The Influence of Leadership Discipline on the Quality-of-Service Implementation of Nonformal Education Program

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Abstract. Study this aim for analyze magnitude influence discipline leadership to quality service implementation of package B non- formal education programs study this writer choose type study quantitative with use method studies descriptive, i.e., directed method for solve problem with method expose or describe What exists results research. As a main data collection tool used a questionnaire to be tested for validity and reliability. The number of samples in the study were 28 employees. As for the method data analysis using analysis path. The results of the study show that discipline leadership form discipline self (X_1) and discipline group (X_2) separately simultaneously influential to quality service implementation of package B (Y) program of 0.763 or 76.3%. Discipline form discipline self (X_1) independently Partial influential to quality services (Y) at the North City Sub District Office of Gorontalo City for $0.260^2 = 0.068$ or 6.8%. Contribution aspect discipline This including small Because employee Not yet can arrange self Alone For interest organization, where still there is more employees attach importance interest personal than task basically in the office. Discipline form discipline group (X_2) separately Partial influential to quality service (Y) of $0.650^2 = 0.423$ or 42.3%. Contribution aspect discipline This Already well, because employee Already try fulfilling standard size achievements that have determined organization, so standard the made reference in work.

Key words: discipline work, quality service, leadership, nonformal education

INTRODUCTION

Society in the era of globalization and the 21st century supported by according Sianipar (2007), service is method serve, help prepare, administer, complete needs, needs somebody or group of people. It means object being served is individuals, individuals, and organizations, member organization. In understanding service mentioned, contained something conditions that serve, i.e., own something skills, expertise in the field certain. Based on skills and expertise the serving party have position or mark more in prowess certain, so capable give help in finish something needs, needs individual or organization. Service public intended as a process related activity with service administrative form regulation, licensing, supervision, and coaching carried out by the apparatus bureaucracy level district. Temporary that's attention government to business enhancement quality services provided by the authorities' bureaucracy enough big. This done for

answer demands and desires persistent society want enhancement quality service society (Cassel, 2009)

Service education is services provided by parties' provider service or PKBM to inhabitant learn. Quality service education can is known with methods comparing perception and expectation of inhabitant Study to service true education they get during the educational process taken at school. Reality show that education is factor important thing to do managed with Good Because education can increase all potency participant educate become figure source Power quality human resources for something nation (Olawole, 2021).

Implementation service Yingfei et al., (2022) is factor main in influence quality services received by the community. Because that is, assessment to quality service the can is known through perception satisfaction public in accept service the. From the results observation author, quality services provided by nonformal education institutions (learning centers) have not in accordance with desire society this drawn from exists complaints

made by resident's society ever accept services at the north city district office. Complaint inhabitant public the especially related with not enough exists awareness to task or obligatory obligations held because already become not quite enough answer employee**.** Most of the staff not enough can arrange self Alone in Work For interest organization, less can value the opinions of others, and less capable actualize ability it works based on provision work. Then problem discipline leadership in group, which is visible is part staff not enough can Work The same in one work unit based on rules apply, less have a sense of togetherness for work in group, and still is tend more prioritize interest personal than the interests of the work unit (Sakyi, 2020).

From the problems above, it appears that factor discipline in work is something necessary for grown to every apparatus in carry out his job. With so, can understood that the first agenda to be done, in framework enhancement quality service is change behavior apparatus bureaucracy (from less discipline become more discipline) in give service to society. Paradigm behavior bureaucracy must change from more leaning as servant of the state rather servant society, be more prioritize role as servant public rather than servant of the state, because in essence If apparatus has carried out his job in a manner Good with give service as well as possible, then indeed they has at a time carry out his job as state servant.

Discipline must be enforced in something organization, because without support discipline good apparatus, then difficult for organization to realize goal. So got said that discipline is key to success in something organization reach purpose. With exists high discipline in self every employee, fine in discipline time nor discipline Work expected will capably realize apparatus mental government kind, dignified, powerful use, clean, quality tall and conscious will not quite enough he replied as well as with discipline, performance can more improved.

LITERATURE REVIEW

Discipline Leadership Work

According Mebawondu et al., (2020) discipline is something form obedience to rules , fine written nor No written, which has set. Meaning he grew discipline except obedience to rules also grow order and efficiency. Obedience to all rules written already enough clear because all rules basically written is open to the knowledge of all interested parties. Another case with no rules written, for example customs, customs and wider again norm. For understand and understand then obey no rules written needed time, and form obedience that is ability for adapt self with environment (society

organization or public general). Then according to Gie, (2006) discipline is something circumstances orderly where people belong in something organization comply with the regulations. There is with like heart (Xu et al., 2021) says that discipline is something conditions created and formed through the process of series demonstrating behavior values obedience, obedience, loyalty, and order. (Bellizzi et al., 2020) discipline is awareness and readiness somebody obey all regulation organization and norms prevailing social. Awareness Le et al., (2020) is attitude someone who is volunteer obey all rules and awareness will duties and responsibilities he replied. Willingness is something of attitude, behavior and deeds someone suitable with regulation organization well written nor no. According to Geletu & Mihiretie, (2023) discipline is correcting procedure or punish subordinate because violate regulation or procedure. Discipline is forming control self-employees and regular implementation and show level seriousness teamwork in an organization. An organization can take a number of approach to discipline. According to Serradell-Lopez et al., (2023) there are four basic perspectives on discipline, namely: retributive discipline, trying to punish people who do wrong; corrective discipline, seeks to help employees correct inappropriate behavior; individual rights perspective, seeks to protect individual basic rights during disciplinary action; while the utilitarian perspective focuses on the use of discipline only when the consequences of disciplinary action outweigh the negative impacts.

