ASHA PUBLISHING

JPPLG

JOURNAL OF PUBLIC POLICY AND REGIONAL GOVERNMENT



Volume 1, Issue 3, 2024

Journal of Public Policy and Local Government (JPPLG)
https://journal.ashapublishing.co.id/index.php/jpplg/
E-ISSN: 3047-6984
Volume 1, Issue 3, November 2024.
Pages: 112-122

The Influence of Employee Work Discipline on Community Satisfaction at the East Luwu Regency Social Service Office

Riska[1], Muh. Nasrullah[2*], Nasir[3], Suprianto[4]
[1,2,3]Universitas Negeri Makassar
[4]Institut Teknologi dan Bisnis Maritim Balik Diwa
Correspondence Author Email: Nasrullah.mujetaba@unm.ac.id

ABSTRACT

Community satisfaction is one of the most important variables in determining the result of a service. Therefore, the implementation of employee discipline must be implemented so that employee performance can be more optimal. The purpose of this study is to determine the influence of employee work discipline on community satisfaction at the East Luwu Regency Social Service office. This research is classified as bivariate research with a quantitative approach. The sample in this study amounted to 96 people from East Luwu Regency using probability sampling techniques. In this study, the data collection techniques used are questionnaires, observations and documentation. The data analysis techniques used in this study are descriptive statistical analysis and inferential statistical analysis. The results of the study show that the variables of employee work discipline at the East Luwu Regency Social Service Office are in the good category with indicators, namely time discipline, regulatory discipline, and responsibility discipline, while the variables of community satisfaction are in the good category with indicators, namely the suitability of expectations, performance perception, and community assessment. Based on the results of the product moment correlation test, the relationship between variables is strong. Based on the results of a simple linear regression analysis, it was concluded that there was a positive and significant influence between employee work discipline and community satisfaction at the East Luwu Regency Social Service Office.

Keywords: community satisfaction, service, work discipline

INTRODUCTION

In general, service means an activity aimed at providing satisfaction to customers or the community, with the existence of service, the needs of customers or the community will be able to be met (Ishak et al., 2020; Jamaluddin et al., 2022; Rifdan et al., 2024) . The operational activities of an organization or group are essential to its success (Rahman et al., 2022; Suprianto et al., 2023; Takdir et al., 2021). The office will provide exceptional customer service to ensure that customers are satisfied. Service activities in an agency in its implementation are always directed at achieving work efficiency and effectiveness, with this thing community satisfaction will be created, (Daryanto & Setyabudi, 2014; Saggaf, 2014).

There are many positive things that agencies get if the level of community satisfaction achievement is high. Community satisfaction is the level of satisfaction a person with the services they receive after comparing them to their expectations. Community satisfaction is the level of feelings generated by the community when the services received by the community are compared to their expectations, (Daryanto & Setyabudi, 2014; Hardiyansyah, 2018). Thus, when someone receives a service that meets or exceeds their expectations, they will be happy; otherwise, they will be disappointed and dissatisfied. Community satisfaction is an important component in evaluating service outcomes.

DOI: https://doi.org/10.70188/ndg64y87

Today, government organizations must have the ability to provide the best service to the community. To produce more optimal and satisfactory results in achieving the goals and objectives, discipline must be applied in all activities carried out. If an organization does not apply discipline, all activities carried out will be hampered and can obtain suboptimal results. According to Ramli, (2015) that the worker's experience includes community satisfaction and dissatisfaction related to service and work discipline."

The lack of work discipline of employees in an agency can reduce public satisfaction with the services provided, (Amirullah & Saleh, 2015). There is no way to distinguish an employee's level of discipline from how well they work. The higher the level of discipline, the better the results will be obtained. Therefore, employee development activities need to be carried out to be able to produce human resources who have a high level of discipline to create maximum service in accordance with community expectations. Continuous work discipline coaching is expected to produce employees who can carry out work discipline based on their own motivation and self-awareness and not based on fear or worry about the sanctions that will be obtained, (Arhas et al., 2021; Mustafa et al., 2020; Wahid et al., 2024).

