

# The Influence of Service and Work Discipline on Employee Performance

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## Abstract

This research was motivated by the lack of service and work discipline on employee performance at the Pantai Cermin Subdistrict Office, Solok Regency. The method used in this research is a quantitative descriptive method, where data is obtained by distributing questionnaires to respondents. The respondents were all employees and staff of the sub-district office, as well as the people of Pantai Cermin District. The number was 50 respondents. Data analysis used Multiple Regression Analysis with the SPSS for Windows 26 computer program. The results showed that at the Pantai Cermin District Head Office, Solok Regency: (1) Respondent Achievement Level (TCR) for services with an average of 4.14 with a percentage of 82.90 including good category, average work discipline TCR 4.27 with a rate of 85.4 including the Good category and performance TCR with an average of 4.3 or with a rate of 85.4 including the Good category. (2) The service variable with a t-statistic value of 2.948 at a significance level of 0.005 is greater than the t-table of 1.679. This means that the service variable has a significant influence on the performance variable, so Ho1 is rejected and Ha1 is accepted. (3) The work discipline variable with a t-statistical value of 2.557 at a significance level of 0.014 is greater than the t-table of 1.679. This means that the work discipline variable has a significant influence on performance, so Ho2 is rejected and Ha2 is accepted. (4) From the results of the first test, the ANOVA test or F test can be concluded that the service and work discipline variables on performance variables simultaneously or together obtained a t-statistical value of 24.302, which is greater than the F-table 3.20 with a significance value of  $0.000 < 0,05$  then Ho3 is rejected and Ha3 is accepted.

**Keywords:** Service, Work Discipline, Performance



## INTRODUCTION

One of the most critical aspects of every organisation is its human resources. Organisations are established on the basis of a vision for the common good, regardless of their shape or purpose, and individuals are responsible for managing them in order to enable them to carry out their mission. Employees are the most valuable resource in an organization. Quality employees can achieve organizational goals well. Likewise, society, which is moving towards civil society, calls for the government bureaucracy to play a more adaptable role in the process of bolstering public rights by offering services in a more comprehensive and well-balanced manner (Halawa & Halawa, 2024).

Services are activities that organizations or individuals pass on to consumers that are intangible and cannot be owned; consumers are the people who get the benefits and activities carried out by the organization that provides the service (Moenir, 2002). According to Dariansyah (2018), service quality can be seen as an endeavour to satisfy the wants and desires of customers, as well as the correctness of delivery in accordance with the expectations of customers. When the service that is received or felt (also known as perceived service) is in accordance with what is anticipated, then the quality of service is considered to be pleasant and gratifying. In the event that the service received is superior to the expectations of the customer, then the quality of the service is considered to be of a very high quality and highly superior. On the other hand, if the level of service that is obtained is lower than what was anticipated, then the quality of service is considered to be poor. A statement of attitude, a relationship that emerges from a comparison of expectations with performance, and a statement of attitude are all concepts that are used to characterise service quality, as well as a perception of when receiving services and the way services are provided simultaneously (Pratondo & Zaid, 2021; Santhi & Hartati, 2018).

In every organization, service depends on discipline. If discipline runs well, then service can be carried out well. If discipline is able to move the situation well, then it is very likely that the organization will be able to achieve its targets. So, discipline in an organization will be respected for its authority if it is able to influence and direct the organization towards the desired goals.

Employees are encouraged to complete the requirements of numerous regulations within an organisation through the use of discipline, which is a management management action. Discipline of employees is carried out with the purpose of enhancing and moulding the knowledge, attitudes, and behaviours of employees in order to facilitate employees' ability to collaborate with other employees and improve their overall performance at work. The most crucial operational function of human resource management is discipline. This is due to the fact that there is a direct correlation between the level of work discipline and the level of work performance that may be attained (Sarah et al., 2023). Discipline at work is necessary in order to guarantee the upkeep of order and the efficient completion of every assignment. With work discipline, activities can run smoothly according to the goals of the company or government agency and achieve success (Dohlia et al., 2019). Work discipline is an aspect that needs to be instilled in every employee (Sari & Tukirin, 2023).

The result of work that has been completed in the course of fulfilling the duties and responsibilities that have been assigned within a specific time frame is referred to as performance

or work achievement (Kasmir, 2016). Then the factor that influences an employee's performance is work discipline. The most crucial operational function of resource management is work discipline. This is due to the fact that the higher the level of work discipline that employees possess, the higher the level of work performance that they are able to attain (Fattah et al., 2021).