According to Oppi & Eisenschmidt, (2022) discipline is correcting procedure or punish subordinate because violate regulation or procedure. Discipline is form control self-employees and regular implementation and show level seriousness team work inside organization are two kinds discipline, that is discipline self and discipline group (Arbarini et al., 2022).

Discipline self-according to Brouwer et al., (2022) is developed discipline or self-controlled alone. This is manifestation or actualization from responsibility personal, meaning acknowledge and accept outside values himself. Through discipline self-employee feel responsible answer and get arrange self alone for interest organization (Ibrahim et al., 2022). Discipline group give share for development discipline self Suryanto & Rahmat, (2018) connection between discipline self and discipline group described by Dubey et al., (2022) as two sides from one currency. Both each other complement and support its nature complementary. Discipline self cannot develop optimally without support from discipline group. Otherwise, discipline group no can enforced without exists support from discipline self (Raluca & Lorand, 2013).

An organization can take a number of approach to

discipline. According Rahmat, (2019) there are four basic perspectives on discipline, namely: retributive discipline, trying to punish people who do wrong; corrective discipline, seeks to help employees correct inappropriate behavior; individual rights perspective, seeks to protect individual basic rights during disciplinary action; while the utilitarian perspective focuses on the use of discipline only when the consequences of disciplinary action outweigh the negative impacts (Piper & Zuilkowski, 2015).

Indicator Quality Service

Gronroos in (Saffari et al., 2023) said that service is something activity or series characteristic activity no visible eyes that occurs as consequence exists interaction between consumer with employee or other things provided by the organization giver intended service for solve problem consumers. According Florescu, (2014) service public is all activity services provided by the organizers service public as effort fulfillment need recipient service nor implementation provision regulation legislation. Then Singh et al., (2023) said that service is every profitable activity in something gathering or unity, and offers satisfaction although result No tied to something product in a manner physical.

According Ker et al., (2023) said that civil service as service public is something product government run by the bureaucracy government in fulfil need basic society, fine need will right civil and political nor right economic, social and cultural, as desired universal declaration of human rights and the covenant rights civil and political as well as covenant economic, social and cultural rights. According Chen & Topaz, (2023) service public is gift service the needs of people or society that has interest in the organization that in accordance with rule principal and procedures that have been set. Furthermore, according to the public, all activity services provided by the organizers service public as effort fulfillment need recipient service nor implementation provision regulation legislation.

Quality service public is services provided by the bureaucracy appropriate government with standards that have specified, in matter this is fulfilling hope man to front in accordance with standards that have determined that is simplicity, clarity, precision time, accuracy, security, responsibility answer, completeness facilities and infrastructure, facilities access, discipline, courtesy and friendliness, and convenience (R. Leirós, et al., 2016). From opinion expert above can concluded that quality service is services provided by the bureaucracy appropriate government with standards that have determined (Walfisch, T., Van Dijk, D., & Kark, 2013).

Connection Discipline to Quality Service

For reach performance good work in field service, a civil servant expected in carry out his duties can Work with full high discipline, because discipline is one important source in create employee who has quality in carry out entrusted task to him. According Nguyen et al., (2023) said that discipline is something condition or attitude to all member organization that obeys and obeys the rules organization. one condition to get grown discipline in environment Work is exists distribution completed work until to employee or the lowest officer, so everyone knows with aware What work, how do it, when work started and when done, like What results expected work, and to Who He take responsibility results his job it (Bhal, 2017).

Discipline is attitude act do, fine in a manner written nor no written. Where everyone should be obedient and obedient in carrying out obligations and avoid prohibited acts in a manner conscious and responsible answer. Discipline is also something orderly, where people joining an organization must comply with the regulations set. Standard services are written provisions/regulations, of course, requiring employees to work in a disciplined manner to realize these written provisions. Discipline is activity management for operate standards organizational. Management has not quite enough answer for create discipline good job inside something organization or institution government nor private. Target action disciplining should positive characteristic educate and correct no negative actions that bring down employees who did wrong. this make excitement work, spirit work, and realization objective organization, that is employees and subordinates have good discipline (Tobey et al., 2023).

With so, obviously that quality service employee is results from completion and implementation task that has been resolved just in time, so activity achievement objective organization can walk with smoothly. With obedience every employee in obey applicable and enforceable provisions obligation and avoid all ban, then civil servants the will can carry out task with best (Fathoni, 2006).