In accordance with the aims and objectives of the East Luwu Regency Social Service, which aims to deal with existing social problems in the community and demand excellence and efficiency in the provision of services from all its employees, until now, the East Luwu Regency Social Service still has not provided adequate services to the community, as a result of which the needs expected by the community cannot be met properly. These shortcomings can be seen from various public complaints that are often found through the mass media individually, so that it can provide a bad image for government officials.

METHOD

This study uses a quantitative approach and bivariate research techniques, (Aziza, 2023; Priadana & Sunarsi, 2021; Sugiyono, 2022). The purpose of this study is to find out how much two different variables affect each other and how they interact with each other. The variables to be studied are community satisfaction and work discipline of employees of the East Luwu Regency Social Service. Statistical calculations are used for data collection and analysis in the quantitative methodology of this study. The three indications of employee work discipline are time discipline, regulatory discipline, and responsibility discipline. Community satisfaction is a feeling that the community has towards a service provided to them, such as feeling satisfied or dissatisfied. The indicators of community satisfaction consist of the suitability of expectations, performance perceptions, and community assessments.

The study involved all people living in East Luwu Regency who were between the ages of 17-64 and had received services. The sample size for this study was calculated using the Lemeshow formula with an error rate of 5%. For this study, the sample was taken with a confidence level of 95%, Z = 1.96, P = 0.5, and an error rate of 5% (d = 0.5). The resulting sample size was 1.96 x 0.5 (1-0.5)/0.5 = 96.04, which was rounded to 96 people, (Sugiyono, 2022). The sampling method of this study combines the conventional random sampling method with the probability sampling method. The goal of the simple random sampling method is to give each member of the population an equal opportunity to be sampled, (Sugiyono, 2022). In this study, basic linear regression, hypothesis testing, classical assumption testing, and descriptive statistics were used. For descriptive statistics, mean analysis, standard deviation, and percentage are used. Classical assumption test with normality and correlation test. The two components of the

DOI: https://doi.org/10.70188/ndg64y87

hypothesis test are the determination coefficient and the partial test (T). Direct linear regression is used as the next step. In analyzing the results of this study, namely by using a statistical application, namely the Statistical Standard Solution Software (SPSS) 25, (Sugiyono, 2022).

RESULT AND DISCUSSION

The results of the research at the East Luwu Regency Social Service include evaluation of community satisfaction, evaluation of employee work discipline, and evaluation of the influence of employee work discipline on community satisfaction. The results of the study include descriptive statistics, traditional assumption tests, hypothesis testing, and basic linear regression analysis.

Employee Work Discipline

In this study, the variables of employee work discipline consist of three indicators: time discipline, regulatory discipline, and responsibility discipline. This study collected data from the responses of 96 people who were a research sample to understand the work discipline of staff at the East Luwu Regency Social Service. The results of the descriptive analysis for each service quality indicator are shown in Table 1:

Table 1 Results of Descriptive Analysis of Employee Work Discipline (X)

No	Indicator	n	N	%	Category
1	Time Discipline	1499	1920	78,07%	Good
2	Regulatory Discipline	1086	1440	75,41%	Good
3	Discipline of Responsibility	1111	1440	77,15%	Good
	Total	**3696**	**4800**	**77%**	**Good**

Source: Data processing results

The results of data collection and analysis for three metrics were positive. With a percentage rate of 78.07%, the time discipline indicator is in the good category, according to the results of data processing. Employee attendance, proper and timely completion of tasks, and attitude in accordance with working hours show that work discipline has been implemented effectively. With a percentage rate of 75.41%, the regulatory discipline indicator is in the good category, according to the results of data processing, showing that employees consistently comply with office regulations when working on assigned tasks, and they effectively apply regulatory discipline when performing their work. Regarding regulatory discipline, the data processing findings show that with a percentage level of 75.41%, the regulatory discipline indicator is in the good category. This shows how well the Social Service employees carry out their responsibilities, they always carry out their duties with full responsibility until they are completed.

