



THE EFFECT OF SERVICE QUALITY AND WORK DISCIPLINE ON COMMUNITY SATISFACTION AT THE CIJEDIL DISTRICT OFFICE, CIANJUR

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ABSTRACT

This study aims to analyze the effect of service quality (X1) and work discipline (X2) on community satisfaction (Y) at the Cijedil District Office in Cianjur. This research employs a quantitative explanatory approach. Data were collected through structured questionnaires distributed to 100 respondents who had received public services at the district office. The data were analyzed using simple and multiple linear regression with SPSS.

The results show that service quality has a positive and significant effect on community satisfaction, with a correlation coefficient of 0.686 and a coefficient of determination of 47.1%. Work discipline also has a positive and significant effect on community satisfaction, indicated by a correlation coefficient of 0.743 and a determination coefficient of 55.2%. Furthermore, service quality and work discipline simultaneously have a strong and significant effect on community satisfaction, with a multiple correlation coefficient of 0.794 and an R Square value of 0.630. This indicates that both variables jointly explain 63.0% of the variation in community satisfaction, while the remaining 37.0% is influenced by other factors not examined in this study.

Hypothesis testing confirms that service quality and work discipline individually and simultaneously have statistically significant effects on community satisfaction. These findings demonstrate that improving service standards and strengthening employee discipline are essential strategies for enhancing public satisfaction.

This study concludes that community satisfaction is strongly influenced by both technical service quality and employee work discipline. Therefore, local government institutions are encouraged to continuously improve service procedures and reinforce disciplinary practices to achieve higher levels of public satisfaction and better service performance.

Keyword: Service Quality, Work Discipline, and Community Satisfaction

I. INTRODUCTION

A. Research Background

Public service is one of the main responsibilities of government institutions in meeting the needs and expectations of society. The quality of public services reflects the performance of government agencies and significantly influences community trust and satisfaction. In today's increasingly demanding environment, citizens expect services that are fast, transparent, accurate, and delivered professionally (Ramdhan, 2020). Therefore, improving

service quality has become a critical priority for public organizations.

Service quality refers to the ability of an institution to provide services that meet or exceed community expectations. High-quality service is characterized by reliability, responsiveness, assurance, empathy, and adequate physical facilities. When these aspects are fulfilled, community satisfaction is likely to increase. Conversely, poor service quality may lead to dissatisfaction, complaints, and a decline in public confidence toward government institutions.

In addition to service quality, work discipline is another important factor affecting organizational performance. Work discipline reflects employees' compliance with rules, punctuality, responsibility, and commitment to their duties (Ramdhan, 2021b). Disciplined employees tend to perform tasks more efficiently, maintain professionalism, and contribute positively to service delivery. In public sector organizations, strong work discipline is essential to ensure consistency and effectiveness in serving the community (Sari & Sandi, 2023).

The Cijedil District Office, located in Cianjur, serves as a frontline government institution that provides various administrative services, including population administration, certificates, and other community-related services. As a district-level government office, it plays a strategic role in facilitating public needs and implementing government policies at the local level. Therefore, the quality of services and the discipline of its employees directly influence how the community perceives government performance.

However, in practice, several challenges are often encountered in public service delivery, such as delays in service processes, limited responsiveness of staff, and inconsistencies in working hours. These issues may negatively affect community satisfaction and weaken public trust. As society becomes more aware of their rights to quality services, expectations toward government institutions continue to rise.

Community satisfaction is widely recognized as a key indicator of successful public service implementation. A high level of satisfaction indicates that services provided align with public expectations, while low satisfaction suggests gaps between expected and actual service performance. Understanding the factors that influence community satisfaction is therefore essential for improving service outcomes.

Based on these considerations, this study aims to examine the effect of service quality and work discipline on community satisfaction at the Cijedil District Office. By analyzing these relationships, the research seeks to provide empirical evidence regarding the current condition of public services at the district level. The findings are expected to contribute valuable insights for local government authorities in developing strategies to enhance service quality, strengthen employee discipline, and ultimately improve community satisfaction. Furthermore, this study may serve as a reference for future research related to public service performance and administrative management.

B. Research Formulation

Based on the background and the existing research gap, the problems of this study can be formulated as follows:

1. Is there an effect of service quality (X1) on community satisfaction (Y) at

the Cijedil District Office in Cianjur?

2. Is there an effect of work discipline (X2) on community satisfaction (Y) at the Cijedil District Office in Cianjur?
3. Is there a simultaneous effect of service quality (X1) and work discipline (X2) on community satisfaction (Y) at the Cijedil District Office in Cianjur?