METHODS

From the description background behind problems and frameworks thinking as has been described in chap before, then that becomes object study is influence discipline form discipline self (X_1) and discipline group (X_2) against quality service (Y). The time needed to collect the required data at the research location is ± 3 months. In study this writer chooses type study quantitative with use method studies descriptive, ie directed method For solve problem with method expose

or describe What exists results research. Method This based on the opinion of Suharsimi Arikunto, (2006) which says that application method this intended for research focused on solutions problems that exist at the moment. Opinion The same proposed by Lasando et al., (2022) explains that study descriptive intended for give more picture clear about situations social with focus on aspects certain and often show influence between various variable.

According Riduwan, (2008) says give understanding about population that is whole subject research. With so it becomes population is whole civil servants totaling 28 people. According Abdul et al., (2022) sample is part from population. Sample study is part from population taken as data source and can represent whole population. Because of the amount population small, then used technique withdrawal saturated sampling sample, according to Rahmat, (2017) saturated sampling is technique taking sample if all population used as sample and also known as term census, so amount sample in study this is also 28 people. In writing This used method collection use questionnaire. Questionnaire is method data collection carried out with method give set question or statement written to respondent for answered. For get good data in the sense of approaching reality already of course needed something tool data collector or good instrument. For believes that tool measuring or instrument to be used it is valid and reliable, then tool measuring or instrument they must tested its validity and reliability especially first. Validity is something size showing level validity or skill something the relevant instrument capable measure what is being measured. Validity test done with Correlate each statement with amount score for each variable. Furthermore, in giving interpretation to coefficient correlation states items that have correlation positive with criteria (total score) as well high correlation, shows that item have high validity too. For testing use formula number rough as following:

$$rXY = \frac{n.\sum XY - (\sum X)(\sum Y)}{\sqrt{((n\sum X^2)-(\sum X)^2)((n\sum Y^2)-(\sum Y)^2)}}$$

Description:
r = Coefficient correlation
X = Variable free
Y = Variable bound
n = Amount sample

Furthermore, counted by t test with formula:

$$t\ count = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

Description:
t = calculated t value
n = Amount respondent
r = Coefficient correlation r count results

Furthermore, the number obtained correlation based on results calculation transformed t-values calculate and compare with table-t in degrees free (n-2), level selected signification. If the t-value is obtained based on calculation value bigger from t-table value so question is said to be valid, and if t-value below or the same with t-table value, then question said invalid. Whereas for now level validity magnitude the influence of each variable or magnitude coefficient the correlation with use interpretation coefficient correlation, like shown in the table following:

Table 1. Interpretation coefficient correlation

Coefficient intervals	Influence level
0.80 - 1.000	Very high
0.60 - 0.799	Tall
0.40 - 0.599	Enough
0.20 - 0.399	Low
0.00 - 1.99	Very low

Source : (Riduwan, 2008)

Reliability test or reliability aim for measure reliability tool measure with method give relative score same to one respondent, though respondent do it in different time. Test done with use technique halved of Brown, who measures up it works as following:
1. Share statements into two halves
2. Scores for each statement on each cleavage summed, so yielding two total scores for each respondent.
3. Correlate cleavage total score first with cleavage second, with use technique correlation Product Moments
4. Correlation figures obtained is number correlation from tool split half gauge, then number more correlation lower than the numbers obtained if tool measuring that no split.

$$r_i = \frac{2r_b}{1+r_b}$$

Description:
r_i = Internal reliability of all instruments or statement
r_b = Correlation product moment between cleavage first and second

Reliable every statement will show with results r $_i$ positive and r $_{count}$ > r $_{table,}$ means all statement items is reliable / reliable.

For measure variables they will do deployment questionnaire respondent. Collected data is dat ordinal scale, whereas for analysis in study This re data with size interval scale. because That technique transformation used is sequential interval method with step Riduwan, (2008) as following:
1. Looking for score data biggest and smallest
2. Look for mark range (R), with formula:
   R = Biggest Score – Smallest Score
3. Look for many classes with formula:
   BK = 1 + 3.3 log n (Sturges formula)
4. Look for mark long class (i)
5. Make tabulation.
6. Find the average (mean) with formula:

$$x = \frac{\Sigma f . X_i}{n}$$

7. Look for deviation default (standard deviation), with formula:

$$S = \frac{n . \Sigma f . X_i^2 - (f.X_i)^2}{n (n - 1)}$$

8. Changing ordinal data to interval data, with formula:

$$T_i = 50 + 10 \frac{(X_i - X)}{S}$$

Description:
T $_i$ = whole internal reliability instrument or statement
X $_i$ = correlation product moment between cleavage first and second
X = average value
S = save raw