Discipline in the workplace is very important and even mandatory for employees in an agency or workplace. A person who has a strong work discipline will greatly affect his ability to complete tasks related to his work. With work discipline, employee performance becomes more optimal and avoids work activities that can be detrimental and will accelerate the goals of the agency. With better performance, the community will get a sense of satisfaction. As for according to (Hasibuan, 2017; Mangkunegara, 2017) that employees who have good discipline will help the organization achieve their goals; Without them, it would be difficult to achieve a high level of performance. According to an analysis that has been carried out at the East Luwu Regency Social

DOI: https://doi.org/10.70188/ndg64y87

Service, it shows that employee work discipline is in the good category. This is evidenced by 3 indicators that exist in employee work discipline. The three indicators show that employee discipline is in the good category, while the indicators are stated by Tannady, (2017) that responsibility, regulations, and time discipline are some of the factors that determine work discipline.

Time discipline is a behavior that describes a person's obedience to predetermined working hours. Attendance, adherence to schedules, and completion of tasks on time are examples of attitudes or behaviors known as time discipline. According to Ilmiah (2019) that everyone who performs field tasks must complete the tasks on schedule and not wait for another opportunity to complete them. This aspect of the indicator shows that time discipline at the East Luwu Regency Social Service Office is in the good category. The results of the study show that employees have applied time discipline well every day at work, which is evident from the attendance of employees and the assessment from the community, the majority of which are good and positive. With the application of good time discipline, it will also provide positive things, such as being able to make the work done more effectively and efficiently.

Regulatory discipline is a term that refers to written and unwritten regulations that are established to ensure that an organization can achieve its goals successfully. To achieve this, employees must demonstrate a dedicated attitude towards their obligations. Here, loyalty is defined as following the norms, rules, and orders of superiors faithfully. According to (Saputro, 2023; Steers, 1999) that a good organization or company will strive to create policies or standards that all employees must adhere to. These characteristics show that the discipline of the Social Service of East Luwu Regency is in the very good category. How well employees enforce regulatory discipline is shown by the results of this study. An example is an employee who complies with the rules every day at work. This includes following the rules when arriving and returning from work and following the rules when completing assigned tasks. Regulatory discipline must be applied correctly in an organization or agency so that employees follow the rules and produce results that are in accordance with expectations.

In addition to having the ability to complete the tasks assigned to him as an employee, employee accountability must also be applied. Employee accountability means utilizing and maintaining equipment as best as possible to ensure smooth office operations. This is called the discipline of responsibility. An employee who is fully responsible for everything has a high level of work discipline, (Akib et al., 2022; Saleh, 2014). This indicator shows a good level of accountability and discipline of the East Luwu Regency Social Service. This study shows that employees consistently take full responsibility for the tasks assigned to them until completion. The results of the study show that employees of the East Luwu Regency Social Service are committed to having high work discipline. This is indicated by the proper use and maintenance of the facility, staff who regularly and responsibly complete all the tasks assigned to them, and employee attendance as proof of compliance with working hours.

In an organization or institution, discipline must be applied well, because it will influence others in doing their work. Employees who lack discipline must comply with relevant laws that can help them build discipline. The results of this study are supported by (Amirullah & Saleh, 2015; Deni, 2018) that discipline is used as a warning tool for employees, so that employees can have good discipline. Thus, it can be concluded that an employee's work discipline can improve his or her performance. If institutions or organizations do not implement the right discipline, it will be even more difficult for them to achieve optimal results.

