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The Influence of Work Discipline and Professionalism on the Quality of Public Services at the Makassar City Employment Service

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Abstract

This research is a quantitative study aimed at determining the impact of work discipline and professionalism on the quality of public services at the Makassar City Manpower Office. The research employed quantitative analysis, utilizing observation, data collection through questionnaires with 53 respondents, as well as validation and reliability tests, classical assumption tests, and multiple linear regression analysis. The findings revealed that the t-test results for work discipline indicated a significant value of 0.047 (less than 0.05) and a t-count value of 2.034, which is greater than the t-table value of 2.010. This signifies a positive and significant effect of work discipline on the quality of public services. Similarly, professionalism demonstrated a significant value of 0.001 (less than 0.05) and a t-count value of 4.728, which exceeds the t-table value of 2.010, indicating a positive and significant influence of professionalism on the quality of public services. Based on the research findings from data collection, management, and analysis, it can be concluded that both work discipline and professionalism have a positive and significant effect on the quality of public services at the Makassar City Manpower Office.

1. Introduction

Human resources are one of the most important aspects of an organization, whether it is an institution or a company. Human resources are also the key that determines the development of a company. Essentially, human resources consist of people. Employees are not merely resources but are considered capital or assets for the institution or organization. This perspective has led to the term human capital, where human resources are viewed not just as primary assets but as valuable assets that can be multiplied and developed. Here, the perspective of human resources as an investment for institutions or organizations becomes more prominent.

Human needs are naturally arising feelings within humans to fulfill everything necessary in their lives. These needs lead to human wants, which are the desires to obtain what is needed as a means of satisfying these needs. In reality, to obtain these means of satisfaction, some can be acquired through one's own efforts, some with the help of others, or they must be obtained from others due to various limitations in providing for oneself. Therefore, fulfilling needs often involves others through certain processes and procedures until the required needs can be utilized by those who need them. Other parties who take the opportunity to provide means of satisfaction, especially in services.

In the current era of reform, it is reasonable and not excessive for the public to demand improvements in the quality of public services, given that the public still perceives the quality of public services as low and the performance of public services, particularly by local governments, is far from what is expected. The government's function as a provider of public services is still far from the public's expectations. Quality and accountable public services have become a crucial focus in public organizations. Openness in information related to services encourages public awareness of their rights and obligations. The performance of public services by government officials still appears suboptimal.

The pattern of "juraganisme" (expecting to be served) persists, and if this continues without changes in the performance pattern of government officials, it may become ingrained in the future, ultimately disrupting the performance of local government officials, which is generally still low. This can be felt in slow services and the untimely completion of

regional development projects, even though the spirit of regional autonomy through Law No. 32/2004 on regional government increasingly opens opportunities for each local government to be closer to the community, thus minimizing and possibly avoiding bureaucratic pathology. Many organizations, both private and government institutions, provide services. Government institutions have various forms, including services related to state administration, such as creating important documents like identity cards, ownership certificates, and others.

Professionalism is an attitude, behavior, and ethics reflected in actions within a specific work environment or profession. Professionalism includes formal education, work experience, special training, and personal values and integrity that guide one's actions in a professional context. Additionally, ethics, commitment to responsibilities, adaptability, and interpersonal skills are also important factors in building strong professionalism. Government officials are required to have the ability and expertise to understand and translate the aspirations and needs of the community into activities and service programs.

Besides professionalism, employee work discipline is one of the aspects in a work system that must be considered in an institution to improve work performance. Therefore, work discipline plays a very important role and is absolutely necessary, especially in the Manpower Office of Makassar City, which functions as a direct service unit to the community. Thus, work discipline needs to be given attention. The phenomenon observed by the author at the Manpower Office of Makassar City reveals several problems, including low employee work discipline. This can hinder the smooth functioning of the team, making their professionalism less optimal.

Based on this background, the researcher intends to conduct research on work discipline, professionalism, and the quality of public services, with the title "The Influence of Work Discipline and Professionalism on the Quality of Public Services at the Manpower Office of Makassar City."

2 Research Methodology

This quantitative study aims to examine the influence of work discipline (X1) and professionalism (X2) on the quality of public services (Y) at the Manpower Office of Makassar City. The research, conducted at the office located at Jl. AP Pettarani No. 72, took place from January 30 to March 30, 2024. Both primary data, collected directly from individuals and groups, and secondary data, obtained from existing documents and archives (Sugiyono, 2018), were utilized. The population of the study comprised all 112 employees at the Makassar City Manpower Office, and a sample size of 53 employees was determined using the Slovin formula to ensure representativeness.