Based on initial observations made by the author at the Pantai Cermin Subdistrict Office, it was found that there were still employees who arrived late, came to the office to take attendance, left the workplace outside of break times and entrusted it to colleagues who were not assigned to their colleagues. There were still employees who left the office during working hours, sometimes making the relevant agencies or people come to wait to get a signature, of course, this is a question as to why this often happens, especially in the service section, because the service will receive and serve anyone who will deal with the sub-district office, especially employees.

Based on the description above, the choice of topic in this research places more emphasis on aspects of service assessment, work discipline, and the performance of sub-district office employees in making the sub-district government run successfully. In this research, researchers tried to conduct research using quantitative data and describing to related parties regarding services, work discipline and performance. The expected result of this research is to find out whether or not the sub-district office's services are adequate and the appropriateness of work discipline, which influences employee performance at the Pantai Cermin sub-district office.

Therefore, researchers are interested in researching "The Influence of Service and Work Discipline on Employee Performance at the Pantai Cermin Subdistrict Office, Solok Regency". This research aims to determine the description of service, work discipline and performance at the Pantai Cermin District Head Office, to find out the influence of service on employee performance at the Pantai Cermin District Head Office, Pantai Cermin District, to find out the impact of work discipline on employee performance at the Pantai Cermin District Head Office, Pantai Cermin District Cermin, and find out the influence of service and work discipline on employee performance at the Pantai Cermin Subdistrict Office, Pantai Cermin District.

## **LITERATURE REVIEW**

### **Service**

Services are activities that organizations or individuals pass on to consumers that are intangible and cannot be owned; consumers are the people who get the benefits and activities carried out by the organization that provides the service (Moenir, 2002).

A measure of how well the level of service that is supplied is able to meet the expectations of the client is referred to as service quality or service quality assessment (Karlina et al., 2019). In order to determine service quality, a comparison is made between the service that consumers experience (perceive) and the service quality that customers anticipate receiving (Santhi & Hartati, 2018).

According to Parasuraman et al., (1988), when it comes to products, services, people, processes, and environments that meet or exceed expectations, service quality is a dynamic situation that is tied to all of these things. The size of the party that is served is not the only factor that determines

the quality of the service. Nevertheless, the party that is being served is the one who really decides because they are the ones who take pleasure in the service. As a result, they are the ones who can evaluate the quality of the service based on their expectations in order to ensure that they are satisfied.

One can conclude that service is a comparison of services linked to products, services, people, and processes that are offered by producers in order to meet the expectations of consumers. This conclusion is based on the information presented above.

### **Work Discipline**

A person's strong sense of responsibility for the tasks that have been assigned to him is a reflection of his or her level of discipline. It is vital to have regulations in place in order to establish excellent order in the office where you operate. This is due to the fact that it is accepted that there is good discipline in an office or place of work if certain employees observe the regulations that are already in place.

Because it assists individuals in determining what can and cannot be done in an office setting, discipline is something that is genuinely required by both the individual who is being disciplined and the organization that is being disciplined. An employee's state or attitude of respect for the norms and regulations of the workplace can be demonstrated through discipline. An action taken by management to urge members of the organization to meet the requirements of numerous provisions that employees are required to observe is referred to as discipline (Elmita et al., 2023).

A person's sense of responsibility for the tasks that have been allocated to him is reflected in his or her level of discipline. Work discipline is a set of rules or regulations that are made by the management of an organization, ratified by the board of commissioners or capital owners, agreed upon by the trade union, and made known to the Labor Department. The purpose of work discipline is to ensure that individuals who are members of the organization are willing to comply with the rules and regulations that are already in place. According to Sari & Tukirin (2023), it is developed and formed by the process of a succession of behaviors that exhibit the ideals of obedience, conformity, Mangkunegara (2005) stated that "Discipline is management action to enforce organizational standards". It can be interpreted that work discipline is the implementation of management to strengthen organizational guidelines.

### **Performance**

An employee's performance, also known as work achievement, is the result of the job that he or she has accomplished in terms of both quantity and quality while carrying out their duties in accordance with the obligations that have been assigned to them (Mangkunegara, 2005).

It is possible to consider performance as both a process and a product of the actions of workers. The method by which work is carried out in order to produce work results is referred to as performance. With that being said, the outcomes of the task itself demonstrate performance (Wibowo, 2014).

According to Kasmir (2016), the result of the work that has been accomplished in the course of fulfilling the duties and responsibilities that have been assigned within a specific time frame is the performance.

According to Mulyadi (2015), It is possible to describe performance as the work results that workers or employees achieve in terms of quality and quantity in accordance with the obligations that they are responsible for handling. An employee's performance can be defined as the outcome that they obtain in their work in accordance with the precise criteria that are applicable to a position (Robbins & Judge, 2017).