DOI: https://doi.org/10.70188/ndg64y87

Community Satisfaction

Performance perception, community evaluation, and adherence to expectations are the three variables of community satisfaction in this study. This study collected data on community satisfaction in East Luwu Regency from 96 communities surveyed. The results of the descriptive analysis of each indicator on service quality are described in table 2 as follows:

Table 2 Results of Descriptive Analysis of Community Satisfaction (Y)

No	Indicator	n	N	%	Category
1	Expectation Compatibility	772	960	80,42%	Good
2	Performance Perception	1889	2400	78,71%	Good
3	Community Assessment	1149	1440	79,79%	Good
	Total	**3810**	**4800**	**79,37%**	**Good**

Source: Data processing results

After data collection using three indicators, excellent results were seen. The findings of data processing show that with a percentage level of 80.42%, the expectation conformity indicator is in the very good category. The findings of the study show that, in its salaried service to the community, employees have done well. Employees of the Social Service office are always responsive quickly in providing the information needed and in providing services are always right with the demands of the community. According to the results of data processing, the percentage level of 78.71% shows that the performance perception indicator is in the good category. The findings of this study show that Social Service employees perform extraordinary jobs every day. They always provide convenience to clients who seek help and provide information quickly and appropriately. The community assessment indicator with a percentage rate of 79.79 percent, shows that the community assessment indicator is included in the good category, according to the findings of data processing. The results of the study show that social workers understand all types of community complaints. Employees always follow the 5S culture (smile, greeting, greeting, politeness, courtesy) when they serve the community.

Community satisfaction is a term used to describe how people perceive the services provided by service providers, including whether they are satisfied or not. The most common way to measure this is to consider the experience a person has had after receiving a service. If a company or institution meets someone's expectations, they will be satisfied, but if the service does not meet expectations, their satisfaction will decrease. Meanwhile, according to Tambunan (2018) Customer satisfaction is the extent to which a customer's feelings are influenced by the alignment or mismatch between what they expect and what they experience (actual experience). A study conducted at the East Luwu Regency Social Service shows that community satisfaction is in a very good range. Community assessment, performance perception, and the balance of expectations-perceptions are some of the metrics used to evaluate this. An institution or organization will have a good reputation if the community is satisfied.

Expectation Suitability is whether the service provided is in accordance with the community's expectations or not, and what actually happens is called in accordance with expectations. Service providers must be proactive in setting customer expectations and be able to meet those expectations with the quality of service provided to ensure customer satisfaction, (Baharuddin et al., 2017; Nurhalima & Hadisaputro, 2022). The results showed that the measure of expectation conformity was in a good range. This shows that the services provided by the East

DOI: https://doi.org/10.70188/ndg64y87

Luwu Regency Social Service meet the expectations of the community. If the performance of employees meets the expectations of the community, the community will continue to feel more satisfied with the institution.

Performance results are performance perceptions, which indicate whether the public considers an institution to work well. According to Dharma (2018) that employee performance related to completing tasks can help them achieve certain goals. This indicator shows a good level of perception of performance. The results of the study showed that the public was satisfied with the efforts of the East Luwu Regency Social Service officers. Most people feel safe and comfortable when they get the information they need. People who work for an organization must work well so that they understand what they are doing and are able to do it to the highest standards.

The purpose of community assessment is to determine whether the community receives better services overall than other organizations. The measure of public service performance is determined by the assessment given by the community. What initiatives, whether successful or not, are carried out to benefit the public. In general, people expect good service; Poor service will damage the government's reputation, (Hayat, 2017; Mustanir, 2022). The results of the study show that the community evaluation metric is included in the "good" category, which shows that public service providers are considered good as evidenced by employees who are always fast and responsive and have extensive knowledge in handling every community complaint. Community assessment is very important because with a good assessment, an agency will get a good image. Likewise, if the community's assessment is not good, the relevant agencies will get a bad image in the eyes of the public. Employees at the Social Service Office also always apply the 5S culture (smile, greeting, greeting, politeness, courtesy) in serving the community. In the results of this study, community satisfaction will continue to increase if what they want is fulfilled to the maximum. The public will be satisfied if the performance of employees is in line with their expectations. Similarly, the public will feel dissatisfied if the performance given by employees is poor or does not meet standards, or if their work is below standard or does not meet expectations. If the level of community satisfaction is high, the organization or agency will be profitable. In accordance with what is stated Daryanto & Setyabudi (2014) that public satisfaction with public institutions is very important to maintain public trust.

