality of public services produced will be high as well. This is in line with Doboel (Niswaty et al., 2015) in order for government agencies to provide effective services, they must adhere to a set of principles based on honesty and trust. Compliance with the code of ethics can improve the quality of public services (Hardiansyah, 2011). (4) It can be concluded that work discipline (X₁), professionalism (X₂), and integrity (X₃)

have a significant effect on the quality of public services at the Kerinci District Social Service .

CONCLUSION

Work discipline has a significant positive effect on the quality of public services at the Kerinci District Social Service. This means that the better the work discipline applied by employees, the better the quality of service produced by employees at the Kerinci District Social Service and vice versa, in accordance with the opinions of (Lisse et al., 2002) and Moenir (2015) as described in the discussion. Professionalism has a significant positive effect on the quality of public services at the Kerinci District Social Service. This means that the better the professionalism applied by employees, the better the quality of service produced by employees at the Kerinci District Social Service and vice versa , in accordance with the opinions (Sorensen & Holden, 1974) as described in the discussion. Integrity has a significant positive effect on the quality of public services at the Social Service of Kerinci Regency.

This means that the better the integrity applied by employees, the better the quality of service produced by employees at the Kerinci District Social Service and vice versa, in accordance with the opinions of Supriyanto (2006), Doboel (Niswaty et al., 2015) and (Andi et al., 2018b) as described in discussion. Work discipline, professionalism and integrity have a positive and significant simultaneous effect on the quality of public services at the Kerinci District Social Service. This means that simultaneously the contribution of work discipline variables (X_1), professionalism (X_2), integrity (X_3) has a contribution to the variable quality of public services at the Kerinci District Social Service (Y) .

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