C. Research Objectives

In line with the problem formulation above, the objectives of this study are:

1. To analyze the effect of service quality (X1) on community satisfaction (Y) at the Cijedil District Office in Cianjur.
2. To analyze the effect of work discipline (X2) on community satisfaction (Y) at the Cijedil District Office in Cianjur.
3. To examine the simultaneous effect of service quality (X1) and work discipline (X2) on community satisfaction (Y) at the Cijedil District Office in Cianjur.

II. LITERATURE REVIEW

A. Service Quality

Service quality is defined as the extent to which public services meet or exceed community expectations. Recent studies emphasize that service quality plays a crucial role in shaping satisfaction levels in government institutions. A systematic review by Ningrum and Wicaksana (2024) concluded that service quality significantly influences community satisfaction across various public service sectors. Their findings highlight reliability, responsiveness, assurance, empathy, and tangibles as dominant dimensions affecting public perception.

Similarly, Rulianti and Nurpribadi (2024) demonstrated that service quality has a positive and significant impact on community satisfaction in Indonesian public service institutions. Their research indicates that consistent service procedures and responsive staff behavior contribute substantially to improved satisfaction outcomes.

Further empirical evidence provided by Fadilah et al. (2024) shows that higher service quality leads directly to increased community satisfaction at district-level government offices. These results confirm that effective service delivery enhances trust and strengthens institutional credibility.

Overall, recent literature agrees that service quality is a primary determinant of satisfaction in public administration contexts, making it a strategic priority for improving government performance.

B. Work Discipline

Work discipline refers to employees' adherence to organizational regulations, punctuality, responsibility, and commitment to assigned duties (Ramdhan, 2022). Recent studies confirm that disciplined work behavior is essential for achieving efficient and consistent public service delivery.

Arifin and Permana (2025) found that work discipline significantly affects community satisfaction, indicating that disciplined employees provide faster and more reliable services. Likewise, Budiman et al. (2024) reported that

work discipline has a positive influence on satisfaction, especially when combined with high service quality.

Employees with strong discipline demonstrate higher performance levels, which subsequently improve community satisfaction (Kultsum, 2024). Karlina et al. (2026) also confirmed that work discipline contributes meaningfully to satisfaction in local government offices, emphasizing the importance of attendance, punctuality, and compliance with service standards.

These findings collectively demonstrate that work discipline is a fundamental factor supporting service effectiveness and public satisfaction.

C. Community Satisfaction

Community satisfaction reflects citizens' evaluations of public services based on perceived performance compared to expectations. Satisfaction serves as a key indicator of public service success and institutional legitimacy.

According to Rulianti and Nurpribadi (2024), community satisfaction increases when service quality and employee discipline are well managed. Ningrum and Wicaksana (2024) also identified satisfaction as an outcome variable strongly influenced by service reliability and responsiveness.

Furthermore, Budiman et al. (2024) revealed that service quality and work discipline simultaneously explain a significant proportion of variation in community satisfaction. Similar conclusions were reached by Fadilah et al. (2024) and Arifin and Permana (2025), who emphasized that satisfaction improves when technical service aspects and human resource discipline are optimized together.

Thus, recent literature consistently positions community satisfaction as a multidimensional construct shaped by both service delivery quality and employee behavior.

III. RESEARCH METHODOLOGY

A. Research Types

This study employs a quantitative research approach with an explanatory design. The purpose of explanatory research is to analyze causal relationships between variables, specifically the effect of service quality (X1) and work discipline (X2) on community satisfaction (Y) (Ramdhan, 2021)

Data are collected using structured questionnaires distributed to community members who have received services at the Cijedil District Office. The quantitative method is chosen to obtain measurable data that can be statistically analyzed in order to test the proposed hypotheses and determine the magnitude of influence among variables.

B. Population and Sample

The population of this study consists of all community members who have accessed public services at the Cijedil District Office in Cianjur. Due to practical limitations, a sample is selected using purposive sampling, where respondents are chosen based on specific criteria, namely individuals who have received services from the district office within the last six months.

The sample size is determined using the Slovin formula with a 5% margin of error. As a result, a total of 100 respondents are selected to represent the population. This number is considered sufficient to provide reliable statistical analysis and represent community perceptions regarding service

quality, work discipline, and satisfaction.

C. Location and Subject

This research is conducted at the Cijedil District Office, located in Cianjur. The subjects of this study are community members who receive public services at the Cijedil District Office. They are selected as respondents because they directly experience the quality of services and interact with government employees, making them appropriate sources of data for evaluating community satisfaction.