DOI: https://doi.org/10.70188/ndg64y87

The Influence of Employee Work Discipline on Community Satisfaction

Classical assumptions are validated through normality tests and data correlation. This table contains the following data:

Table 3 Data Normality Test *One Sample Kolmogorov-Smirnov Test*

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		96
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	3,36153328
Most Extreme Differences	Absolute	,074
	Positive	,038
	Negative	-,074
Test Statistic		,074
Asymp. Sig. (2-tailed)		,200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Source: Statistical Analysis Through the SPSS 25 Program

Based on the results of the normality test, the variables of community satisfaction and employee work discipline are known to have a significance value of 0.200 greater than 0.05, as shown in Table 3. So, it can be said that the residual values are normally distributed.

Table 4 Correlation Test

Correlations

		Employee Work Discipline	Community Satisfaction
Employee Work Discipline	Pearson Correlation	1	,621**
	Sig. (2-tailed)		,000
	N	96	96
Community Satisfaction	Pearson Correlation	,621**	1
	Sig. (2-tailed)	,000	
	N	96	96

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Statistical Analysis Through the SPSS 25 Program

According to the results of the product moment correlation analysis, the variables of employee work discipline (X) and community satisfaction (Y) each had a significance value of 0.000 less than 0.05 (0.000 < 0.05). These results show that there is a significant correlation between the two variables. Table 4 shows a positive relationship between the two variables, *pearson correlation* or in this study is positive. In other words, a higher level of work discipline is associated with a level of community satisfaction. To show how big or small the relationship between the two variables can be done by using the interpretation of r, which is a value of 0.621 found to be between 0.600 - 0.799, showing that the two variables have a significant degree of

DOI: https://doi.org/10.70188/ndg64y87

correlation with each other with the degree of relationship between the two variables having a strong relationship

To test the hypothesis, a partial test (T) and a coefficient of determination are used. The following table illustrates this.

Table 5: Partial Test (T).

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
(Constant)	15,281	,193		78,689	,000
Employee Work Discipline	,634	,082	,621	7,689	,000

a. Dependent Variable: Community Satisfaction

Source: Statistical Analysis Through the SPSS 25 Program

The value of the variable of employee work discipline (X) was 7.689 > 1.660 at a significance level of 0.000 t_{hitung}< 0.05. This shows that the variable of employee work discipline (X) has a large and positive effect on increasing community satisfaction (Y). Therefore, it is rejected and approved$H_0 H_1$.

Table 6 Determination Coefficients

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,621[a]	,386	,380	3,379

a. Predictors: (Constant), Employee Work Discipline

b. Dependent Variable: Community Satisfaction

Source: Statistical Analysis Through the SPSS 25 Program

Based on the results of obtaining the value of the determination coefficient, it can be concluded that the variable of employee work discipline has an influence of 38.6% on community satisfaction, while the remaining 61.4% is influenced by other variables that are not explained in this study.

The results of the basic linear regression analysis show that the variable of employee work discipline has a coefficient of 0.634 and a constant value of 15.281. Simple linear regression equations based on these values, that is:

$$\hat{Y} = 15{,}281 + 0{,}634X$$

The translation of the equation is as follows: (a) There is a constant value of the variable of employee work discipline of 15.281, which is indicated by a constant value of 15.281; (b) There is a positive one-way relationship (+), which means that increasing the variables of employee work discipline will have an impact on increasing community satisfaction; and (c) The value of the regression constant of the employee work discipline variable of 0.634 indicates that there will be an increase of 0.634 in the level of community satisfaction

According to a simple linear regression analysis, a strong positive relationship between the two variables was found. Based on the decision-making criteria used to answer the hypothesis

DOI: https://doi.org/10.70188/ndg64y87

of the previous research, it was found that the work discipline of employees at the East Luwu Regency Social Service had a good and great influence on community satisfaction.

