



The Influence of the Capability of the State Civil Apparatus (ASN) and Work Discipline on the Quality of Public Services at the Banda Aceh City Investment and One Stop Integrated Service (DPMPTSP) Office

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Abstract: This study aims to determine the effect of the state civil Apparatus (ASN) ability, work discipline on the quality of public services in investment and one stop integrated services (DPMPTSP) office Banda Aceh City. This study uses primary data obtained by distributing questionnaires to 30 respondents who were selected using the Census sampling method. The data analysis method used is the multiple linear regression method with the help of SPSS 25. The results of the study partially show that ability of state civil service has a positive effect on the quality of public service at the Banda Aceh City DPMPTSP service. Work discipline has a positive and significant effect on the quality of public service at the DPMPTSP Banda Aceh City. Simultaneously, State civil Apparatus Ability and Discipline have a positive and significant impact on the Quality of Public Service at the DPMPTSP Banda Aceh City.

Key words: *The state civil Aparatus Ability, Work Discipline, Quality of Public Service.*

1.0 Introduction

The High capability of the State Civil Service (ASN) will result in high performance and low capability of the ASN will result in poor performance of the ASN. The problem of weak ASN capabilities still occurs in the Banda Aceh City Investment and One-Stop Integrated Services Service (DPMPTSP). Some ASNs placed in DPMPTSP still have not mastered the scope of their work, so there may be problems in achieving good public services in DPMPTSP Banda Aceh City. In terms of educational level, ASN in DPMPTSP Banda Aceh City have high educational qualifications where some ASN have bachelor's (S1) and Master's (S2) degrees. The Education is an important requirement for a job that can connect the knowledge and skills that have been learned to be applied in the workplace. Even though the education of ASNs is high, the reality is that there are still some who do not master the scope of their work.

The According to Nitisemito Senioritas (2013) word period is the length of time an employee contributes energy to an organization. Ability, skill and proficiency in carrying out work can produce satisfaction at work. Judging from working hours, Banda Aceh City DPMPTSP employees still lack discipline, because there are still ASN who are not present on time or late, and these delays are of course recorded in the administrative file. The Another fact of lack of discipline is that there are still employees who do not attend roll call and go home before work time arrives.

The According to Sutrisno (2019) Discipline can show the respect that employees have towards the agency's rules and regulations. ASN performance can determine the quality of public services. If an ASN's performance is good, of course the quality of the public services provided will also be good. If employee performance is bad, of course the service will also be bad. According to Sedarmayanti (2010) professionalism is the basis for placing bureaucracy as an effective machine for the government and as a measure of ASN's ability to work well. The low quality of public services in the Banda Aceh City DPMPTSP can be shown from the community satisfaction survey conducted by the Banda Aceh City DPMPTSP for every community that handles licensing applications at the Banda Aceh City DPMPTSP, and there are still people who give negative responses to ASN at the Banda Aceh City DPMPTSP. Banda Aceh City. The quality of public services is all service activities provided and carried out by public service providers as an effort to meet the needs of service recipients in accordance with the provisions of statutory regulations. Every human life requires service, and service cannot be separated from human life. The public certainly demands quality public services from ASN. These demands are often not in accordance with what society expects. Based on the above phenomenon, the author here wants to conduct research with the title "The Influence of State Civil Apparatus (ASN) Capabilities and Work Discipline on the Quality of Public Services in the One Stop Investment and Integrated Services Service (DPMPTSP) of Banda Aceh City”.

2.0 Literature Reviews

The Meaning of ASN Capabilities

The According to Boyatzis, Richard E. (2008) Ability is the capacity that exists within a person to have the ability to fulfill what is required by work in an organization so that the organization can achieve the expected results. The Factors that support capability standards are:

- a. Knowledge and skills in carrying out work under normal conditions in the workplace.
- b. Ability to transfer and apply skills and knowledge to different environmental situations.
- c. Ability standards are not only the ability to complete tasks/work, but must be accompanied by how and why the task is carried out.

The indicators of ASN capability

In research by Raharjo, Paramita & Warso (2016) work ability indicators include the following:

1. Knowledge. Knowledge is the foundation on which skills and will are built, the organized knowledge of the organization, facts, rules and procedures that, when applied, enable successful performance of work.
2. Training. A short-term training process that uses systematic, structured procedures through which non-managerial employees acquire technical knowledge and skills for a specific purpose.
3. Experience. The level of a person's professional skills and competences can be measured by seniority and the level of existing knowledge and skills.
4. Skills. A person's ability to perform work without difficulty, to master tools and to operate machines.
5. Ability to work. Conditions under which an employee feels able to carry out the work assigned to him

