

THE INFLUENCE OF THE EMPLOYEES' COMPETENCE AND WORK DISCIPLINE ON PUBLIC SERVICES AT THE DUNGALIYO SUB-DISTRICT OFFICE GORONTALO REGENCY

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ABSTRACT

Susanty Rusdin Lasena. The Influence of The Employees' Competence and Work Discipline on Public Services at the Dungaliyo Sub-District Office, Gorontalo Regency (Advisory Commission by Dr. Hj. Ellys Rachman, S.Sos, M.Si and Dr. H Zuchri Abdussamad, S.I.K, M.Si).

This study aims to determine and analyze the influence of The Employees' Competence and Work Discipline on Public Services at the Dungaliyo Sub-District Office, Gorontalo Regency. The method used in this research is quantitative data analysis by using multiple linear regression analysis model and primary data sources. The population in this study were all employees at the Dungaliyo Sub-District Office, Gorontalo Regency, consist of 24 employees. By using a total sampling, 24 respondents were obtained and the community was directly represented by 20 people. Overall population or research respondents are 44 people.

The results of the study indicate that competence and work discipline can improve public services. The better the competence and work discipline will affect the public services. Based on the analysis results show that the variables of competence and work discipline simultaneously have a significant effect on public services. The variable that has the dominant influence on public services is work discipline. This shows that the higher of the motivation carried out by employees, the higher of the performance showed by them.

Keywords: Competence, Work Discipline, Public Services

INTRODUCTION

Law of the Republic of Indonesia Number 25 of 2009 concern on Public Services, states that public services are "activities or series of activities in the context of fulfilling service needs of goods, services, and or assistance in accordance with constitutional regulations for every citizen and resident. Good service should have the

quality as expected by the community, so that people are satisfied with the services provided by the government.

The quality of public services in an institution or organization if managed properly will contribute positively to the realization of community satisfaction and loyalty. Quality is everything that is able to meet customer wants or needs

[1]. Meanwhile, another theory says that "the main factors that influence service are the service expected by the customer (expected service) and the perception of service (perceived service) [2]. The quality of services that can be managed properly and appropriately can meet the needs of the community for these services and can provide a sense of satisfaction to the community.

The implementation of services carried out by government officials is now increasingly in the public spotlight, because getting good service is the right of the community and the government is obliged to provide excellent service, with the principles of fast, precise, cheap, simple, transparent and non-discriminatory service. Affirmed in the Decree of the Minister for Empowerment of State Employee No. 63 of 2003 concern on General Guidelines for the Implementation of Public Services such as service procedures, requirements, ability of service officers, speed of service, justice in getting services, certainty of service costs, and certainty of service schedules, the government has consequences to improve services in aspects of public services [3]. The quality of public services provided by government officials in the current era of regional autonomy will be increasingly challenged to be optimal and be able to answer higher demands from the community, both in terms of quality and quantity of services.

Nowadays, we seen the quality of public services is a problem that often arises, because in general the demand for services far beyond the government's ability to fulfill it so that the services provided by government officials to the community are not fulfilled. Another point of view stated that the government focus in building capacity to improve performance, which

aims the basic needs of a reformative, namely professional and accountable employee [4]. This is very strategic if it is understood that the ability or quality of the employee are the important things in the implementation of government activities and public services as well as the development of the Indonesian state and nation.

Many services are carried out by various organizations, both private organizations and government institutions. There are many forms of services in government institutions, including services related to administration, manufacture of important documents such as identity cards, certificates of ownership of goods, and so on.

Dungaliyo sub-district office is one of the regional organizations in Gorontalo Regency. The office that has the direct contact with society. This is in accordance with the vision of by the Dungaliyo Sub-district Office, namely "To create a transparency and trustworthy sub-district government and oriented towards optimizing services to the community". The existence of this vision is expected to provide services that meet satisfaction standards to the community. For this reason, good public services are highly expected by the community. However, the public services implemented at the Dungaliyo Sub-District Office of Gorontalo Regency are not yet optimal.

Empirical reality shows that public services are less than optimal at the Dungaliyo Sub-District Office, Gorontalo Regency, because there are still symptoms that are indicated by low public services, this is evident from the implementation of public administration service tasks, and poor and inconsistent population administration. according to criteria. Such as family card services, identity card services, building permits,

Land and Building Taxes, domicile business permits, land certificates, certificates of heirs, and death certificates.

The un-achieved target for the completion of public services is perhaps because the performance of the government employee which not in line with what is expected. The service at the Dungaliyo Sub-District Office, Gorontalo Regency is not yet optimal, as mentioned above, it happens because of the influence of various aspects, such as the competence of the employees, and work discipline as an organizer which is still low.