This understanding implies that government organizations should be caring organizations that make moral considerations the primary basis. The characteristics of this organization are a concern for individuals as creatures who have existential values; profit is not the primary goal but rather the internalization of the needs and desires of the organization, encouraging to actualize and develop individual potential, which is beneficial for the organization's goals.

## METHOD

In this study, quantitative descriptive research was chosen as the method of investigation. Quantitative research is a study that is based on the idea of positivism and is used to research specific populations or samples, data utilizing research tools, and quantitative/statistical data processing, with the goal of testing hypotheses that have been predetermined (Sugiyono, 2019). These findings were analyzed using SPSS version 26.0, which is the program that was employed.

The population that is the object of this research is the sub-district head, all 15 sub-district office employees and staff, and the Cermin Beach community, 35 people, in accordance with the research respondents, namely 50 people.

Observation and questionnaires were the methods of data collection utilized in this investigation. A questionnaire is a method of data gathering that involves providing respondents with a set of written statements for them to answer. This is done in order to obtain respondents' responses. Suppose the researcher is aware of the factors that are to be measured and is mindful of what to anticipate from the respondents. In that case, questionnaires are an effective method for collecting data (Sugiyono, 2019). Observation, on the other hand, is described as the process of observing patterns of human behavior in specific contexts in order to gather information about the phenomenon that is being sought (Sugiyono, 2019).

## ANALYSIS AND DISCUSSION

### Deskripsi Responden

**Table 1.** Respondents by Gender

| Gender | Frequency | Percentage (%) |
|--------|-----------|----------------|
| Male   | 22        | 44.0           |
| Female | 28        | 56.0           |
| Total  | 50        | 100.0          |

Source: Primary data processed (2023)

It is clear from looking at Table 1 that there is a more significant number of female respondents than male respondents. The number of female respondents was 28, which is 56%. Meanwhile, there were 22 male respondents (44%). As a result of these findings, it is possible to conclude that the majority of respondents in this study were female, precisely 56% of them.

**Table 2.** Respondents by Age Group

| Age Group | Frequency | Percentage (%) |
|-----------|-----------|----------------|
| 21-30     | 29        | 58.0           |
| 31-40     | 12        | 24.0           |
| >40       | 9         | 18.0           |
| Total     | 50        | 100.0          |

Source: Primary data processed (2023)

Based on Table 2 above, it can be seen that the most significant percentage of respondents were in the 21-30 year age range, namely 29 people (58%). The lowest rate of respondents was in the age range >40 years, namely nine people (18%). In light of these findings, it is possible to conclude that the majority of the people who participated in this research were between the ages of 21 and 30 years old, with a proportion of 58%.

**Table 3.** Respondents by Status Group

| Status   | Frequency | Percentage (%) |
|----------|-----------|----------------|
| Employee | 12        | 24             |
| Staff    | 3         | 6              |
| Public   | 35        | 70             |
| Total    | 50        | 100            |

Source: Primary data processed (2023)

Table 3 provides an overview of the status distribution in a group with a total population of 50 people. From the data presented, it can be concluded that 24% of the population has a background status as employees, 6% as staff, and 70% come from the general public. This information provides insight into the diversity of education levels within the group, with the majority of individuals coming from the general population.

### Validity and Reliability Test

All variables in this study meet the established criteria, namely  $R\text{-count} > R\text{-table}$ . In this study,  $r\text{ table } (n-k) (50-2=48) = 0.284$ . Therefore, it can be said that the variable indicators presented in this research are valid.

The results of the reliability test for all variables in the study are presented in the following table:

**Table 4.** Reliability Test Results

| Variable        | Cronbach's Alpha | Information |
|-----------------|------------------|-------------|
| Service         | 0,750            | Reliabel    |
| Work Discipline | 0,750            | Reliabel    |
| Performance     | 0,734            | Reliabel    |

Source: Primary data processed (2023)

It is possible to draw the conclusion that, in general, all of the variables that were investigated are deemed to be trustworthy. This conclusion is based on the findings of the reliability testing, namely the Cronbach alpha value that was greater than 0.6.

## Discussion

### *Coefficient of Determination*

In order to identify the percentage contribution of the influence of the independent variable on the dependent variable, the purpose of this study is to determine the percentage contribution. Depending on the value of this coefficient, one can determine the degree to which the independent variable can account for variations in the dependent variable. Following the completion of the data processing, the coefficient of determination (adjusted R<sup>2</sup>) was found to be equal to 0.508. This indicates that service variables and work discipline are responsible for fifty-eight percent of the improvement in employee performance. The remaining fifty-eight percent, which is equal to fifty-eight percent of the total, is influenced by additional factors that have not been explored.

### **t Test Results (Partial)**

The primary purpose of the t-statistical test is to determine the extent to which the independent variable has an impact on the variable that is being subjected to analysis. The results of the t-test are provided in the table below.