The Work Discipline

In the Government Regulation (PP) No. The Law of August 31, 2021, No. Art. 94 on the regulation of the civil apparatus of the State establishes that the regulation of the civil apparatus of the State is the ability of the civil apparatus of the State to fulfill its obligations and to avoid certain prohibited legal acts. Regulations. Work discipline is a dominant factor affecting a person's performance. To understand the importance of work discipline, Heidjrachman and Husnan explained: "Discipline applies to each individual as well as to the group, which ensures compliance with instructions and takes the initiative to carry out necessary actions when there is no 'It's Order' » Employee work discipline is a form of training aimed at improving the knowledge, attitudes and behavior of employees and shaping them to work voluntarily with other employees. Employee labor discipline requires means of communication, including specific warnings for employees who do not want to change their character and behavior. Work discipline is a person's awareness and willingness to comply with all applicable government regulations and social norms (Hasibuan, 2017:).

Factors That Influence Work Discipline

A factor is a condition or situation that can influence an event/phenomenon. According to Wahyudi (2019), several indicators affect the level of employee discipline, namely:

1. Amount of compensation granted. Employees can comply with all applicable regulations if they feel they receive guaranteed compensation commensurate with their hard work within the organization.
2. Example of leadership. The example of the manager plays a very important role in establishing employee discipline because the manager serves as an example and role model for his subordinates. Leaders cannot expect good discipline from their subordinates if they themselves lack it. Leaders must recognize that their behavior will be emulated and imitated by their subordinates.
3. Specific standards that can serve as guidance. The development of work discipline will not be possible in an organization without the existence of specific written rules that can serve as collective guidelines. Employees are willing to respect work discipline when clear rules are in place and communicated to them.
4. Criminal sanctions. Criminal sanctions play an important role in maintaining employee discipline. As sanctions become increasingly harsh, employees will become increasingly fearful of violating organizational norms and their disciplinary attitudes and behaviors will weaken. Criminal sanctions must be adequately justified for any level of indiscipline, be educational in nature and serve as a motivational tool to maintain discipline.
5. Supervision of the managing directors. Supervision trains employees to adhere to work discipline.
6. Attention to employees. Managers who can pay close attention to employees will be able to create good work discipline.

The indicators Of Work Discipline

An indicator is something that can be used as a guide or basic standard as a reference. According to Wahyudi (2019) indicators of work discipline are as follows:

1. Timeliness.

The first indicator of work discipline is punctuality. You can assess employees by how disciplined they are in working towards the time set by the Department. For example, the department has set working hours from 08.00 WIB to 17.00 WIB, so employees must be present on time according to the applicable working hours. Apart from that, if

the department gives an assignment that must be completed within a certain time period, the employee must be punctual in submitting the assignment

2. Responsibility.

Not a few employees are found who often look for excuses not to complete their responsibilities, so if you find employees like this, they can hinder the department from developing and moving forward. Therefore, employees must have responsibility for every task that has been given to them.

3. Compliance with Applicable Regulations.

Employees must obey service regulations. The regulations made are useful for maintaining the smooth running of the department in carrying out its vision and mission. Therefore, employees are required to be disciplined in carrying out service regulations.

The Service quality

According to the Minister's Regulation on Strengthening the State Apparatus and Bureaucratic Reform No. 7 of 2021, all forms of public services provided by public bodies at the central level, in provincial areas and within enterprises are considered public or regional public services in the form of Goods or services, either as part of an effort to meet community needs or as part of the implementation of legal provisions. According to Law No. 25 of 2009, Art. 1, letter a) on public services contains the following definition of public services: "Public services are activities or complexes of activities aimed at meeting the service needs in accordance with the law for each citizen and resident of goods and services" and/or administrative services, which are provided by public service providers." If we analyze in detail, service is the provision of basic rights to citizens or society according to their needs and interests in accordance with the provisions of Law. Public service means serving citizens or society. When you serve, you are actually providing public and professional services. Public service means serious service to the people it serves, to meet their needs and interests and to ensure the satisfaction and benefit of those it serves.

Garvin in Hollins & Shinkins (2016 :) service indicators include the following:

1. Reliability. Reliability is the agency's ability to provide public services to the community.
2. Responsive. responsiveness is directly related to responsiveness. Responsiveness is about how the department provides public services that are responsive to all the desires

and needs of the community. Usually this responsiveness is also followed by delivery that remains easy to understand.