From the phenomena which is mentioned above, it is seen that the existence of employees in public services is very important. Hence, every employee is required to be professional to carry out their duties and role. But in reality it is not easy to do it. In reality, many local government officials are not able to carry out government activities with high credibility, because of their competence and discipline are still low, therefore the service process provided to the community is not optimal.

Competence is an expertise possessed by each employee in carrying out a duty or work in a particular field, in accordance with the position that has been given. [5] states that competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job. Competence also shows the characteristics of knowledge and skills possessed or needed by each individual that enable them to perform their duties and responsibilities effectively and raise professional quality standards in their work [6].

The low competence of the employees of the Dungaliyo Sub-District Office, Gorontalo Regency,

which is seen from the knowledge, abilities/skills, understanding, attitudes, and interests will have an impact on the lack of a sense of responsibility of employees for the work done. Employees who are less proficient to do their own duties, will ask for help from other employees to do the task. Employees who are lack independence in work will often pile up their work and have not carried out according to the target or time that has been determined. This shows that the work ability of employees is something that is very important in improving service quality. For this reason, each employee's abilities are improved through training related to the main tasks which he carries out. If the employee does not have the ability to carry out his duties, it will hinder the implementation of the assigned tasks.

On the other hand, if employees have good abilities, it will have an impact on improving the quality of work, and by itself will improve the quality of public services at the Dungaliyo Sub-District Office, Gorontalo Regency. In addition to the competence factor, the lack of employee discipline is very decisive in improving the quality of work. Work discipline is a person's awareness and willingness to obey all applicable social rules and norms. Discipline is a mental attitude that is reflected in the actions or behavior of individuals, groups, or communities, in the form of obedience (obedience) to regulations set by the government or ethics, norms, and rules that apply in society for certain purposes [8]. One of the internal problems can be seen from the presence of employees who leave the office during working hours with their personal matters.

The low level of employee discipline which is seen from

attendance, adherence to work regulations, adherence to work standards, high levels of vigilance, and ethical work, is an indication of the low level of employee discipline at the Dungaliyo Sub-District Office, Gorontalo Regency. Employee's discipline, which can be seen from employees who often go home earlier, which is supposed to going back home at 16.00 WITA, indicates that employees go home from work less in accordance with the time/hours that have been determined. This indicates that employee indiscipline in complying with the rules that should be obeyed in accordance with applicable regulations. Discipline is very important in work, since the better the discipline of employees, the better the work results obtained. Therefore, improving the quality of public services at the Dungaliyo Sub-District Office, Gorontalo Regency can be realized as expected. Another definition of work discipline states that work discipline is a person's ability to work regularly, diligently and continuously and work in accordance with applicable rules and not violate the rules that have been set [9]. Then according to work discipline, it is defined as an attitude, behavior and actions that are in accordance with the regulations of the organization in written or unwritten form [10].

RESEARCH METHODOLOGY

This type of research is quantitative research using a survey approach. Quantitative research, which is to explain the influence or relationship between variables by analyzing numerical data (numbers) using statistical methods through hypothesis testing [11]. While the survey approach is used to obtain data from certain natural places (not artificial), but

researchers carry out treatments in data collection, for example by using questionnaires [12].

The use of survey methods makes it easier for researchers to obtain data to be processed with the aim of solving problems which are the ultimate goal of a study. The steps that can be taken in conducting the survey are formulating research problems and determining the purpose of the survey, determining concepts and hypotheses as well as digging into the literature, sampling, making questionnaires, field work, data processing, analysis and reports.

RESEARCH FINDINGS

In this study, the multiple linear regression equation model used is as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

The previous regression equation model can be interpreted that:

- a) If the work discipline value is 0, then the public service will be equal to the constant, which is 0.060. However, if work discipline has increased by 1 score, it will increase the public service of employees by 0.542 score assuming other variables are in constant condition.
- b) If the competency value is 0, then the public service will be the same as the constant, which is 0.060. However, if the competency has increased by 1 score, it will increase public services by 0.442 score assuming other variables are in constant conditions.
- c) Partial Significant Test (t Test) Partial test of the effect of competence and work discipline on public services at the Dungaliyo sub-district office, Gorontalo district.

The results of the significance test show that the tcount value of 4.902 is greater than the ttable value of 2.028

with a significance level of t of 0.000 which is smaller than 0.05, so the hypothesis (H_{a1}) is accepted, which means that competence has a significant effect on public public services at the Dungaliyo District Office, Gorontalo Regency.

- a) The results of the significance test in Table 4.18 show that the t count value of 13.024 is greater than the t table value of 2.028 with a significance level of t of 0.000 which is smaller than 0.05, so the hypothesis (H_{a2}) is accepted, which means that work discipline has a significant effect on public services in Indonesia. Gorontalo District Dungaliyo Sub-District Office.
- b) Joint Significant Test (F Test) The joint test on the effect of competence and work discipline on public services at the Dungaliyo sub-district office, Gorontalo Regency, is intended to determine whether the two independent variables jointly or simultaneously affect public services.

