



THE INFLUENCE OF WORK DISCIPLINE AND SERVICE QUALITY ON CITIZEN SATISFACTION IN MEKAR JAYA VILLAGE, SEPATAN SUB-DISTRICT, TANGERANG DISTRICT

Ariyanto

ariyanto100990@gmail.com

ABSTRACT

The purpose of this study was to determine the influence of work discipline and service quality on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

The research method used in this research is descriptive with a quantitative approach. The population amounted to 1,652 people, this study used a sampling technique with the accidental sampling method and obtained a sample size in this study of 50 respondents. Data analysis techniques using multiple linear regression.

The results showed that: (1) There is a positive and significant influence of work discipline variables on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency. This is evidenced by the value of $t_{count} > t_{table}$, namely $5.834 > 2.012$ with a probability value (significance) = 0.000, which is below 0.005. (2) There is a positive and significant influence of service quality variables on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency. This is evidenced by the value of $t_{count} > t_{table}$, namely $6.108 > 2.012$ with a probability value (significance) = 0.000, which is below 0.005. (3) There is a positive and significant influence of work discipline and service quality variables on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency. This is evidenced by the value of $F_{count} > F_{table}$, namely $38.413 > 3.20$ with a probability value (significance) = 0.000, which is below 0.005.

Keywords: work discipline, service quality, citizen satisfaction.

I. INTRODUCTION

A. Research Background

In accordance with the regulation of the Republic of Indonesia No. 6 of 2014 concerning villages. The village is a customary or legal network unit that has territorial barriers that can be given the authority to be used as changing and managing government issues, the interests of the local citizen based on citizen initiatives, origin rights or traditional rights recognized and respected in the Government system of the Unitary Republic of Indonesia. In accordance with Perda No. 6 of 2014, it is explained that the village authority is the implementation of presidential issues and citizen interests in the Republic of Indonesia's authority machine. The village government is the village head who is assisted by village officials as an element of village government organizers. The village government, as a public organization, is basically formed to provide services to the citizen. The quality of service to the citizen is one indicator of the success of the village government. The essence of services at the village level is to improve the quality and productivity of the implementation of the duties and functions of the village government in the field of public services, to encourage the influenceiveness of service systems and procedures, so that public services can be organized in a more efficient and influenceive manner, and to encourage the creation of creativity, initiative and citizen participation to achieve development and improve the welfare of the wider citizen.

Based on Law No. 6 of 2014 Article 24 explains that the village administration system functions as a protector, builder, service, and citizen activator. Village communities, both groups and individuals, require services to meet needs that cannot be met alone, such as services in terms of health, education, employment, marriage, inheritance, birth, agreements, and so on. In the services provided to the citizen must be based on the principles; legal certainty, orderly governance, orderly public interest, openness, professionalism, accountability, influenceiveness, and efficiency, it aims to achieve good service and show good performance. Because the citizen always demands good service from the village government, even though this desire is often not in accordance with expectations. The services provided in general are still convoluted with various reasons, the slow performance of the apparatus in taking care of administrative needs, then tiring so that it tends to be ininfluenceive and efficient.

According to Supranto (2011) "Satisfaction is the level of a person's feelings after comparing perceived performance or results with expectations". Measurement of the citizen satisfaction index includes: a) service procedures, namely the ease of service stages provided to the citizen, b) service requirements, namely the technical and administrative requirements required to obtain services, c) discipline of officers, the ability of officers to provide services, especially in consistent time, d) responsibility, namely clarity of authority and responsibility of officers, e) speed of service, namely the target service time can be completed, f) fairness in getting services. namely implementation does not discriminate against the economic status of the citizen.

To achieve citizen satisfaction, good work discipline is needed. According to Sutrisno et al., (2010) "Work discipline is a respectful attitude towards company rules and regulations, which exists within employees which

causes a person to adjust voluntarily to the rules and regulations of the company". Without the support of work discipline from good employees, it will be very difficult for an organization to realize its goals and objectives. So work discipline is one of the keys to the success of an organization or company in achieving the goals that have been set. In realizing the achievement of citizen satisfaction, not only work discipline is needed but also service quality. "Service quality is a dynamic condition related to products, services, people, processes and environments that meet or exceed expectations" (Hardiyansyah, 2018). Services are said to be of quality when these goods and services can be used to meet or exceed customer expectations.