3. Assurance. Assurance is related to certainty, specifically the certainty that the public gets from the attitude of employees. This assurance can be obtained, for example, from good communication, extensive knowledge, to polite and courteous attitudes towards the community. With assurance, public trust in the service will improve.
4. Empathy. Empathy related to community satisfaction is closely related to sincere and close attention to each community. Empathy will help employees to know the specific needs and desires of the community.
5. Tangibles. Tangibles are the agency's ability to provide the best public services for the community and this is a concrete thing. This means that the quality of public services can be seen and felt directly by the public

3.0 Methodology

Population and Sample

According to Sugiyono (2012), the definition is: “A population is a generalization of objects and entities that have characteristics and characteristics that need to be studied and conclusions drawn.” The population of this study included ASNs from the Department of Integrated Investment and Global Services the city of Banda Aceh, a total of 30 people. The total number of employees of Banda Aceh City Investment and One-Stop Integrated Services Service is 56 people. The reason for the inclusion of is the total population (56 people), 30 people have ASN status and the rest do not have ASN status and 4 people work as cleaners

Sugiono (2014: suggests that a sample is a small number of a population taken with conditions that meet predetermined characteristics. By measuring the sample, the researcher will know how many samples will be taken for the research. Each sample selected must also meet all the specified characteristics. The sample must be able to represent the characteristics of the population.

Data Types and Sources

The types and sources of data used in research are:

1. Field research. Field Research is data collected directly from the object under study.

The primary data collection was obtained in the following ways:

2. Observation. Observation is direct observation of the object being studied by recording data related to the abilities and discipline required in this research so that we get the true picture.
3. Interview. Hold a question and answer session with the leadership or ASN at the Banda Aceh City Investment and One-Stop Integrated Services Service who are considered to be able to provide the information needed in this research.
4. Questionnaire. A questionnaire is a data collection technique that is carried out by giving a set of written statements to 30 ASN respondents to answer. Researchers distributed questionnaires to respondents, namely ASNs, in the form of written statements by developing statements that produced agreement/disagreement in various ranges of values and the scale used to measure was a scale with intervals of 1-5.
5. Secondary data (library study), data obtained from other parties and processed from data sources in the form of archival documents and reports that are relevant to this research (Sugiyono, 2008:308 in Suwanto, 2013:36)

Data Measurement Scale

According to Sugiyono (2012) there are various attitude scales that can be used for research, namely: Likert scale, Guttman scale, Scale scale, and Semantic Differential. In this research the author used a Likert scale to measure the influence of ASN Ability and Work Discipline on the Quality of Public Services at the Investment and One-Stop Integrated Services Service of Banda Aceh City. The variables to be measured are translated into indicator variables. Then the indicators are used as a starting point in compiling instrument points in the form of questions or statements.

Table 1: Previous Research

No .	Source	Research purposes	Research Methods and Instruments	Research result
1.	Manhalawa Karunia (2020) "The Influence of Work Discipline on the Quality of Trade Business License Services at the Medan City	Learn more about the work discipline of employees and the quality of business licensing services at Medan City Investment	Quantitative	Work discipline affects the quality of business permit services at Medan City Investment and One Stop Integrated Services Service.

	Investment and One-Stop Integrated Services Service (DPMPTSP).	and One Stop Integrated Services Service (DMPPTSP).		
2.	Stefanus, Soe'oad Hakam and Gunawan (2015) "The Influence of Compensation on the Ability of PT. ASURANSI JIWASRAYA Employees".	To show the significance of the influence of compensation on employee abilities.	Descriptive analysis and linear regression analysis	Compensation really plays an important role and has a very strong influence on employee abilities.
3.	Nuraini Firmandari (2014) "The Influence of Discipline on Employee Performance with Work Motivation as a Moderating Variable".	To determine the effect of discipline on employee work moderation with motivation	Quantitative	Work discipline affects employee performance
4.	Ginanjjar (2015) "The Influence of Work Ability and Culture on the Work Productivity of Himpaudi Management, Sukabumi".	Show the importance of the influence of skills and work culture on employee productivity.	Linear Regression Analysis	Skills have a positive and significant impact on work productivity, as does culture.
5.	Triasmoro (2012) "The Influence of Ability, Motivation on Employee Performance (case study at Bappeda Kediri Regency)".	Determine the influence of skills and motivation on employee performance	Quantitative	Employee skills have a positive impact on work productivity, while motivation has a slight positive impact

4.0 Data Analysis and Finding

The data analysis method of this study is to use multiple linear regression to examine the effects of variables related to ASN capacity and labor discipline on the quality of public services in

Banda City, investments in Aceh and the unique integrated service service. With the contribution of SPSS (Statistical Package for the Social Sciences). The regression equation can be formulated as follows :

$$Y = b_0 + b_1 X_1 + b_2 X_2 + e$$

Information:

Y = Quality of Public Services

b_0 = Constant

b_1 b_2 = Regression Coefficients

X_1 = ASN capabilities

X_2 = Work Discipline

E = error term

Hypothesis test

The statistical test of multiple linear regression aims to prove the hypothesis whether or not there is a significant or strong influence, so it is carried out using the t test and F test.