DISCUSSION

1. The Influence of Competence on Public Services at the Dungaliyo Sub-District Office, Gorontalo Regency.

The results of hypothesis testing, from partial testing for the first hypothesis (H_{a1}), show that competence has a positive and significant effect on public services, with a value or score of 0.442, meaning that the H_{a1} hypothesis is accepted. Where competence contributes 0.442, or 44.2 percent in improving public services. These results are in accordance with or consistent with the theory put forward which says that competence is

the individual's ability to carry out a job correctly and has advantages based on matters relating to knowledge, skills and attitudes [13].

Furthermore, competence is an ability to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job [14]. Competence also shows the characteristics of knowledge and skills possessed or needed by each individual that enable them to carry out their duties and responsibilities them effectively and raise the standard of professional quality in their work. This includes providing services to the community. Therefore, in achieving these goals or facilities, it is necessary to use a multi-functional approach, meaning that each problem must be reviewed from the various functions of the government apparatus involved in it. Thus, every implementation of government and development tasks must involve the various government officials involved in it.

Therefore, both in the context of carrying out general government tasks as well as in order to mobilize and facilitate the implementation of development, the activities of the government employees need to be integrated, harmonized and harmonized to prevent overlapping, clashes, confusion and chaos. It is needed in order to provide optimal public services to the community. An employee will be able to work optimally if supported by good competence, as well as employees at the Dungaliyo Sub-District Office, Gorontalo Regency.

2. The Influence of Work Discipline on Public Services at the Dungaliyo Sub-District Office, Gorontalo Regency.

Partial test results for the second hypothesis (Ha2), indicate that work discipline has a positive and significant effect on public services. It can be shown by the value or score obtained at 0.542, means that the Ha2 hypothesis is accepted. Where work discipline contributes 0.542, or 54.2 percent in improving public services.

Furthermore, discipline is an action taken by employees by being responsible for the work done, emphasizing the emergence of problems as small as possible, and preventing the development of errors that may occur. Work discipline is the mental attitude of a person or group who always wishes to follow or comply with all predetermined regulations [15]. Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to obey all company regulations and applicable social norms. Work discipline is an attitude of respect, respect, obedience and obedience to the applicable regulations, both written and unwritten and being able to carry it out and not evading receiving punishment if he violates the duties and authorities given to him [16].

3. The Influence of Competence and Work Discipline on Public Services at the Dungaliyo Sub-District Office, Gorontalo Regency.

The test results jointly or simultaneously for the third hypothesis (Ha3), indicate that competence and work discipline have a positive and significant effect on public services, this can be shown by the R Square value of 0.948 meaning 94.8% of the two independent variables (competence and work discipline) simultaneously or

together can explain the model of this study and the remaining 5.2% is explained by other variables or other factors not examined or not included in the regression model such as supervisory factors and leadership factors. These results are consistent with the research conducted

In the context of this research, the competence possessed by employees will certainly have an impact on what will be received by service users, of course there are many views about the competence itself. Competence is an ability to carry out or perform a job or task based on skills and knowledge and is supported by the work attitude required by the job. Competence is a person's expertise or understanding as reflected in the skills and knowledge of job responsibilities [17].

The competence of each employee is important to be one of the bases in providing satisfaction to customers. Competence and quality are not merely part which can be a degree that customer satisfaction can be achieved, several studies also look at the problems of employee discipline in providing services to their customers. Work discipline is one of the customer's concerns when getting services from an institution or office that is engaged in services, because work discipline can reflect one of the professional characteristics of a person in carrying out his work. Work discipline is a person's awareness and willingness to obey the applicable regulations by looking at existing social norms and to make changes in behavior in every job encountered. Furthermore, the existence of good work discipline will have an impact on an improvement that leads to self-satisfaction, organizational satisfaction and satisfaction from people who receive services at an agency engaged in the service sector.

An organization/institution is a place where several people use to collaborate. The organization will develop well depending on the available resources, both human resources and other resources. Human resources are needed in private organizations and government organizations in service activities. Lack of knowledge, expertise and skills as well as employee work discipline will certainly hamper the service process.

CONCLUSION

1. The result of hypothesis testing (H_{a1}) are accepted, means that competence has a positive and significant effect on public services at the Dungaliyo Sub-district Office, Gorontalo Regency, 0.442, or 44.2 percent.
2. The result of hypothesis testing (H_{a2}) are accepted, means that work discipline has a positive and significant effect on public services at the Dungaliyo District Office, Gorontalo Regency by 0.542 or 54.2 percent.
3. The results of hypothesis testing (H_{a3}) are accepted, means that competence (X1) and work discipline (X2) simultaneously have a positive and significant effect on public services (Y) at the Dungaliyo Sub-District Office, Gorontalo Regency by 0.948 or 94.8 percent.

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