

The Influence Of Employee Leadership And Discipline On Improving Service Quality to The Community At The Village Officedwitiro Bontotiro District Bulukumba District

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Abstract

This research aims to analyze the extent of the influence of employee leadership and discipline on improving the quality of community services at the Dwitiro Village Office, Bontotiro District, Bulukumba Regency." As well as to analyze the variables that most dominantly influence the quality of service at the Dwitiro Village Office, Bontotiro District. To apply this objective, the multiple regression analysis method is used. Based on the results of the regression, the equation $Y = -5.535 + 0.807 X_1 + 0.329 X_2 + e$. From the results of the analysis model between leadership and discipline, it shows that there is a significant relationship in service quality because $R^2 = 0.741$, which means that there is a fairly strong influence between leadership and discipline on service quality at the Dwitiro Village Office, Bontotiro District, Bulukumba Regency.

Keywords: Leadership, Discipline and Quality of Service

INTRODUCTION

Leaders in every work organization need and expect a number of employees who are capable and skilled in their field of work, as people who help them carry out the tasks that are the workload of their respective units. This means that a leader wants a number of employees who are effective in doing their work. According to Arep and Tanjung (2018), leadership is a person's ability to control or influence other people or different communities towards achieving certain goals.

Effectiveness is the main element of organizational activities in achieving predetermined goals or targets. When viewed from the aspect of success in achieving goals, effectiveness is focused on the level of achievement of organizational goals. Furthermore, viewed from the aspect of timeliness, effectiveness is the achievement of various predetermined targets on time by using certain resources that have been allocated to carry out various activities.

To achieve the desired quality of service, the Bontotiro sub-district head must carry out his role and duties by motivating his employees and also always communicating, so that his employees realize that they are really needed and there is no distinction so that they do their work as well as possible for the sake of mutual progress. The sub-district head is also needed to control the activities of employees whether they are running in accordance with the goals to be achieved or not. The sub-district head and employees must work together to achieve these goals. Each must be aware of their duties and responsibilities.

Discipline is a benchmark for knowing whether the overall role of a leader has been carried out well or not. Discipline is also a form of employee or employee self-control and regular implementation that reaches a level of satisfaction and shows the level of seriousness of the work team in an agency or organization. Disciplinary action requires punishment for employees who fail to meet predetermined standards. Therefore, disciplinary action is not applied haphazardly, but requires wise consideration in order to improve the quality of service to the community.

Leadership and work discipline together directly influence the quality of service to the community, so an organization should seriously understand these two factors in order to provide excellent service to the community. The object of the research is the Bontotiro District Office, Bulukumba Regency, which is a government agency whose aim is to provide services to the community.

RESEARCH METHODS

This research uses quantitative methods with an explanatory research approach which aims to provide a factual, systematic and accurate description of a symptom, event or event. In this research, the researcher tries to explain in detail the event that is the focus of the research without taking special action or treatment towards the event. The research will take place at the Dwitiro Village Office, Bontotiro District, Bulukumba Regency. The selection of research locations is based on the ease of researchers in accessing the required data such as primary data and secondary data.

RESULTS AND DISCUSSION

A. Research Result

1. Reliability Test

Table 1. Reliability Test

No	Variable	R alpha	Keterangan
1	Leadership (X ₁)	0,636	Reliable
2	Dicipline (X ₂)	0,590	Reliable
3	Service Quality (Y)	0,583	Reliable

Based on the results of the reliability test consisting of leadership, discipline and service quality, the value is quite reliable because each variable is = 0.6. From these results it can be explained that respondents have consistent or stable answers over time so that the questionnaire has opinions that will not change if used again in the future to explain the same items.

2. F Test (Simultaneous)

a. Reliability Test Variable X1

Table 2. F Test (Simultaneous)
ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	95.169	2	47.584	21.414	.000 ^a
Residual	33.331	15	2.222		
Total	128.500	17			

In the Anova test, the Fcount value was obtained ($21,414 > 3.16$) and apart from that it had a probability value $< \alpha$ ($0.000 < 0.005$), so it can be said that the regression model can be used to predict service quality. This means that the higher the leadership and discipline of employees at the Dwitiro Village Office, the impact it will have simultaneously on the quality of service, conversely the lower the leadership and discipline of employees, the quality of service will decrease, so it can be said that leadership and discipline have a simultaneous effect on quality. service.

3. Partial Test (t)

Table 3. Partial Test (t)
Coefficients^a

Modle		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-5.535	3.323		-1.666	.117
	Leadership	.807	.238	.597	3.389	.004
	Dicipline 10%	.329	.171	.339	1.924	.074

- a. The influence of leadership (X1) on service quality (Y), from the results of the regression coefficient, a regression coefficient of 0.807 is obtained, apart from that it has a tcount value of $3.389 > t_{table} 1.734$. So H1 is accepted and H0 is rejected, it can be concluded that leadership has a significant influence on the quality of service to the community at the Dwitiro Village Office, Bontotiro District, Bulukumba Regency.
- b. The influence of discipline (X2) on service quality (Y), from the results of the regression coefficient, a regression coefficient of 0.329 is obtained, besides that it has a tcount value of $1.924 > t_{table} 1.734$. Because the tcount value is greater than ttable, H1 is accepted and H0 is rejected. It can be concluded that discipline has a significant influence on the quality of service to the community at the Dwitiro Village Office, Bontotiro District, Bulukumba Regency.

4. Determination Test

Table 4. Determination Test
Model Summary

Modle	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.861 ^a	.741	.706	1.491

The magnitude of the model's predictive power is given by the value of the coefficient of determination symbolized by $R^2 = 0.741$, which means the model has a predictive power of 74.1%, variable Y (service quality) is explained by the model or is jointly influenced by leadership and discipline variables, whereas the remaining 25.9 was influenced by other variables not studied. The level of influence of the two independent variables is quite strong as shown by the correlation value of 0.861.

B. Discussion

Based on the leadership results of multiple linear regression analysis with partial testing (t test), it is known that the discipline variable (X_2) tcount is $1.924 > t_{table} 1.734$, which means that there is a significant influence between discipline and service quality.

CONCLUSION

From the results of the discussion regarding the influence of leadership and discipline on service quality, the following conclusions can be presented:

1. Leadership and discipline simultaneously have a positive and significant influence on the Bontotiro District Village Office, Bulukumba Regency, this is proven by $t_{count} > t_{tabel}$.
2. Leadership has a more dominant influence on service quality when compared to the discipline variable. This means that leadership is more significant than discipline in improving the quality of service to the community at the Bontotiro District Village Office, Bulukumba Regency.

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