The results of the analysis of the T test show that the number is greater than . This shows that the hypothesis "Employee work discipline affects community satisfaction $t_{hitung} t_{tabel}$at the East Luwu Regency Social Service Office" is accepted. The results of the correlation test showed that there was a significant correlation between public satisfaction and employee perseverance.

The results of the analysis showed that there was a relationship between community satisfaction and employee discipline to do their jobs well at the East Luwu Regency Social Service Office. Community satisfaction will continue to increase if employees in an organization or agency have high discipline. In line with the opinion of Sarman et al (2015) that employee discipline affects their performance; the more disciplined a person is, the more successful he or she is. Better results will be achieved with good performance. With more optimal results, the level of community satisfaction will continue to increase.

Employees of the East Luwu Regency Social Service show a high level of discipline. This happens because employees who always comply with relevant regulations and laws, as well as an online attendance list through certain applications where if there are still employees who violate the schedule that has been set, they will automatically get *a funishment* or sanction in the form of a salary deduction.

CONCLUSION

The results of data analysis and problem formulation regarding the Influence of Employee Work Discipline on Community Satisfaction at the East Luwu Regency Social Service show that employee work discipline (X) is in the good category with a percentage rate of 77.25%. In this case, there are three indicators, namely responsibility, regulations, and time discipline. East Luwu Regency has good community satisfaction (Y) with a percentage rate of 78.02 percent. Performance perception, community evaluation, and conformity to expectations are the three indicators used in this regard. The results of the data analysis showed a considerable relationship between the two variables (the value of the correlation coefficient was 0.706 and the determination coefficient was 0.498), which showed that 49.8 percent of public satisfaction could be influenced by employee work discipline.

REFERENCES

Akib, H., Sobon, D. N., & Niswaty, R. (2022). Pengaruh Gaya Kepemimpinan Demokratis Kepala Sekolah terhadap Disiplin Kerja Guru Program Pascasarjana , Universitas Negeri Makassar The Influence of the Principal ' s Democratic Leadership Style on Teacher Work Discipline at SMA Negeri 8 Maros. *Japa*, 41–46.

Amirullah, A. H., & Saleh, S. (2015). Pengaruh Kedisiplinan Terhadap Efektivitas Kerja Pegawai Pada Kantor Dinas Tenaga Kerja Kota Makassar. *Jurnal Office*, *1*(2), 129–134.

Arhas, S. H., Riskawati, S. S., & Akib, H. (2021). Discipline of the Planning and Cooperation Bureau of in the Perspective of Office Tourism. *FISIP, University of Jember Presented the International Conference and Call Papers 2021*, 16–23.

Baharuddin, A., Kasmita, M., & Salam, R. (2017). Analisis Kepuasan Wisatawan Terhadap Daya Tarik Wisata Malioboro Kota Yogyakarta. *Jurnal Ad'ministrare*, *3*(2), 107–112.

Daryanto, & Setyabudi, I. (2014). *Konsumen dan Pelayanan Prima* ((Cetakan I). Gava Medika.

Deni, M. (2018). Kedisiplinan dan motivasi terhadap kinerja pegawai pelayanan publik. *Jurnal Manajemen Dan Bisnis Sriwijaya*, *16*(1), 31–43.

Dharma, S. (2018). *Manajemen Kinerja: Falsafah Teori dan Penerapannya*. Pustaka Pelajar.

Hardiyansyah. (2018). *Kualitas Pelayanan Publik (Edisi Revisi)*. Penerbit Gava Media.

Hasibuan, M. S. P. (2017). *Manajemen Sumber Daya Manusia*. PT. Bumi Aksara.

Hayat. (2017). *Manajemen Pelayanan Publik* (1st ed.). Rajawali Pers.

Ilmiah, J. (2019). Jurnal Ilmiah, Manajemen Sumber Daya Manusia. *Vol*, *3*, 99–107.