IV. RESEARCH RESULT

A. Correlation Coefficient Test

1. Correlation Test of Service Quality and Community Satisfaction

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,686 ^a	,471	,465	2,241

a. Predictors: (Constant), SERVICE

b. Dependent Variable: SATISFACTION

Based on the Model Summary output, An R value of 0.686 indicates a strong and positive relationship between Service Quality and Community Satisfaction. This means that when Service Quality increases, Community Satisfaction tends to improve. Based on R value interpretation guidelines, a correlation between 0.500–0.699 is considered strong, thus concluding that the relationship between Service Quality and Community Satisfaction is strong.

2. Correlation Test of Work Discipline and Community Satisfaction

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,743 ^a	,552	,548	2,060

a. Predictors: (Constant), DISCIPLINE

b. Dependent Variable: SATISFACTION

An R value of 0.743 indicates a very strong and positive relationship between Work Discipline and Community Satisfaction. This means that when Work Discipline increases, Community Satisfaction tends to improve. Based on R value interpretation guidelines, a correlation between 0.700–0.899 is considered very strong, thus concluding that the relationship between Work Discipline and Community Satisfaction is strong.

3. Correlation Test of Service Quality and Work Discipline on Community Satisfaction

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,794 ^a	,630	,623	1,882

a. Predictors: (Constant), SERVICE, CURRICULUM

b. Dependent Variable: SATISFACTION

The R value of 0.794 indicates a very strong and positive relationship between Service Quality and Work Discipline on Community Satisfaction. Statistically, an R value between 0.700 and 0.899 is considered very strong, thus concluding that the combination of these two independent variables has

a very strong relationship with the dependent variable (Community Satisfaction).

B. Determination Coefficients Test

1. Service Quality Determination Test Against Community Satisfaction

The table shows an R-square value of 0.471. This figure indicates that Service Quality influences Community Satisfaction by 47.1%. The remaining 52.9% is influenced by other factors not included in this model. This indicates that Service Quality is a significant factor influencing Community Satisfaction, although not the only one.

2. Work Discipline Determination Test Against Community Satisfaction

Based on Table, the R Square value of 0.552 indicates that Work Discipline has a 55.2% effect on Community Satisfaction. The remaining 44.8% is explained by factors outside this model.

3. Service Quality and Work Discipline Determination Test Against Community Satisfaction

Based on Table, the R-square value of 0.630 indicates that Service Quality and Work Discipline contribute 63% to Community Satisfaction. Meanwhile, the remaining 37% is influenced by other variables not included in this model. This indicates that this model is quite effective in explaining changes in Community Satisfaction.

C. Partial Significance Test

1. The Influence of Service Quality on Community Satisfaction Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9.137	3.515		2.600	.011
SERVICE	.782	.084	.686	9.332	.000

a. Dependent Variable: SATISFACTION

Based on Table, the calculated t-value is 9.332 for the Service Quality variable, while the calculated t-value is 1.984. Since the calculated t-value (9.332) is greater than the calculated t-value (1.984), it can be concluded that the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. Furthermore, the significance value (Sig.) is 0.000 < 0.05, which also indicates that the results of this t-test are statistically significant.

Therefore, it can be concluded that there is a significant influence between Service Quality and Community Satisfaction. This means that Service Quality significantly influences changes in Community Satisfaction, and the higher the Service Quality (within reasonable limits), the higher the Community Satisfaction tends to be.

2. The Influence of Work Discipline on Community Satisfaction Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	12.255	2.701		4.537	.000
DISCIPLINE	.701	.064	.743	10.996	.000

a. Dependent Variable: SATISFACTION

Based on Table, the calculated t-value is 10.996 while the calculated t-value is 1.984. Since the calculated t-value 10.996 is greater than the calculated t-value 1.984, it can be concluded that the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. This means that the Work Discipline variable has a statistically significant effect on Community Satisfaction. Furthermore, the significance value (Sig.) of 0.000, which is less than 0.05, further confirms this result's significance.

Therefore, it can be concluded that there is a significant influence between Work Discipline and Community Satisfaction. The higher the Work Discipline (within controlled and motivating limits), the higher the Community Satisfaction tends to be. This indicates that Work Discipline can be a positive driver for Community Satisfaction if managed properly.

D. Simultaneous Significance Test

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	585.815	2	292.908	82.715	.000 ^b
Residual	343.495	97	3.541		
Total	929.310	99			

a. Dependent Variable: SATISFACTION

b. Predictors: (Constant), SERVICE, DISCIPLINE

Based on the F-test results in table, the calculated F-value was 82.715, while the F-table value was 3.09. Since the calculated F-value 82.715 is greater than the F-table value 3.09, it can be concluded that the null hypothesis (H_0) is rejected and the alternative hypothesis (H_1) is accepted. This means that the regression model consisting of Work Discipline and Service Quality variables simultaneously has a significant effect on Community Satisfaction. Furthermore, the significance value (Sig.) of 0.000 is also less than 0.05, further confirming the statistical significance of this F-test result.