For ensure is There is influence discipline form discipline self (X_1) and discipline group (X_2) against quality service (Y), then testing done with analytical test path, with especially formerly convert ordinal scale data to interval scale as well analysis track can see picture following this:
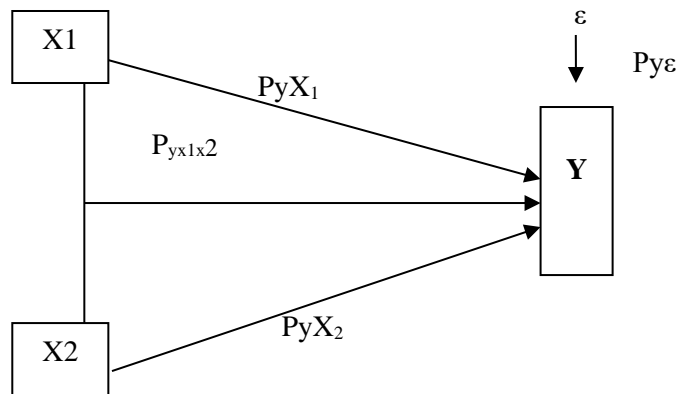

Figure 1. Structure analysis path (path analysis)
Description:
X $_1$ = discipline self
X $_2$ = discipline group
Y = quality service
ε (epselon) = Other influencing variables variable Y, but No researched

In accordance with hypothesis and design research that has put forward before, then in testing hypothesis using path analysis with steps following:
1. Make equality structural, namely :

$$Y = Py_{x1}X_1 + Py_{x2}X_2 + \varepsilon$$

2. Count matrix correlation between X $_1$, X $_2$ and Y
3. Count matrix correlation between variable exogenous
4. Count inverse matrix R $_1$ $^{-1}$
5. Count coefficient Pyx path $_1$ (i = 1,2)
6. Compute R ^{2} y (X $_1$, X $_2$) ie stated coefficient _ total determination of X $_1$ and X $_2$ against Y
7. Count coefficient track other variables that are not investigated (Pyε) with use formula as following :

$$Py\varepsilon = \sqrt{1 - R^2 y\ (X_1, X_2)}$$

8. Count independent variable on variable dependent namely:
a. Influence direct

Y ← Σ → Y = (Pyx₁) (Pyx₁) dimana i = 1, 2

b. Influence No direct

Y ← X$_1$ → Y

= (Pyxi) (Ryxix $_j$) (Pyxi), where I = affected

and j = passed . The magnitude total influence for every variable = influence direct + influence No direct, or with formula = Pyxi ^{2} + ∑ Pyxi rxix$_j$.

9. Test coefficient track

Testing coefficient track at a time is testing hypothesis research.

hypothesis first:

hypothesis This is testing hypothesis in a manner simultaneous. Formula in a manner mathematical are:

Ho : Pyx1 > Pyx2……………….. …. pyxk > 0

H1 : At least There is A Pyxie < 0.

Test statistics are used is the F test with formula as following:

$$F = \frac{(n-k-1)R^2 yx_1 x_2 \dots \dots x_k}{k(1-R^2 yx_1 x_2 \dots \dots x_k)}$$

Test criteria:

Accept Ho, if F count $_<$ F list

Reject Ho, if F count > F list

hypothesis second:

hypothesis This is testing hypothesis in a manner partial. formula in a manner math used _ are:

Ho : Pyxi = 0

Ho : Pyxi ≠ 0

Test statistics used is t, with formula as following:

$$t_i = \frac{Pyx1}{\sqrt{\frac{(1-R^2 yx_1 x_2 \dots \dots x_k)C_{ii}\Sigma x^2 th}{n-k-1}}}$$

Criteria:

Accept Ho, if t count < t list

Reject Ho, if t count > t list.

In later data processing use SPSS version 15 method via computer program.

RESULTS AND DISCUSSION

Validity Test Results

Validity and reliability tests were carried out by calculating the correlation between each list of statements (questionnaire) with the total score. Test results validity questionnaire regarding sub variables discipline self (X1) through Coefficient Pearson correlation, can see in the table following:

Table 2. Validity test discipline self (X$_1$)

Items	1	2	3	4
r- Count	0.913	0.931	0.896	0.843
t- Count	12,247	13,915	11.035	8,599
T- table	2,048	2,048	2,048	2,048
Information	Valid	Valid	Valid	Valid

Source: Results of questionnaire data processing year 2022

Based on table above can seen that all question about discipline self (X$_1$) is considered valid because t count > t table (2.048). With thereby testing questionnaire can proceed to testing its reliability

Table 3. Validity test discipline group (X$_2$)

Items	1	2	3	4
r- Count	0.941	0.930	0.918	0.933
t- Count	15,291	13,892	12,681	14,222
T- table	2,048	2,048	2,048	2,048
Information	Valid	Valid	Valid	Valid

Source: Results of questionnaire data processing year 2022

Based on table above can see that all question about discipline group (X2) is considered valid because t count > t table (2.048). With thereby testing questionnaire can proceed to testing its reliability.

Table 4. Validity test quality service (variable Y)

Items	1	2	3	4
r- Count	0.941	0.930	0.918	0.933
t- Count	15,291	13,892	12,681	14,222
T- table	2,048	2,048	2,048	2,048
Information	Valid	Valid	Valid	Valid

Source: Results of questionnaire data processing year 2022

Based on table above can see that all question about quality service (variable Y) is considered valid because t count > t table (2.048). With thereby testing questionnaire can proceed to testing its reliability.