There are complaints from the people of Mekar Jaya village regarding the facts that occur in the Mekar Jaya village office in terms of punctuality which should come starting at 08.00 WIB and finish at 16.00 WIB, but in reality there are still many devices that have not come even most of the number of existing village officials always come late and return home not on time. Services in the village of Mekar Jaya have generally not gone well as expected by the citizen, because the phenomenon that occurs in the village head's office is that there are still instances of village officials arriving late, taking breaks before time, and leaving early. So that the village head must take firmer action against employees who do not work according to the timeliness set by the Mekar Jaya village government. What needs to be highlighted is the performance of the Village Government which has the task of regulating and managing the village in accordance with existing regulations, so that the expected goals of the village government can be achieved and improve the performance of village officials in order to create good services.

"Performance is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities, such as work results standards, targets or goals or criteria that have been determined in advance and have been agreed upon together" (Rivai, 2014). Based on the description above, the authors take the research title as follows: **"The Influence of Work Discipline and Service Quality on Citizen Satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency"**.

B. Research Background

Based on the background of the problem, the researcher formulated the problem as follows:

1. Is there an influence of work discipline on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency?
2. Is there an influence of service quality on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency?
3. Is there an influence of work discipline and service quality on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency?

C. Research Objectives

The objectives to be achieved in this research are:

1. To determine the influence of work discipline on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency.

2. To determine the influence of service quality on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency.
3. To determine the influence of work discipline and service quality on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency.

II. LITERATURE REVIEW

A. Work Discipline

Work discipline is the behavior of a person by the regulations, existing work procedures or attitudes and behavior and actions that are by the regulations of the organization both written and unwritten (Ramdhan, 2021). Sentanu (2023) explains that work discipline is an attitude and behavior of an employee that shows obedience, compliance, loyalty, order and order to institutional regulations and applicable norms.

In general, teachers who have high discipline are successful in their field of work, on the contrary, teachers who fail are usually often undisciplined in their work. Discipline is a process of practicing and learning to improve the ability to behave, think and work innovatively (Khoirunnisak, 2023).

Based on the opinions of these experts, it can be concluded that work discipline is a person's ability to manage time, focus, and behavior consistently in accordance with the rules, norms, and demands that apply in the workplace. Good work discipline is essential in creating an efficient, productive, and harmonious work environment. It helps maintain order, improves operational efficiency, and supports the achievement of individual and organizational goals as a whole.

B. Service Quality

Kotler & Armstrong (2008) defines service quality as a performance offered to others which is realized in the form of action, and does not cause consequences for ownership of goods. As stated by Kasmir (2017) that service quality is the action or action of a person or organization aimed at providing satisfaction to customers or employees. This satisfaction can certainly be created if customer expectations are met.

Furthermore, according to Lewis & Booms (in Tjiptono, 2019) service quality can be interpreted as a measure of how good the level of service provided is able to match the expectations or expectations of customers.

Based on the explanation above, the author concludes that service quality can be seen from several important aspects, such as being responsive, efficient, friendly, and meeting customer needs. These factors contribute to a positive customer experience. Improving service quality is a continuous process and requires commitment from all levels in the organization to achieve optimal results.

C. Citizen Satisfaction

Satisfaction is an attitude or feeling towards pleasant or unpleasant aspects of work in accordance with the assessment of each individual (Ramdhan & Pasaribu, 2022).

According to Dutton et al. (in Suryo Suprpto, 1998), measures of high public satisfaction include officer proficiency, service friendliness, a

comfortable environment, short waiting times, and other service aspects. According to Selnes (in Rayi Endah, 2008), citizen satisfaction includes the level of overall satisfaction, the suitability of services with citizen expectations (expectation), and the level of citizen satisfaction during the relationship with the agency (experience).

Based on these opinions, it can be concluded that citizen satisfaction is a condition in which residents or citizens of a society feel satisfied with various aspects of their lives, such as economic, social, political, and cultural. This includes the level of happiness, well-being, and justice felt by individuals in a citizen. Citizen satisfaction is often measured by indicators such as poverty levels, access to public services, levels of social justice, environmental quality, and participation in political processes. By addressing and fulfilling people's needs and expectations, this goal can be achieved to improve the overall quality of life.

