



Impact Of Disciplinary Work And Incentives On The Work Of Honourable Employees In The Eastern Globe Local Police Office

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Abstract

Improving staff performance has been a major focus for organizations in various sectors and industries. In an era of globalization and increasingly complex competition, organizations need to optimize their human resource potential to their strategic goals. Implementing good work discipline can improve the productivity and quality of work of employees, while giving incentives is identified as a factor that can motivate employees to more optimum work outcomes. The author formulates the following question: 1. Does work discipline influence on the performance of Honourable Officers in the East Lampung Regional Revenue Agency Office? 2. Does the incentive affect on the Performance of Honorable Officials in the Eastern Lampung District Revenues Office? 3. Do Work Discipline and Incentives Influence on the Performance of Honourable Officers in the East Lampung Regional Revenue Agency Office? The data collection techniques in this study are interviews and questionnaires. The population in this study is the entire staff of the East Lampung Regional Revenue Agency office of 50 people. Samples are taken using saturation/sensus sampling. Data analysis techniques using double linear regression formulas with the help of SPSS 26 applications. The results of this study show that (1) employee performance is influenced by the Working Discipline and incentive variable of 44.9% and the rest is affected by other variables (2) Working discipline has a positive impact on employee's performance (3) incentives have a positive effect on staff performance (4) Disciplinary incentive has positive and significant impact on employees' performance.

Keyword: Working discipline, incentives, and staff performance

Introduction

Improving staff performance is the main focus of the organization in various sectors. In an era of globalization and increasingly complex competition, organizations need to optimize their human resource potential to strategic goals. The optimum performance of employees not only produces quality products or services, but also creates competitive differentiation and organizational sustainability. Managing the factors of production, including human resources, is crucial in the office context.

Operational success and the achievement of the office's objectives depend heavily on the quality and performance of the staff. A skilled and motivated officer will be able to complete tasks quickly and accurately, thus supporting the overall achievement of the office's objectives. According to data from the East Lampung Regional Revenue Agency, the average three-month performance of an honorary official was 82.4%, while 17.6% still needed improvement. Discipline and incentive factors identified have a significant influence on staff performance. Work discipline refers to the accuracy, consistency, and responsibility of employees in the performance of their duties, whereas incentives such as rewards or bonuses can enhance the motivation of employees.

The problem formula in this study is: Does the work discipline influence on the performance of honorary officers in the East Lampung Regional Revenue Agency Office? Does the

incentive affect the performance of honorary officers in the East Lampung Regional Revenue Agency Office? Does work discipline and incentives affect the performance of honorary officers in the East Lampung Regional Revenue Agency Office? This research is limited to the influence of work discipline and incentives on the performance of honorary officers in the East Lampung Regional Revenue Agency Office.

The purpose of this research is to know the impact of the work discipline on the performance of honourable staff, to find out the influence of the incentive on performance of honorary staff, and to learn the effect of the labor discipline and incentives on the achievement of honorable staff. The benefit of the research for the Office of the Regional Revenue Agency is to improve the effectiveness and efficiency of work through the understanding of the effects of the discipline of work and the incentive, for the author is to add theoretical and practical knowledge in the field studied, and for the Bakti Nusantara Institute is to increase the research reference for future students.

Based on the performance assessment data of Honourable Officers, the average performance of honourable officers during the period was 82.4%, while 17.6% still did not meet the expected standard. Preliminary survey results show that work discipline and incentives play an important role in improving staff performance. Strong work discipline increases efficiency and efficiency, while incentives motivate employees to more optimal work outcomes.

A holistic and integrated management of these two factors is essential to creating a productive, high-performance work environment. A previous study by Syamsi (2021) confirmed a positive relationship between work discipline and incentives with staff performance. The study aims to deepen the understanding of the influence of these two factors on the performance of honorary officers at the East Lampung Regional Revenue Agency.

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Method

The research method used in this study is the quantitative examination of double linear regression. This study explains the relationship of influence and influence of the variables to be studied. Quantitative is a research method used to study a specific population or sample that Sugiyono has defined. (2020). This study analyses the impact of Labor Discipline and Incentives on the performance of Honourable Officers in the East Lampung Regional Revenue Agency Office.