Reliability Test Results

The results of testing the reliability of questions (questionnaires) regarding discipline self (X$_1$) through the Pearson Correlation Coefficient, can be seen in the following table:

Table 5. Reliability test discipline self (X$_1$)

				Classification guillford
Stage 1	Pearson Correlation - Half _ Spearman-		rb	0.821 Very high
Stage 2	Brown Correlation		ri	0.902 Very high

Source: Results of questionnaire data processing year 2022

Based on table above can see number reliability (ri) for question items (questionnaire) regarding discipline self (X$_1$) of 0.902 more big from zero (0.902 > 0).

According to classification correlation can concluded that all question items (questionnaire) regarding discipline self (X_1) said reliable with very high category.

Table 6. Reliability test discipline group (X_2)

				Classification guillford
Stage 1	Pearson Correlation - Half _ Spearman-Brown	rb	0.882	Very high
Stage 2	Correlation	ri	0.938	Very high

Source: Results of questionnaire data processing year 2022

Based on table above can see number reliability (ri) for question items (questionnaire) regarding discipline group (X_2) of 0.938 more big from zero (0.938 > 0). According to classification correlation can concluded that all question items (questionnaire) regarding discipline group (X_2) is said reliable with very high category.

Table 7. Reliability test quality service (variable Y)

				Classification guillford
Stage 1	Pearson Correlation -Half _ Spearman-Brown	rb	0.948	Very high
Stage 2	Correlation	ri	0.973	Very high

Source: Results of questionnaire data processing year 2022

Based on table above can see number reliability (ri) for question items regarding quality service (variable Y) of 0.973 more big from zero (0.973>0). According to classification correlation can concluded that all question items regarding quality service (variable Y) is said reliable with very high category.

Discipline overview self (X_1)
From the results given questionnaire to respondent about discipline self (X_1) can be seen in the table following.
Based on table 8 about employee own not quite enough answer to task, can is known that as many as 14 people or 50.0% answered always own not quite enough answer, as many as 7 people or 25.0% answered often own not quite enough answer , as many as 5 people or 17.9% answered sometimes own not quite enough

answered, and as many as 2 people or 7.1% answered seldom own not quite enough answer.

Table 8. Response respondent about employee own not quite enough answer to his job

Choice	Answer	Frequency	Percentage (%)
A	Always own not quite enough answer	14	50.0
B	Often own not quite enough answer	7	25.0
C	Sometimes own not quite enough answer	5	17,9
D	Seldom own not quite enough answer	2	7,1
E	No Once own not quite enough answer	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Table 9. Response respondent about employee can arrange self alone.

Choice	Answer	Frequency	Percentage (%)
A	Always can arrange self Alone	9	32,1
B	Often can arrange self Alone	10	35,7
C	Sometimes can arrange self Alone	8	28,6
D	Seldom can arrange self Alone	1	3,6
E	No Once can arrange self Alone	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about employee can arrange self alone, can is known that as many as 9 people or 32.1% answered always can arrange self themselves, as many as 10 people or 35.7% answered often can arrange self themselves, as many as 8 people or 28.6% answered sometimes can arrange self themselves, and as many as 1 person or 3.5% answered seldom can arrange self alone.
Based on table 10 about employee can value other people's opinion, can is known that as many as 11 people or 39.3% answered always can value other people's opinions, as many as 13 people or 46.4% answered often can value other people's opinions, as many as 2 people or 7.1% answered sometimes can value other people 's opinions, and as many as 2 people or 7.1% answered seldom can value other people 's opinion.

Table 10. Response respondent about employee can value other people 's opinion.

Choice	Answer	Frequency	Percentage (%)
A	Always can value other people 's opinion	11	39,3
B	Often can value other people 's opinion	13	46,4
C	Sometimes can value other people 's opinion	2	7,1
D	Seldom can value other people 's opinion	2	7,1
E	No Once can value other people 's opinion	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Table 11. Response respondent about employee capable actualize ability himself.

Choice	Answer	Frequency	Percentage (%)
A	Always capable actualize ability himself	11	39,3
B	Often capable actualize ability himself	8	28,6
C	Sometimes capable actualize ability himself	8	28,6
D	Seldom capable actualize ability himself	1	3,6
E	No Once capable actualize ability himself	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about employee capable actualize ability himself, can is known that as many as 11 people or 39.3% answered always capable actualize ability himself, as many as 8 people or 28.6% answered often capable actualize ability himself, as many as 8 people or 28.6% answered sometimes capable actualize ability himself, and as many as 1 person or 3.6% answered seldom capable actualize ability himself.

Discipline overview group (X₂)

The results given questionnaire to respondent about discipline group (X₂) can see in the table

following.