Therefore, it can be concluded that there is a significant simultaneous effect between Work Discipline and Service Quality on Community Satisfaction. In other words, the two independent variables in this model are jointly able to explain the variation that occurs in Community Satisfaction. This regression model is suitable for predicting Community Satisfaction based on the combination of Work Discipline and Service Quality.

E. Discussion

1. The Effect of Service Quality on Community Satisfaction

Based on the SPSS output, service quality shows a significant positive effect on community satisfaction at the Cijedil District Office in Cianjur. The Model Summary table indicates a correlation coefficient (R) of 0.686, which reflects a strong relationship between service quality and community satisfaction. Furthermore, the coefficient of determination (R Square) is 0.471, meaning that service quality explains 47.1% of the variance in community satisfaction, while the remaining 52.9% is influenced by other factors not examined in this study.

The regression analysis also reveals that service quality has a positive regression coefficient ($B = 0.782$). This result indicates that every one-unit increase in service quality leads to an increase of 0.782 units in community satisfaction, assuming other variables remain constant. The standardized beta coefficient of 0.686 further confirms that service quality contributes substantially to changes in community satisfaction.

Hypothesis testing using the t-test shows a t-value of 9.332 with a significance level of 0.000, which is lower than the 0.05 threshold. This finding demonstrates that service quality has a statistically significant effect on community satisfaction. Therefore, the hypothesis stating that service quality influences community satisfaction is accepted.

These findings suggest that improvements in service quality such as reliability, responsiveness, assurance, empathy, and tangible aspects play a crucial role in enhancing community satisfaction. When public services are delivered accurately, promptly, and professionally, citizens tend to perceive the services more positively, resulting in higher satisfaction levels.

The results of this study are consistent with previous research indicating that service quality is a dominant factor affecting community satisfaction in public sector organizations. Higher service quality strengthens public trust and increases satisfaction, whereas poor service performance can lead to dissatisfaction and negative perceptions of government institutions.

In conclusion, service quality has a strong and significant impact on community satisfaction at the Cijedil District Office. This implies that continuous improvement in service delivery standards is essential to achieve higher levels of public satisfaction and to enhance the overall performance of local government services.

2. The Effect of Work Discipline on Community Satisfaction

Based on the SPSS results, work discipline has a strong and statistically significant effect on community satisfaction at the Cijedil District Office in Cianjur. The Model Summary table shows a correlation coefficient (R) of 0.743, indicating a strong positive relationship between work discipline and community satisfaction.

Furthermore, the coefficient of determination (R Square) is 0.552, which means that work discipline explains 55.2% of the variance in community satisfaction, while the remaining 44.8% is influenced by other variables not included in this model. This result demonstrates that work

discipline contributes substantially to shaping public perceptions of service outcomes.

The regression coefficient (B) for work discipline is 0.701, indicating that every one-unit increase in work discipline leads to an increase of 0.701 units in community satisfaction, assuming other factors remain constant. In addition, the standardized beta coefficient of 0.743 confirms that work discipline has a strong contribution to changes in community satisfaction.

Hypothesis testing using the t-test reveals a t-value of 10.996 with a significance level of 0.000, which is lower than the 0.05 significance threshold. This indicates that work discipline has a positive and statistically significant effect on community satisfaction. Therefore, the hypothesis stating that work discipline influences community satisfaction is accepted.

These findings suggest that disciplined employee behavior, such as punctuality, compliance with regulations, responsibility, and commitment to service standards, plays a crucial role in improving community satisfaction. Employees who demonstrate high levels of discipline tend to provide services more consistently, efficiently, and professionally, which positively affects how citizens evaluate public services.

The results also imply that strengthening work discipline within public institutions can directly enhance service performance and community trust. When employees adhere to established procedures and maintain professional conduct, service delivery becomes more reliable, leading to higher satisfaction among service users.

In conclusion, work discipline has a strong and significant impact on community satisfaction at the Cijedil District Office. This highlights the importance of reinforcing disciplinary standards and employee accountability as strategic efforts to improve the quality of public services and increase community satisfaction.

3. The Effect of Service Quality and Work Discipline on Community Satisfaction

Based on the SPSS output, service quality (X1) and work discipline (X2) simultaneously have a strong and statistically significant effect on community satisfaction (Y) at the Cijedil District Office in Cianjur.