Data collection methods included questionnaires, observations, and documentation. The questionnaire targeted 53 employees to gather their perspectives. Observations provided direct insights into the office's operations, while documentation involved collecting relevant records and archives. The variables were operationalized as follows: work discipline (X1) was assessed based on punctuality, proper use of office equipment, high responsibility, satisfactory work output, and adherence to office rules (Hasibuan, 2018); professionalism (X2) was measured by dedication to the profession, social commitment, independence, self-regulation, and trust in professional partners (Morrow and Goetz, Abdullah, 2017); and the quality of public services (Y) was evaluated through tangibility, reliability, responsiveness, assurance, and empathy (Hardiyansyah, 2018).

Data analysis, conducted using SPSS, included validity and reliability tests, classical assumption tests (normality, multicollinearity, and homoscedasticity tests), multiple linear regression analysis, and hypothesis testing (t-test for individual influence and R^2 for model fit). The multiple linear regression model was formulated as $Y = a + b1X1 + b2X2 + e$, where Y represents the quality of public services, X1 denotes work discipline, X2 signifies

professionalism, and e is the error term (Ghozali, 2017).

3. Discussion Of Research

3.1 Research Result

a. Respondent Characteristics

This section provides descriptive data about the respondents, which helps in understanding the context of the research findings. The study involved 53 respondents from the Makassar City Employment Service. The characteristics of these respondents are detailed according to gender, age, highest level of education, and length of work.

1) Characteristics of Respondents Based on Gender

The distribution of respondents based on gender is illustrated in Table 4.1. Out of the 53 respondents, 35 are female (66.0%) and 18 are male (34.0%). This indicates a higher number of female employees at the Makassar City Employment Service compared to their male counterparts.

2) Characteristics of Respondents Based on Age

Shows the distribution of respondents by age. The majority of respondents are aged 42 years (9.4%), followed by those aged 35 and 49 years (7.5% each). Employees in the age group of 42 years constitute the largest segment, indicating that the workforce at the Makassar City Employment Service is predominantly within this age bracket.

3) Characteristics of Respondents Based on Last Education

According to the educational background of the respondents reveals that 77.4% hold a bachelor's degree (S1), 13.2% are high school graduates, and 9.4% have a master's degree (S2). This shows that most employees have attained a bachelor's degree.

4) Characteristics of Respondents Based on Length of Work

Presents data on the length of service of employees. It indicates that 41.5% of employees have worked for 11-20 years, 39.6% for 5-10 years, and 18.9% for 21-30 years. This distribution suggests that a significant portion of the workforce has considerable experience, with a notable concentration in the 11-20 year category.

b. Description of Research Data

The research involved distributing questionnaires to 53 respondents at the Makassar City Employment Service. The responses are categorized based on the variables of work discipline (X1), professionalism (X2), and the quality of public services (Y).

1) Description of Work Discipline Variables (X1)

Work discipline was assessed through 10 statements, as shown in Table 4.5. Respondents generally agreed with statements related to work discipline, with the highest average score for statement X1.10 (4.58), indicating strong adherence to consistent service standards. Other notable scores include X1.2 (4.55) and X1.4 (4.53), reflecting high levels of satisfaction with service accuracy and equipment use. The lowest score was for X1.6 (4.28), related to addressing errors in work.

2) Description of Professionalism Variables (X2)

Professionalism was evaluated using 10 statements in the highest average score was for X2.6 (4.66), indicating a strong commitment to not accepting gifts that might influence independence. This was followed by X2.4 (4.62) and X2.2 (4.60), highlighting a belief in equal opportunities and consistently giving best effort. The lowest score was for X2.10 (4.34), which relates to trust in professional partners' actions.

3) Description of the Quality of Public Services (Y)

Details the respondents' perceptions of service quality. The highest average score was for statement Y.1 (4.72), which addresses the strategic location of the office. Y.9 and Y.10

(4.66) follow, reflecting satisfaction with the help provided to others and concern for people in difficulty. The lowest scores were for statements Y.5 and Y.2 (4.55), related to attention to visitors and comfort in the waiting room.

c. Data Analysis

Data analysis was conducted on the responses from 53 questionnaires, processed using SPSS. This analysis included recapitulation of initial questionnaire data, recapitulation of Likert scale data, validity and reliability tests, classical assumption tests, and multiple linear regression analysis.