Ishak, M., Niswaty, R., & Guntur, M. (2020). Competitiveness of public services, non-formal education institutions center of education Indonesia. *GNOSI: An Interdisciplinary Journal of Human Theory and Praxis*, *3*(1), 53–60.

Jamaluddin, J., Dewi, M., Darwis, M., & Awaluddin, M. (2022). Parents' Perception of Students on Virtual Account-Based Services. *Pinisi Journal of Education and Management*, *1*(3), 251–264.

Mangkunegara, A. P. (2017). *Manajemen Sumber Daya Manusia* (11th ed.). Remaja Rosdakarya.

Mustafa, D., Niswaty, R., & Botutihe, N. (2020). Work Discipline and Competency of the Democracy Volunteer of Makassar City in General Election 2019. *Journal of Public Representative and Society Provision*, *2*(1), 11–20.

Mustanir, A. (2022). *Pelayanan Publik*. CV. Qiara Media.

Nurhalima, N., & Hadisaputro, E. L. (2022). Analisis Kepuasan Pengguna Terhadap Aplikasi Traveloka dengan Menerapkan Metode TAM. *Journal of Information System Research (JOSH)*, *3*(4), 466–471.

Rahman, N., Hurriyah, N. F., Niswaty, R., & Arhas, S. H. (2022). Strategy to Improve Administrative Services AT THE Office of Religious Affairs, North Galesong District, Takalar Indonesia. *International Journal of Social Science*, *1*(5), 681–686.

Ramli, M. (2015). Manajemen Pelayanan Publik Berbasis Kemanusiaan. *Alauddin University Press*.

Rifdan, R., Nasrul, N., & Niswaty, R. (2024). Implementation of E-Service in Population Administration Services. *Jurnal Office: Jurnal Pemikiran Ilmiah Dan Pendidikan Administrasi Perkantoran*, 36–41.

Saggaf, S. R. (2014). Pelayanan Fungsi Administrasi Modern. *Jurnal Administrare*.

Saleh, S. (2014). Penegakan Disiplin (Suatu Upaya Peningkatan Kinerja Pegawai). *Jurnal Ad'ministrare*, *1*(1), 8–19.

Saputro, H. N. (2023). Inovasi Pelayanan pada Organisasi Publik. *Jurnal Wacana Kinerja: Kajian Praktis-Akademis Kinerja Dan Administrasi Pelayanan Publik*, *26*(1). https://doi.org/10.31845/jwk.v26i1.823

Sarman, H., Akib, H., & Niswaty, R. (2015). Pengaruh Pengawasan Terhadap Disiplin Kerja Pegawai Pada Kantor Kecamatan Ujung Kota Parepare. *Jurnal Office*, *1*(2), 115–122.

Steers, R. (1999). *Efektivitas Organisasi*. Pustaka Pelajar.

DOI: https://doi.org/10.70188/ndg64y87

Suprianto, S., Arhas, S. H., Ariantini, N., Awaluddin, M., & Zainuddin, M. S. (2023). Quality of Online Academic Services during the Covid-19 Pandemic at FKIP-UBT. *Jurnal Ilmiah Ilmu Administrasi Publik: Jurnal Pemikiran Dan Penelitian Administrasi Publik*, *1*(2023), 127–134.

Takdir, M., Baharuddin, B., Arhas, S. H., & Irman, I. (2021). Quality of Academic Service during the COVID-19 Pandemic at the Universitas Muhammadiyah Sinjai. *Jurnal Ad'ministrare*, *8*(1), 143–148.

Tambunan, A. P. (2018). Lingkungan Kerja Dan Kepuasan Kerja Karyawan: Suatu Tinjauan Teoretis. *Jurnal Ilmiah Methonomi*, *4*(2), 175–183.

Tannady, H. (2017). *Manajemen Personalia dan Sumber Daya Manusia*. BPFE.

Wahid, M., Saleh, S., & Isgunandar. (2024). Public Employee Discipline. *Journal of Public Policy and Local Government (JPPLG)*, 38–45.