In order to collect data, the authors use two techniques: interviews and questionnaires. The interviews are conducted by answering questions to the parties who have authority regarding the research data. The questionnaire is used to gather data through questions or written statements answered by respondents.

Sampling procedures

Population is a generalization region consisting of objects or subjects with a certain quantity and characteristics that the researcher assigns to be studied. The research population is the entire honourable staff in the East Lampung Regional Revenue Agency Office, totaling 50 people.

The sample is a portion of the population selected as a data source and can represent the entire population. This research uses a saturated sample technique, that is, all members of the population are sampled, so that the samples taken are all honourable officers in the East Lampung Regional Revenue Agency Office of 50 people.

Using a saturated sampling technique, all honorary officers at the Eastern Lampung Regional Revenue Authority are sampled. Sugiyono (2018) states that saturated sampling is used when all members of the population are sampled.

Sample size, power, and precision

The classical assumption test is used to determine whether a regression model can provide a valid prediction. The three tests used are: Normality test: Determining whether dependent and independent variables are normally distributed, performed with the Kolmogorov-Smirnov test. (K-S). Data is said to be normal if the Asymp Sig (2-tailed) > alpha value (0,05).

Multicollinearity test: Identifies correlation between free variables using tolerance values and Variance Inflation Factor (VIF). Low tolerance (or high VIF) values indicate multicollinearity. Commonly used cutoffs are tolerance > 0.10 or VIF < 10. Heteroscedasticity test: Assess whether residual variants are consistent between observations, performed with the Glejser test. If the sig > alpha value, there is no heteroscedasticity; on the contrary, if the sig value < alpha, the heteroscedasticism occurs.

The data analysis technique in this study is a double-linear regression analysis. Double-lineary regression is used to analyze how much the relationship and influence of a free variable on a bound variable is. As for the general form of the regression equation used, it is as follows: $Y = a + bx_1 + bx_2$

In this study the t test is used to test the significant influence between a free variable (X) and a bound (Y) variable separately or partially Ghozali (2010). Simultaneous Verification Test (Test-F) In this study, the F test is used to determine the degree of significance of the influence of the free variable (X) on the bound variables (Y) jointly - the same or simultaneous Ghozali. (2010).

The basis of decision-making is to use a significant probability number, i.e. if the probability value is > 0.5 then H_0 is accepted and H_a is rejected. (2010). Determinant Coefficient Test (Uji-R2).

Results and Discussion

Performance Officer Performance Assessment is a system used to assess whether an employee has performed his or her job as a whole. Sedermayanti (2018) states that performance is a combination of work and competence. Handoko (2019) describes performance as the process of evaluating employee

performance that helps in personal decision-making and gives feedback. Furtwengler (2018) adds that performance is seen from speed, quality, service, and value. Darma (2018) states that performance assessments are based on understanding, knowledge, expertise, and behavior. In conclusion, performance is the result of achievement or performance of work in quality and quantity by an individual or group with a certain standard of work.

Simamora Work Discipline (2016) defines discipline as a procedure that corrects or punishes a subordinate for breaking a rule. Hasibuan (2020) argues that discipline is awareness and willingness to obey corporate rules and social norms. Setiyawan and Waridin (2018) referred to factors of assessment of work discipline such as timing accuracy, work volume, and compensation

Rivai (2018) divides discipline into retributive, corrective, individual right, and utilitarian, with a concept of implementation that covers the rules of the hot-tank, progressive action, and positive discipline. In conclusion, labour discipline is a punishment procedure for violations that emphasizes awareness of obedience to social norms.

An incentive is a special compensation for motivating outstanding performance. So (2019) stated incentives as a bonus or reward service beyond salary to increase employee motivation. Lijan PoltakSinabela (2017) defines incentives as rewards of services given variably depending on staff performance. Moehariono (2020) adds that incentives are a reward for achievements that motivate employees

Previous research has shown that incentives, motivations, and work discipline influence employee performance. Mitaza (2020) found that incentive does not influence performance, but work motivation and working discipline have a positive impact. Sahid (2021) found that the incentive, motivation, and physical work environment positively affect performance. Syamsi et al. (2021).