Table 12. Response respondent about employee can Work The same in one work unit

Choice	Answer	Frequency	Percentage (%)
A	Always can Work The same in one work unit	11	39,3
B	Often can Work The same in one work unit	7	25.0
C	Sometimes can Work The same in one work unit	8	28,6
D	Seldom can Work The same in one work unit	2	7,1
E	No Once can Work The same in one work unit	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about employee can work the same in one work unit can is known that as many as 11 people or 39.3% answered always can work the same in one work unit, as many as 7 people or 25.0% answered often can work the same in one work unit, as many as 8 people or 28.6% answered sometimes can work the same in one work unit, and as many as 2 people or 7.1% answered seldom can Work The same in one work unit.

Table 13. Response respondent about employee have a sense of togetherness.

Choice	Answer	Frequency	Percentage (%)
A	Always have a sense of togetherness	10	35,7
B	Often have a sense of togetherness	8	28,6
C	Sometimes have a sense of togetherness	9	32,1
D	Seldom have a sense of togetherness	1	3,6
E	No Once have a sense of togetherness	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about employee have a sense of community, can is known that as many as 10 people or 35.7% answered always have a sense of togetherness, as many as 8 people or 28.6% answered often have a sense

of togetherness, as many as 9 people or 32.1% answered sometimes, and as many as 1 person or 3.6% answered seldom have a sense of togetherness.

Table 14. Response respondent about can guard Name Good

Choice	Answer	Frequency	Percentage (%)
A	Always can guard Name Good	11	39,3
B	Often can guard Name Good	8	28,6
C	Sometimes can guard Name Good	7	25.0
D	Seldom can guard Name Good	2	7,1
E	No Once can guard Name Good	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about employee can guard name, can is known that as many as 11 people or 39.3% answered always can guard name well, as many as 8 people or 28.6% answered often can guard name well, as many as 7 people or 25.0% answered sometimes can guard name good, and as many as 2 people or 7.1% answered seldom can guard name.

Table 15. Response respondent about employee prioritize the interests of the work unit.

Choice	Answer	Frequency	Percentage (%)
A	Always prioritize the interests of the work unit	9	32,1
B	Often prioritize the interests of the work unit	10	35,7
C	Sometimes prioritize the interests of the work unit	7	25.0
D	Seldom prioritize the interests of the work unit	2	7,1
E	No Once prioritize the interests of the work unit	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about employee prioritize the interests of the work unit, can is known that as many as 9 people or 32.1% answered always prioritize the interests of the work unit, as many as 10 people or 35.7%

answered often prioritize the interests of the work unit , as many as 7 people or 25.0% answered sometimes prioritize the interests of the work unit, and as many as 2 people or 7.1% answered seldom prioritize the interests of the work unit.

Quality overview service (Y)

From the results of the questionnaire given to respondent about quality service (Y) can be seen in the table following.

Table 16. Response respondent about service public can held in accordance with need and sense of justice public.

Choice	Answer	Frequency	Percentage (%)
A	Always can held in accordance with need and sense of justice public	9	32,1
B	Often can held in accordance with need and sense of justice public	11	39,3
C	Sometimes can held in accordance with need and sense of justice public	7	25.0
D	Seldom can held in accordance with need and sense of justice public	1	3,6
E	No Once can held in accordance with need and sense of justice public	0	0
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table 16 about service public can held in accordance with need and sense of justice society, can is known that as many as 9 people or 32.1% answered always can held in accordance with need and sense of justice community, as many as 11 people or 39.3% answered often can held in accordance with need and sense of justice community, as many as 7 people or 25.0% answered sometimes can held in accordance with need and sense of justice community, and as many as 1 person or 3.6% answered seldom can held in accordance with need and sense of justice society.

Based on table 17 about public can access and acquire information, can is known that as many as 12 people or 43.9% answered always can access and acquire information, as many as 7 people or 25.0% answered often can access and acquire information, as many as 6 people or 21.4% answered sometimes can access and

acquire information, and as many as 3 people or 10.7% answered seldom can access and acquire information.

Table 17. Response respondent about public can access and acquire information.

Choice	Answer	Frequency	Percentage (%)
A	Always can access and acquire information	12	42,9
B	Often can access and acquire information	7	25.0
C	Sometimes can access and acquire information	6	21,4
D	Seldom can access and acquire information	3	10,7
E	No Once can access and acquire information	0	0
	Amount	**100.0**	**28**

Source: Results of questionnaire data processing year 2022

Table 18. Response respondent about employee can can push role as well as public in maintenance service public with watching aspirations and hopes public.

Choice	Answer	Frequency	Percentage (%)
A	Always can push role as well as public	14	50.0
B	Often can push role as well as public	5	17,9
C	Sometimes can push role as well as public	7	25.0
D	Seldom can push role as well as public	1	3,6
E	No Once can push role as well as public	1	3,6
	Amount	**100.0**	**28**

Source: Results of questionnaire data processing year 2022

Based on table above about employee can can push role as well as public in maintenance service public with watching aspirations, and hopes society, can is known that as many as 14 people or 50.0% answered always can push role as well as community, as many as 5 people or 17.9% answered often can push role as well as community, as many as 7 people or 25.0% answered

sometimes can push role as well as community, as many as 1 person or 3.6% answered seldom can push role as well as society , as well as many as 1 person or 3.6% answered No Once can push role as well as society.