III. RESEARCH METHODOLOGY

A. Research Scope

The object of the research is the citizen of Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency. This research was conducted from November 2023 to March 2024. As for what will be discussed in this study, it focuses on problems regarding work discipline, service quality, and their influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

B. Population and Sample

According to Ramdhan (2021) population is like an organism, while the sample is an integral organ of the population. The sample must be able to represent the characteristics of the entire population. In other words, population and sample are two hails that are interrelated and inseparable. In this study, the population was all people in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency, totaling 1,652 people. This study used a sampling technique using the accidental sampling method, which is the obtaining of a sample from the unit or subject available to the researcher when data collection is carried out, or also known as drawing samples by chance from the population. So in this study a sample of 50 people was obtained.

C. Research Type

This research was conducted using quantitative research methods. Quantitative research methods are systematic investigations of a phenomenon by collecting data that can be measured using statistical, mathematical, or computational techniques (Ramdhan, 2021). This research is shown to describe or describe existing phenomena, both natural and human-made. Quantitative Descriptive Research describes its study using a measure of number, or frequency (Sukmadinata, 2019).

This research consists of many forms, both surveys, experiments, correlations, and regressions. This research is intended to test hypotheses using statistical calculations, this research is used to test the influence of work discipline (X_1), service quality (X_2) on citizen satisfaction (Y) under study. By

using this research method, it will be known the significant influence between the variables studied so as to produce conclusions that will clarify the description of the object of research.

IV. Research Result

A. The Influence of Work Discipline on Citizen Satisfaction

1. Correlation coefficient test

Table 1
Correlation Coefficient Test X_1

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.644 ^a	.415	.403	5.339

a. Predictors: (Constant), Discipline

Source: SPSS Data Processing version 24

Based on the table above, the R (correlation coefficient) is 0.644. This shows that there is a strong or high relationship between work discipline and citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

2. Determination Coefficient Test

Based on table 1, the R^2 (R Square) value is 0.415. This shows that 41.5% of work discipline has contributed to the influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, while the remaining 58.5% is influenced by other variables not examined in this study.

3. Hypothesis test

Table 2
Regression test
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	14.531	3.794		3.830	.000
Discipline	.567	.097	.644	5.834	.000

a. Dependent Variable: Satisfaction

Source: SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows: $Y = 14.351 + 0.567 X_1$, can be explained as follows:

- The intercept constant value of 14.351 is a constant (a). Stating that if $X = 0$, then the value of $\hat{Y} = 14.351$.
- The regression coefficient value of the work discipline variable on satisfaction is 0.567. This means that if work discipline increases by 1 unit, it will increase satisfaction by 0.567.

The hypothesis in this study was tested using the t test. If you pay attention to the results of the table above, the tcount value for the work discipline variable (X_1) on Citizen Satisfaction (Y) is 5.834, while the ttable value for $n = 50$ is 2.012. So because the value of $t_{count} > t_{table}$, namely $5.834 > 2.012$. The probability value (significance) = 0.000, which is below 0.05.

Thus H_a is accepted, it can be concluded that there is a positive and significant influence of the work discipline variable (X_1) on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency..

B. The Influence of Service Quality on Citizen Satisfaction

1. Correlation coefficient test

Table 3
Correlation Coefficient Test X_2
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.661 ^a	.437	.426	5.236

a. Predictors: (Constant), Quality

Source: SPSS Data Processing version 24

Based on the table above, the number R (correlation coefficient) is 0.661. This shows that there is a strong or high relationship between service quality and citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

2. Determination Coefficient Test

Based on table 3, the R^2 (R Square) value is 0.437. This shows that 43.7% of service quality has contributed to the influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, while the remaining 56.3% is influenced by other variables not examined in this study.

3. Hypothesis test

Table 4
Regression Test
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	15.156	3.527		4.297	.000
Quality	.639	.105	.661	6.108	.000

a. Dependent Variable: Satisfaction

Source: SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows: $Y = 15.156 + 0.639 X_2$, can be explained as follows:

- The intercept constant value of 15.156 is a constant (a). Stating that if $X = 0$, then the value of $\hat{Y} = 15.156$.
- The regression coefficient value of the service quality variable on satisfaction is 0.639. This means that if the service quality increases by 1 unit, it will increase satisfaction by 0.639.