The Model Summary table shows a multiple correlation coefficient (R) of 0.794, indicating a very strong relationship between service quality and work discipline with community satisfaction. Furthermore, the coefficient of determination (R Square) is 0.630, which means that 63.0% of the variation in community satisfaction can be explained jointly by service quality and work discipline. Meanwhile, the remaining 37.0% is influenced by other factors not examined in this study.

The ANOVA test results indicate an F value of 82.715 with a significance level of 0.000, which is lower than the 0.05 threshold. This demonstrates that service quality and work discipline simultaneously have a statistically significant effect on community satisfaction. Therefore, the hypothesis stating that service quality and work discipline jointly influence community satisfaction is accepted.

These findings imply that community satisfaction is not determined by service quality or work discipline alone, but rather by the combined contribution of both variables. High service quality without supported employee discipline may result in inconsistent service delivery, while strong discipline without adequate service quality may fail to meet community expectations. When both factors are improved together, public services become more reliable, responsive, and professional.

The results also indicate that service quality and work discipline complement each other in shaping public perceptions. Disciplined employees tend to implement service standards more consistently, while good service quality strengthens public trust and satisfaction. This synergy plays a crucial role in enhancing overall service performance.

In conclusion, service quality and work discipline simultaneously exert a strong and significant influence on community satisfaction at the Cijedil District Office. This suggests that local government institutions should prioritize both improving service procedures and strengthening employee discipline to achieve higher levels of public satisfaction and sustainable service excellence.

V. CLOSURE

A. Conclusion

Based on the results of data analysis conducted at the Cijedil District Office in Cianjur, several conclusions can be drawn as follows:

1. **Service quality (X1) has a positive and significant effect on community satisfaction (Y).**

The correlation coefficient indicates a strong relationship between service quality and community satisfaction. The coefficient of determination shows that service quality contributes 47.1% to changes in community satisfaction. The t-test results confirm that service quality significantly influences satisfaction, meaning that improvements in reliability, responsiveness, assurance, empathy, and tangible aspects directly increase public satisfaction.

2. **Work discipline (X2) has a positive and significant effect on community satisfaction (Y).**

Work discipline demonstrates a strong relationship with community satisfaction, with a determination coefficient of 55.2%. This indicates that disciplined employee behavior such as punctuality, responsibility, and compliance with service procedures plays an important role in shaping citizens' perceptions of service quality. The t-test confirms that work discipline significantly affects community satisfaction.

3. **Service quality (X1) and work discipline (X2) simultaneously have a strong and significant effect on community satisfaction (Y).**

The multiple regression results show that both variables together explain 63.0% of the variation in community satisfaction, while the remaining 37.0% is influenced by other factors not examined in this study. The F-test results indicate that service quality and work discipline jointly have a statistically significant impact on community satisfaction.

Overall, the findings demonstrate that community satisfaction is strongly

influenced by both technical service aspects and employee discipline. Service quality and work discipline complement each other in improving public service performance. Therefore, continuous efforts to enhance service standards and strengthen employee discipline are essential to achieving higher levels of community satisfaction and improving the overall effectiveness of public services.

B. Suggestion

Based on the research findings conducted at the Cijedil District Office in Cianjur, several recommendations are proposed to improve community satisfaction:

1. For the District Office Management

It is recommended that the district office continuously improve service quality by strengthening key service dimensions such as reliability, responsiveness, assurance, empathy, and physical facilities. Clear service procedures, shorter processing times, and friendly staff attitudes should be maintained and enhanced to ensure consistent service delivery.

In addition, management should reinforce employee work discipline through regular supervision, clear attendance regulations, and performance evaluations. Providing motivation, rewards for disciplined employees, and appropriate sanctions for violations may help strengthen employee responsibility and professionalism.

Training programs related to public service ethics, communication skills, and administrative competence are also suggested to improve employee capacity and service performance.

2. For Employees

Employees are encouraged to maintain punctuality, comply with service standards, and demonstrate accountability in carrying out their duties. Professional behavior, responsiveness to community needs, and commitment to service excellence should become part of daily work culture. By improving discipline and service attitudes, employees can directly contribute to higher community satisfaction.

3. For Future Researchers

Future studies are recommended to include additional variables that may influence community satisfaction, such as organizational culture, employee motivation, leadership style, or service innovation. Researchers may also expand the research area or apply different methods, such as qualitative or mixed approaches, to gain deeper insights into public service performance. Increasing the sample size and involving multiple district offices could also provide broader and more comprehensive results.

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