Table 19. Response respondent about service given public can be held accountable in accordance with provision regulation legislation.

Choice	Answer	Frequency	Percentage (%)
A	Always can be held accountable	13	46,4
B	Often can be held accountable	9	32,1
C	Sometimes can be held accountable	3	10,7
D	Seldom can be held accountable	2	7,1
E	No Once can be held accountable	1	3,6
	Amount	**100.0**	**28**

Source: Results of questionnaire data processing year 2022

Based on table above about service given public can be held accountable in accordance with provision regulation legislation, can is known that as many as 13 people or 46.4% answered always can accounted for , as many as 9 people or 32.1% answered often can accounted for, as many as 3 people or 10.7% answered sometimes can accounted for, as many as 2 people or 7.1% answered seldom can accountable , as well as many as 1 person or 3.6% answered No Once can be held accountable.

Table 20. Response respondent about employee prioritize interest public in work.

Choice	Answer	Frequency	Percentage (%)
A	Always prioritize interest public in Work	12	42,9
B	Often prioritize interest public in Work	8	28,6
C	Sometimes prioritize interest public in Work	7	25.0
D	Seldom prioritize interest public in Work	1	3,6
E	No Once prioritize interest public in Work	0	0
	Amount	**100.0**	**28**

Source: Results of questionnaire data processing year 2022

Based on table above about employee prioritize

interest public in work, can is known that as many as 12 people or 42.9% answered always prioritize interest public in work, as many as 8 people or 28.6% answered often prioritize interest public in work, as many as 7 people or 25.0% answered sometimes prioritize interest public in work, and as many as 1 person or 3.6% answered seldom prioritize interest public in work.

Table 21. Response respondent about employee own appropriate competence _ with field his job in work.

Choice	Answer	Frequency	Percentage (%)
A	Always own competence	9	32,1
B	Often own competence	10	35,7
C	Sometimes own competence	7	25.0
D	Seldom own competence	2	7,1
E	No Once own competence	0	0
	Amount	**100.0**	**28**

Source: Results of questionnaire data processing year 2022

Based on table above about employee own appropriate competence with field his job in work, can is known that as many as 9 people or 32.1% answered always own competence, as many as 10 people or 35.7% answered often own competence, as many as 7 people or 25.0% answered sometimes own competence, and as many as 2 people or 7.1% answered seldom own competency.

Table 22. Response respondent about service given public employee, no discriminatory to public.

Choice	Answer	Frequency	Percentage (%)
A	Always No discriminatory to public	14	50.0
B	Often No discriminatory to public	6	21,4
C	Sometimes No discriminatory to public	6	21,4
D	Seldom No discriminatory to public	1	3,6
E	No Once No discriminatory to public	1	3,6
	Amount	**100.0**	**28**

Source: Results of questionnaire data processing year 2022

Based on table above about service given public employee, no discriminatory to society, can is known that as many as 14 people or 50.0% answered always service given public employee, no discriminatory to community, as many as 6 people or 21.4% answered often service given public employee , no discriminatory to community, as many as 6 people or 21.4% answered sometimes service given public employee, no discriminatory to community , as many as 1 person or 3.6% answered seldom service given public employee, no discriminatory to society, as well as many as 1 person or 3.6% answered no once service given public employee, no discriminatory to society.

Table 23. Response respondent about fulfillment right comparable with obligatory obligations held well by employees nor public.

Choice	Answer	Frequency	Percentage (%)
A	Always comparable with obligation	9	32,1
B	Often comparable with obligation	11	39,3
C	Sometimes comparable with obligation	5	17,9
D	Seldom comparable with obligation	2	7,1
E	No Once comparable with obligation	1	3,6
	Amount	100.0	28

Source: Results of questionnaire data processing year 2022

Based on table above about fulfillment right comparable with obligatory obligations held well by employees nor society, can is known that as many as 9 people or 32.1% answered always comparable with obligation, as many as 11 people or 39.3% answered often comparable with obligation, as many as 5 people or 17.9% answered sometimes comparable with obligation, as many as 2 people or 7.1% answered seldom comparable with obligations , as well as many as 1 person or 3.6% answered No Once comparable with obligation.

Calculation results coefficient track discipline self (X_1) against quality service (Y) is 0.260 (26.0%). Coefficient track discipline group (X_2) against quality services (Y) is 0.650 (65.0%). for more he explained can look at the structure track as following:
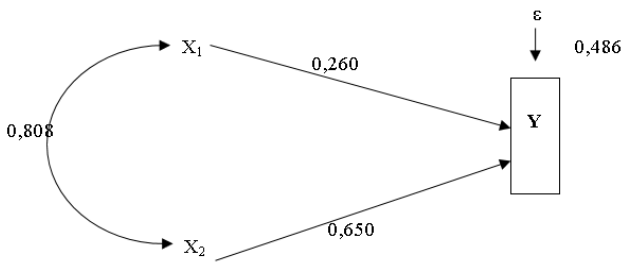
Figure 2. Structure of path analysis

From structure analysis the above path, can is known influence discipline form discipline self (X_1) and discipline group (X_2) separately simultaneous influential to quality service (Y), can see in the table following.