1) Validity Test

The validity test was performed to assess the accuracy of the questionnaire used to collect data from respondents. This test was conducted at a significance level of 0.05, with r-count values compared to r-table values.

a) Work Discipline

Table 4.8: Work Discipline Validity Test Results (X1)

No	Statement	r Count	r Table	Information
1	X1.1	0.684	0.2706	Valid
2	X1.2	0.630	0.2706	Valid
3	X1.3	0.674	0.2706	Valid
4	X1.4	0.403	0.2706	Valid
5	X1.5	0.643	0.2706	Valid
6	X1.6	0.419	0.2706	Valid
7	X1.7	0.600	0.2706	Valid
8	X1.8	0.736	0.2706	Valid
9	X1.9	0.638	0.2706	Valid
10	X1.10	0.735	0.2670	Valid

Source: SPSS 2024 Data Processing

Based on Table 4.8, all instruments for measuring work discipline are valid.

b) Professionalism

Table 4.9: Professionalism Validity Test Results (X2)

No	Statement	r Count	r Table	Information
1	X2.1	0.684	0.2706	Valid
2	X2.2	0.630	0.2706	Valid
3	X2.3	0.674	0.2706	Valid
4	X2.4	0.403	0.2706	Valid
5	X2.5	0.643	0.2706	Valid
6	X2.6	0.419	0.2706	Valid
7	X2.7	0.600	0.2706	Valid
8	X2.8	0.736	0.2706	Valid
9	X2.9	0.683	0.2706	Valid
10	X2.10	0.735	0.2706	Valid

Source: SPSS 2024 Data Processing

According to **Table 4.9**, all instruments for measuring professionalism are valid.

c) Quality of Public Services (Y)

Table 4.10: Quality of Public Services Validity Test Results (Y)

No	Statement	r Count	r Table	Information
1	Y.1	0.473	0.2706	Valid
2	Y.2	0.592	0.2706	Valid
3	Y.3	0.744	0.2706	Valid
4	Y.4	0.742	0.2706	Valid
5	Y.5	0.723	0.2706	Valid
6	Y.6	0.682	0.2706	Valid
7	Y.7	0.871	0.2706	Valid
8	Y.8	0.825	0.2706	Valid
9	Y.9	0.689	0.2706	Valid
10	Y.10	0.773	0.2706	Valid

Source: SPSS 2024 Data Processing

As per Table 4.10, all instruments for measuring the quality of public services are valid.

2) Reliability Test

Reliability testing was conducted to determine the consistency of the measurement results if repeated with the same instrument. The reliability of the questionnaire was assessed using Cronbach's Alpha. An alpha coefficient above 0.70 is considered acceptable (Sugiyono, 2016).

Table 4.11
Reliability Test Results

Variable	Cronbach's Alpha	N of Items
Work Discipline (X1)	0.891	10
Professionalism (X2)	0.826	10
Quality of Public Services (Y)	0.895	10

Source: SPSS 2024 Data Processing

According to Table 4.11, all variables are reliable as they meet the alpha coefficient threshold.

3) Classic Assumption Tests

a) Normality Test

The normality test assesses whether the residuals in the regression model follow a normal distribution. The data is compared to a diagonal line; if the data points follow this line closely, the distribution is normal (Ghozali,

2015). Findicates that the data follows the diagonal line, suggesting that the regression model has a normal distribution.

b) Multicollinearity Test

The multicollinearity test checks for correlations between independent variables in the regression model. Ideally, there should be no significant correlation between the independent variables.

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig	Collinearity Statistics
	B	Std. Error	Beta		
(Constant)	3.854	4.733		0.814	0.419
Work Discipline	0.239	0.117	0.252	2.034	0.047
Professionalism	0.703	0.149	0.586	4.728	<.001

Source: SPSS 2024 Data Processing

Table 4.12 shows that the VIF values for both work discipline (X1) and professionalism (X2) are below 10, and the tolerance values are above 0.1, indicating no multicollinearity issues.

c) Homoscedasticity Test

The homoscedasticity test evaluates whether the variance of residuals is consistent across all levels of the independent variables.