**Table 5.** Hypothesis Testing Results for the t Test

| Coefficients <sup>a</sup> |                 |                             |            |                           |       |      |
|---------------------------|-----------------|-----------------------------|------------|---------------------------|-------|------|
| Model                     |                 | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|                           |                 | B                           | Std. Error | Beta                      |       |      |
| 1                         | (Constant)      | 13.879                      | 4.270      |                           | 3.250 | .002 |
|                           | Service         | .343                        | .116       | .415                      | 2.948 | .005 |
|                           | Work Discipline | .343                        | .134       | .360                      | 2.557 | .014 |

Source: Primary data processed (2023)

Using the t-test, the computed t value is derived as follows, which is based on Table 5, that was presented earlier:

- a. The value of the t-statistic that was received from the t-test performed on the service variable (X1) was 2.948, which is higher than the value that was acquired from the t-table ( $n-k-1/50-3-1=46$ ). With a t-value of 1.679 (with a significance level of 5%) and a sig value of less than 0.05, namely 0.005, the conclusion that can be drawn is that service has a substantial impact on employee performance. As a result, Ho1 is not accepted, while Ha1 is accepted.
- b. After doing a t-test on the work discipline variable (X2), the t-statistical value was found to be 2.557. This number is higher than the t-table value of 1.679 (with a significance level of 5%). Furthermore, the sig value was found to be less than 0.05, namely 0.014. Therefore, the conclusion that can be drawn is that work discipline has a substantial impact on employee performance. As a result, Ho2 is not accepted, although Ha2 is accepted.

**F Test Results (Simultaneous)**

In order to determine whether or not the independent factors have a collectively significant impact on the dependent variable, the F test is utilized to determine whether or not the independent variables can adequately explain the dependent variable when taken together. When looking at the Anova table, it is possible to notice simultaneously the influence that the independent factors (incentives, knowledge management, and work environment) have on the dependent variable (employee performance). The F-test findings were obtained after the analysis was performed with SPSS version 26.0. These results are provided in the table below.

**Tabel 6.** Hasil Pegujian Hipotesis untuk Uji F

| ANOVA <sup>a</sup> |            |                |    |             |        |                   |
|--------------------|------------|----------------|----|-------------|--------|-------------------|
|                    | Model      | Sum of Squares | Df | Mean Square | F      | Sig.              |
| 1                  | Regression | 427.085        | 2  | 213.542     | 24.302 | .000 <sup>b</sup> |
|                    | Residual   | 412.995        | 47 | 8.787       |        |                   |
|                    | Total      | 840.080        | 49 |             |        |                   |

a. Dependent Variable: Performance  
 b. Predictors: (Constant), Work Discipline, Service  
 Source: Primary data processed (2023)

The F test on the influence of the independent variables (service and work discipline) on the dependent variable (employee performance) simultaneously/together obtained an F-statistic value of 24.302,  $F_{table} (df1= k-1; Df2= n-k) = 3.20$ . this was determined based on the information presented in Table 4.16, which can be seen above. Following the conclusion that the F-calculation exceeds the F table with a significance value less than 0.05, namely 0.000, it may be concluded that the combination of service and work discipline has a substantial impact on employee performance. The conclusion is that Ho3 is not accepted, while Ha3 is accepted.

**CONCLUSION**

- a. The t-statistical value of the service variable is 2.948, and the significance level is 0.005. This value is higher than the t-table value of 1.679, which indicates that there is a significant influence between the service variable and the employee performance variable. The first

- hypothesis,  $H_01$ , is rejected as a result of the outcomes of testing it, and the second hypothesis,  $H_{a1}$ , is supported; the rise in employee performance will be proportional to the improvement in service.
- b. The Work Discipline variable with a t-statistical value of 2.557 at a significance level of 0.014 is more than the t-table of 1.679; this suggests that there is a substantial influence between the work discipline variable and employee performance. Following the testing of the second hypothesis, it was discovered that  $H_02$  was rejected while  $H_{a2}$  was accepted. The testing findings revealed that the performance was improved in proportion to the level of work discipline and the provisions.
  - c. The results of the first test, which included the analysis of variance (ANOVA) test and the F test, allow for the conclusion that the service and work discipline variables on performance variables simultaneously/together obtained a t-statistical value of 24.302, which is higher than the F-table 3.20 with a significance value of  $0.000 < 0.05$ . As a result, the null hypothesis ( $H_03$ ) is rejected, and the alternative hypothesis ( $H_{a3}$ ) is accepted. Consequently, this indicates that there is a considerable relationship between the factors of service, the variables of work discipline, and the variables of employee performance. Consequently, when there is a high level of work discipline and service provided by employees, there will be an increase in employee performance.

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