Table 24. Coefficient path, influence direct, total influence and influence with X1 and X2 with respect to Y.

Variable	Path Coefficient	Influence		Influence together (simultaneous) ($R^2 Y X_k$)
		Direct	Total	
X1	0.260	0.260	0.260	-
X2	0.650	0.650	0.650	-
ε	0.486	1 – 0.763 = 0.237	-	-
X1 and X2	-	-	-	0.763

Source: Results of questionnaire data processing year 2022

From the results calculations that can see in the table above is known that discipline form discipline self (X_1) and discipline group (X_2) separately simultaneously influential to quality services (Y) by 0.763 (76.3%).

Then For see test results by simultaneously (whole) can show by the table anova following:

Table 25. ANOVA [b]

Model		Sum of Squares	df	MeanSquare	F	Sig.
1	Regression	889,514	2	444,757	40,279	,000 [a]
	residual	276,047	25	11,042		
	Total	1165,561	27			

Table 24 Anova obtained an F value of 40.279 with mark probability (sig) = 0.000. because sig value = 0.000 < 0.05, then decision is Ho is rejected and Ha is accepted. because that, testing individually can done. Thereby hypothesis first to be tested that**:** Discipline form discipline self (X_1) and discipline group (X_2) separately simultaneous influential to quality service (Y), received.

Discussion of Research Results

Discipline is form control self-regular apparatus and implementation and show level seriousness team work inside an organization. because that discipline is something very important thing in framework create apparatus quality government for carry out assigned tasks him for achievement objective organization. With discipline, then will materialized something reflective attitude obedience to something regulations (Yukl, 2010).

As is known, every activity organization need to be supported by discipline Work good employee in accordance with applicable rules. Discipline is controlling self-employees and implementation regular and demonstrating work level seriousness team work inside an organization. Good discipline reflect great sense of responsibility answer somebody to assigned tasks to him, which in the end will give impact positive to quality services provided employee (Jason, 2007).

With exists high discipline in self every apparatus, fine in discipline time nor discipline Work expected will capably realize apparatus mental government kind, authoritative, powerful use, clean, quality tall and conscious will his obligations. In matter Widiantara et al., (2022) this enhancement discipline is intended as treatment terms and policies adopted in a manner consistent so that each apparatus work in accordance rules and regulations apply, so that in turn will happen enhancement quality source Power apparatus as well as quality high personality with itself will influential good to enhancement quality service apparatus (Dubey et al., 2022).

From the results research at regarding influence discipline to quality service, and after counted based on analysis path, then got results as following:
1. The magnitude contribution discipline form discipline self (X1) and discipline group (X2) separately simultaneously influential to quality services (Y) by 0.763 or 76.3%.
2. The magnitude contribution discipline form discipline self (X_1) independently Partial influential to quality services (Y) are $0.260^2 = 0.068$ or 6.8%.
3. The magnitude contribution discipline form discipline group (X_2) separately Partial influential to quality services (Y) for $0.650^2 = 0.423$ or 42.3%.

With thereby discipline work owned by employees, whether that discipline nor discipline group will impact positive to enhancement quality services provided by employees Piper & Zuilkowski, (2015) Less

staff realize will importance discipline make goals work since beginning set will difficult for achieve and result performance employee will decreased and lacking spirit work employee (Robbins, 2008). For example, an employee who doesn't enter work because one thing and another without give news the same very to superior good in a manner oral nor in a manner written. This can add burden another employee inside carries out his job, so maybe not for him must done will. The amount work that isn't the most part done resulted employee too lazy to bring impact Again for employee other.

Discipline is very important for growth organization, besides for give motivation to employee so you can carry out work good in a manner individual nor in a manner group, discipline is also beneficial in educate employees to obey and obey the rules, procedures, and established policies so that they can produce quality good service.

CONCLUSION

Discipline form discipline self (X_1) and discipline group (X_2) separately simultaneously influential to quality services (Y) by 0.763 or 76.3%. Disciplined Work is one factor that affects quality _ service employee. In order to get reach quality service, an employee expected to carry out his duties can Work with full high discipline, because discipline is one important source in create employee who has quality in carry out entrusted task to him. Discipline form discipline self (X_1) independently Partial influential to quality services (Y) for 0.260. Contribution aspect discipline This including small Because employee Not yet can arrange self Alone For interest organization, where still there is more employees attach importance interest personal than task basically in the office. Discipline form discipline group (X_2) separately Partial influential to quality services (Y) at the North City Sub -District Office of Gorontalo City for 0.650. Contribution aspect discipline This Already well, because employee Already try fulfilling standard size achievements that have determined organization, so standard the made reference in work.

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