Results of Test Data Respondents taken in this study are patients who have been treated in Puskesmas Pakuan Aji Lampung East. The number of respondents taken is as many as 100 people. To obtain the amount of data researchers use angket based on gender.

Table 1. of respondents by gender

Gender	Number of Respondents (Men)	Percentage (%)
Male to Male	58	58 %
Female	42	42 %
TOTAL	100	

Based on table 1, it can be estimated that the number of male respondents was 58 or approximately 58% (of the total respondents) whereas the numbers of female respondents were 42 or 42% of the total number of respondents.

Table Respondents' Age

Table 2. of respondents by Age

Age	Number	Percentage (%)
<20 years	11	11%
21-30 years	53	53%
31-40 years	20	20%
>40 years	16	16%
Total	100	100%

Based on the table above, it can be seen that the respondents with the highest age group are those aged 21-30 years, totaling 53 people or 53%. Following this, respondents aged 31-40 years are 20 people or 20%. Next, respondents aged >40 years are 16 people or 16%. The least number of respondents are those aged <20 years, totaling 11 people or 11%. From this information, it can be concluded that the majority of patients treated at Puskesmas Pakuan Aji, Lampung Timur, are aged between 21-30 years.

Table Respondents' Occupation

Occupation	Number	Percentage (%)
Student/College	29	29%
Civil Servant (PNS)	14	14%
Private Employee	32	32%
Entrepreneur	14	14%
Others	11	11%
Total	100	100%

From the table above, it can be seen that the majority of respondents are private employees, with 32 people or 32%. This is followed by students/college students, totaling 29 people or 29%, civil servants (PNS) with 14 people or 14%, entrepreneurs with 14 people or 14%, and lastly, others with 11 people or 11%. Therefore, it can be concluded that the majority of patients treated at Puskesmas Pakuan Aji, Lampung Timur, are private employees.

Table 4. Validity of Trust Instruments

Item	R.Hitung	R.Tabel	Keterangan
Item 1	0.736	0,1966	Valid
Item 2	0.811	0,1966	Valid
Item 3	0.868	0,1966	Valid
Item 4	0.982	0,1966	Valid
Item 5	0.871	0,1966	Valid
Item 6	0.963	0,1966	Valid
Item 7	0.986	0,1966	Valid
Item 8	0.863	0,1966	Valid
Item 9	0.974	0,1966	Valid
Item 10	0.885	0,1966	Valid

From table 4 it can be seen that r counts larger than r tables, then the instrument of trust retention can be said to be valid.

Table 5. Variable Instruments of Health Energy Services

Item	R.Hitung	R.Tabel	Keterangan
Item 1	0.566	0,1966	Valid
Item 2	0.629	0,1966	Valid
Item 3	0.878	0,1966	Valid
Item 4	0.767	0,1966	Valid
Item 5	0.585	0,1966	Valid
Item 6	0.843	0,1966	Valid
Item 7	0.916	0,1966	Valid
Item 8	0.875	0,1966	Valid
Item 9	0.874	0,1966	Valid
Item 10	0.860	0,1966	Valid

From table above it can be seen that r counts larger than r table, then the instrument of detection of health services can be said to be valid.

Table 9. Results of Multiple Linear Regression Calculation

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
1	(Constant)	5.444	2.654	2.051	.043		
	kepercayaan	.563	.073	7.712	.000	.607	1.646
	Pelayanan	.298	.082	3.645	.000	.607	1.646

a. Dependent Variable: kepuasan

Based on Table 9 to establish the formula of linear regression equations of the influence of trust and health care services on patient satisfaction in Puskesmas Pakuan Aji Lampung East.

Table 11. Results of Partial Hypothesis Test (Uji T)

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
1	(Constant)	5.444	2.654	2.051	.043		
	kepercayaan	.563	.073	7.712	.000	.607	1.646
	Pelayanan	.298	.082	3.645	.000	.607	1.646

Table 6. Variable Instruments of Patient Satisfaction

Item	R.Hitung	R.Tabel	Keterangan
Item 1	0.785	0,1966	Valid
Item 2	0.781	0,1966	Valid
Item 3	0.834	0,1966	Valid
Item 4	0.741	0,1966	Valid
Item 5	0.760	0,1966	Valid
Item 6	0.882	0,1966	Valid
Item 7	0.840	0,1966	Valid
Item 8	0.705	0,1966	Valid
Item 9	0.813	0,1966	Valid
Item 10	0.885	0,1966	Valid

From table above it can be seen that r counts larger than r table, then the patient satisfaction detection instrument can be said to be valid.