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.	Correlations	Collinearity Statistics
	B	Std. Error	Beta			Zero-order
(Constant)	8.159	2.901		2.812	0.007	
Work Discipline	0.000	0.072	-0.001	-0.006	0.995	-0.210
Professionalism	-0.140	0.091	-0.295	-1.538	0.130	-0.295

3.2 Discussion

a. The influence of work discipline on the quality of public services at the Makassar City Employment Service

Based on the results of the t-test, namely 0.0047 < 0.05 or t-count 2.034 > t-table 1.675, there is an influence of work discipline variables on the quality of public services. Professionalism: significance value 0.001 < 0.05 or t-count 4.728 > t-table 1.675, so there is an influence of the professionalism variable on the quality of public services.

Work discipline is an activity of company management which functions as a form of employee control in carrying out regular company organizational standards in order to achieve company goals. Work discipline has 5 indicators, namely:

1. Punctuality is the ability to complete a task or work according to a predetermined schedule or time.
2. Using office equipment properly means using office equipment according to its function, in the correct way, and by keeping it in good condition.
3. High responsibility is self-awareness of obligations and tasks that must be carried out on time in accordance with established standards.
4. Producing satisfying work is producing work that can provide a sense of satisfaction, happiness and meaningfulness for the worker.
5. Obedience to office rules is an attitude of respect, appreciation, compliance and obedience to the regulations that apply in the office.

This is in line with research conducted by Deviana, Evina, Suhaila Husna Samosir (2020) regarding the influence of work discipline and professionalism on the quality of public services at the Deli Serdang Regency Social Service Office. Saying that Based on the calculation results. Data was processed using SPSS version 23.0 for Windows. The calculated t for work discipline or (X1) is 9.805 > 1.992 with a significance level of 0.000 < 0.05.

b. The influence of professionalism on the quality of public services at the Makassar City Employment Service Office.

Based on the results of the t-test, namely Professionalism (X2) with a significance value of 0.001 < 0.05 or t-count 4.728 > 1.675 t-table, there is an influence of the professionalism variable on the quality of

public services.

Professionalism is an adverb which is an outline referring to the nature of the profession (its level). Within professionalism are the skills, good judgment, and polite behavior expected of someone trained to do a good job. This is where people who are not professional will be very different from people who are not professional even though they have the same job or work in the same space.

Professionalism has 5 indicators consisting of:

1. Dedication to a profession is a person's attitude and behavior that shows high dedication and commitment to their work.
2. Social commitment is a connection or dedication of a person or group of people to a value, norm or regulation that applies in society.
3. The condition for independence is a state of being free from influence, not being controlled by other parties.
4. Belief in self-regulation is belief in the ability to control behavior and actions in accordance with applicable norms or rules.
5. Trust in a professional partner is the belief that the partner has the ability and integrity to provide quality services and meet our needs. This is in line with research conducted by Eris Sesila (2021) regarding the influence of work discipline and professionalism on the quality of public services at the South Medan Samsat Office. Says that based on the calculation results the t-count>t-table or 5.829 >1.66 with a significance of 0.000 <0.05.

4. Closing

4.1 Conclusion

Based on the research that has been carried out, it is obtained conclusion that:

1. There is a positive and significant influence of the work discipline variable on the quality of public services at the Makassar City Employment Service, seen based on the t test, namely a significant value of 0.0047 < 0.05 or t-count 2.034 > 1.675, t-table means there is an influence of the work discipline variable on quality public service.
2. There is a positive and significant influence of the professionalism variable on the quality of public services at the Makassar City Employment Service, seen based on the t test, namely a significant value of 0.001 < 0.05 or t-count 4.728 > t-table 1.675, so there is an influence of the professionalism variable on the quality of public services.

4.2 Suggestions

Based on the analysis and conclusions, the following suggestions can be concluded:

1. The influence of work discipline on the quality of public services has a positive and significant influence, so it is hoped that the leaders of the Makassar City Employment Service will improve and evaluate employee performance at work so that employees can have better quality service to the community.
2. On the other hand, the professionalism of the leaders of the Makassar City Manpower Service is increasingly being paid attention to in order to create quality human resources for the Head Office of the Makassar City Manpower Service and turn these human resources into quality employees in their work.

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