The hypothesis in this study was tested using the t test. If you pay attention to the results of the table above, the t_{count} value for the service quality variable (X_2) on Citizen Satisfaction (Y) is 6.108, while the t_{table} value for $n = 50$ is 2.012. So because the value of $t_{count} > t_{table}$, namely $6.108 >$

2.012. The probability value (significance) = 0.000, which is below 0.050.

Thus H_a is accepted, it can be concluded that there is a positive and significant influence of service quality variables (X_2) on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency..

C. The Influence of Work Discipline and Service Quality on Citizen Satisfaction

1. Correlation coefficient test

Table 5
Correlation Coefficient Test X_2
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.788 ^a	.620	.604	4.346

a. Predictors: (Constant), Quality, Discipline

Source: SPSS Data Processing version 24

Based on the table above, the R (correlation coefficient) is 0.788. This shows that there is a strong or high relationship between work discipline and service quality on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

2. Determination Coefficient Test

Based on table 5, the R^2 (R Square) value is 0.620. This shows that 62% of work discipline and service quality have contributed to the influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, while the remaining 38% is influenced by other variables not examined in this study.

3. Hypothesis test

Table 6
Regression test
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	5.113	3.608	
Discipline	.406	.085	.461
Quality	.472	.094	.489

a. Dependent Variable: Satisfaction

Source: SPSS Data Processing version 24

Based on the table above, the simple linear regression equation is as follows: $Y = 5.113 + 0.406 X_1 + 0.472 X_2$, can be explained as follows:

- The intercept constant value of 5.113 is a constant (a). Stating that if $X = 0$, then the value of $\hat{Y} = 5.113$.
- The regression coefficient value of the work discipline variable on satisfaction is 0.406, meaning that if the work discipline variable increases by 1 unit, then citizen satisfaction will experience a binding of 0.406. Assuming other variables are constant.
- The regression coefficient value of the service quality variable on satisfaction is 0.472, meaning that if the service quality variable increases by 1 unit, then citizen satisfaction will increase by 0.472.

Assuming other variables are constant.

Table 7
Regression test

ANOVA ^a					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1450.938	2	725.469	38.413	.000 ^b
Residual	887.642	47	18.886		
Total	2338.580	49			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Quality, Discipline

The hypothesis in this study was tested using the F test. If you pay attention to the results of the table above, the F_{count} value for the work discipline variable (X_1) and service quality (X_2) on citizen satisfaction (Y) is 38.413, while the F_{table} value for $n = 50$ is 3.20. So because the $F_{\text{count}} > F_{\text{table}}$ value, namely $38.413 > 3.20$. The probability value (significance) = 0.000, which is below 0.050.

Thus H_a is accepted, it can be concluded that there is a positive and significant influence of work discipline variables (X_1) and service quality (X_2) on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

V. CLOSURE

A. Conclusion

Based on the results of data processing and analysis of research results to answer research questions, it can be concluded as follows:

1. Work discipline (X_1) has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, with a $t_{\text{count}} > t_{\text{table}}$ ($5.834 > 2.012$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that work discipline (X_1) partially has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.
2. Service quality (X_2) has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency, with a $t_{\text{count}} > t_{\text{table}}$ ($6.108 > 2.012$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that service quality (X_2) partially has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency.
3. Work discipline (X_1) and service quality (X_2) have a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, with a value of $F_{\text{count}} > F_{\text{table}}$ ($38.413 > 3.20$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that work discipline (X_1) and service quality (X_2) together have a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

B. Suggestion

Based on the results of data processing and analysis of research results to answer research questions, it can be concluded as follows:

1. Work discipline (X_1) has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, with a $t_{count} > t_{table}$ ($5.834 > 2.012$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that work discipline (X_1) partially has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.
2. Service quality (X_2) has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency, with a $t_{count} > t_{table}$ ($6.108 > 2.012$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that service quality (X_2) partially has a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan Subdistrict, Tangerang Regency.
3. 3. Work discipline (X_1) and service quality (X_2) have a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency, with a value of $F_{count} > F_{table}$ ($38.413 > 3.20$), with a probability value (significance) of $0.000 < 0.005$, it can be concluded that work discipline (X_1) and service quality (X_2) together have a positive and significant influence on citizen satisfaction in Mekar Jaya Village, Sepatan District, Tangerang Regency.

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