Table 7. Trust Variable Rehabilitation Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
.966	10

From table above the results of the calculation are obtained Alpha Cronbach value greater than the critical value (0.966 > 0.6) so all instruments reliable.

Table 8. Health Energy Service Rehabilitation Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
.922	10

From table 6, the results of the calculation were obtained Alpha Cronbach value greater than the critical value (0.922 > 0.6) so all instruments reliable.

Table 9 Results of Variable Patient Satisfaction Rehabilitation Test

Reliability Statistics	
Cronbach's Alpha	N of Items
.933	10

From table above, the results of the calculation were Alpha Cronbach value greater than the critical value (0.933 > 0.6) so all instruments reliable.

Dependent Variable: kepuasan

According to Table 11, the test can be described with a partial test (test t) of each variable as follows: a. The t count value for the confidence variable (X1) is 7,712 and the value of the 5% distribution is 1,985, then the t count 7,711 > t table 1,985 and also the significant value of 0,000 is smaller than 0.05 (0,000 < 0.05). Meaning confidence (x1) has a significant influence on patient satisfaction (Y). b. (Y)

Table 12. Results of Simultaneous Hypothesis Testing (Uji f)

		ANOVA ^a				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	5920.312	2	2960.156	88.884	.000 ^b
	Residual	3230.438	9	33.303		
Total		9150.750	9			

a. Dependent Variable: **kepuasan**
b. Predictors: (Constant), **pelayanan ,kepercayaan**

Based on Table 12 shows that the value of F counts is greater than that of the F table, that is, F counters 88,884 > F tables 3,089 and also the significant value of 0,000 is smaller than 0.05 (0,000 < 0.05). This means that the confidence variable (X1) and health care (X2) together (simultaneously) have a positive and significant influence on the patient satisfaction variable. (Y).

Table 13. Determination Coefficient Test Results

Model Summary ^a				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.804 ^a	.647	.640	5.771

a. Predictors: (Constant), **pelayanan ,kepercayaan**
b. Dependent Variable: **kepuasan**

Conclusions and Recommendations

Based on the results of research and discussions presented in previous chapters on "The impact of trust and healthcare services on patient satisfaction in the Eastern Aji Lampung Pakuan Puskesmas", the conclusion can be drawn that:

On the table of R2 results of 0.647, meaning there is an influence of experience and service on the satisfaction of patients of 64.7%, while the 35.3% is influenced by other factors.

Based on the coefficient table it is known that the sig value for the influence of confidence (X1) on patient satisfaction (Y) is 0,000 < 0,05 and the t count value is greater than the t of the table (7,712 > 1,985) There is a significant influence on the confidence on the satisfaction of patients in Puskesmas Pakuan Aji Lampung East.

Based on the known anova table, the significance value for the influence of location (X1) and product completeness (X2) simultaneously on the purchase decision is 0,000 < 0,05 and the value of F counts 88,884 > F table 3,089, so it can be concluded that H3 is accepted which means there is confidence (x1) and health care (x2) concurrently on patient satisfaction (Y).

Recommendation Based on the results of research and discussion, the author gives advice and benefits from this research for the agency, namely as follows:

For instances For companies or agencies in particular Puskesmas Pakuan Aji needs to pay attention to the trust and services of medical personnel, because it has a great influence on the satisfaction of patients carried out by consumers.

For future researchers Researchers can further develop this research using other methods such as qualitative, through in-depth interviews with respondents in researching the influence

of the location and completeness of the product so that the information obtained can vary more than the carriage of which the answers have been available. In addition, researchers can also add and test other variables that do not exist in this study to measure the type of human resources to improve patient satisfaction especially in the Puskesmas Aji Pakuan East Lampung.

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