Partial Test (t Test)

This test is carried out based on a comparison of the calculated values of each regression coefficient with the table values (critical values) with a significance level of 5% with degrees of freedom $df = n - k$, where n is the number of observations and k is the number of variables.

The basis for decision making in the t test is as follows (Ghozali, 2011):

1. If $t_{count} > t_{table}$ and significance value < 0.05 , then H_1 , H_2 and H_3 which means the independent variables consisting of ASN Capability and Work Discipline partially have a significant effect on the dependent variable, namely the Quality of Public Services at the Investment and One-Stop Integrated Service Services Banda Aceh City.
2. If $t_{count} < t_{table}$ and the significance value is > 0.05 , then H_1 , H_2 and H_3 which means the independent variables consisting of ASN Capability and Work Discipline partially do not have a significant effect on the dependent variable, namely the Quality of Public Services at the Investment and Integrated Services Service One Door Banda Aceh City.

Simultaneous Test (F Test)

The F-test is a way to test a null hypothesis with multiple coefficients. This determines whether the fit of the regression equation is significant by constraining the equation to match the null hypothesis. The F-test is performed with a confidence level of 95% and an analysis error rate (α) = 5%. Degrees of freedom in the numerator $df1 = (k-1)$ and degrees of freedom in the denominator $df2 = (n-k)$, k is the number of parameters (coefficients) of the linear regression model and n is the number of observations. The basis of the decision-making process is as follows (Ghozali, 2011):

1. If the F number > Table F and the significance value < 0.05, H_4 is accepted, which means that the independent variable consisting of both skills and discipline has a significant influence on the independent variable, namely the quality of public services.
2. If F-number < F-table and significance value > 0.05, then H_4 is rejected, which means that the independent variable including both ASN ability and work discipline has no influence on the independent variable quality of public service has.

5.0 Discussion and Conclusions

Based on the results of statistical research, it is clear that partially independent variables, namely the attitude of the ASN and work discipline, have a positive and significant influence on the quality of public services. The explanation of each variable is explained as follows:

1. The impact of ASN capabilities on public service quality

The results of the hypothesis tests (H_{a1}) show that the variable ASN capacity has a positive influence on the quality of public services. Based on the calculation results, the t-value is 0.3739 at significance level 2.60. The significance level is greater than 0.05, which means that H_{a1} is adopted in this study. In this case, the capabilities of the ASN have a significant impact on the quality of public services. Sufficient DSC capabilities have a positive impact on the DPMPSTP service in Banda Aceh City. This is confirmed by research (Ade: 2012) which shows that the capabilities of ASNs have a partial positive impact on the quality of public services.

2. The influence of labor discipline on the quality of public services

The results of the hypothesis tests (H_{a2}) show that the variable work discipline has a positive and significant influence on the quality of public services. Based on the calculation results, the t value is $0.3739 \geq$ with a significance level of 0.000. This significant value seems

to be greater than 0.05, which means that H2 is accepted in this study. In this case, the capabilities of the ASN have a significant impact on the quality of public services. The relevant capabilities of the ASN have positive value for the DMPPTSP Banda Aceh City. This is confirmed by research by (Hayat: 2017), which shows that work discipline partially and significantly positively influences the quality of public services.

3. The influence of ASN skills and work discipline on quality

Public Services The results of the simultaneous hypothesis test in Table 4.16 show that the variable quality of education (Y) is 4.268. while the value of f_{table} at stage (a) of 0.05 (5%) and $df = n - k$ ($30 - 2$) = 28 is 0.3610. From this we can conclude that H_a is accepted and H_o is rejected because the value of f_{count} is $4.268 > F_{table}$ 0.3610. The results of simultaneous hypothesis testing for the variables ASN capacity (X1) and work discipline (X2) show that these variables have a simultaneous influence on the variable quality of public services (Y). In fact, it illustrates the acceptance of H_{a3} in the case of rejection of H_{o3} , and the significance value of Y is 0.000 because the value of $F_{sig} < 0.05 = 0.000 < 0.05$. These results confirm the third hypothesis (H_{a3}), as the significance level of the “public service quality” variable is < 0.05 . These results support the hypothesis third (H_{a3}), because the level of significance of the Public Service Quality variable is < 0.05 . These results confirm the third hypothesis (H_{a3}), as the significance level of the “quality of public services” variable is < 0.05 . The results of the H_{a3} test show that the ability and work discipline of ASNs, which affect the quality of public services, also have a positive impact on the quality of public services and work discipline. The skills and work discipline of ASNs therefore have a significant impact on the quality of public services. ASN performance and good work discipline under Public Service Quality have positive value for DMPPTSP service in Banda Aceh City.

Based on the results of the research conducted in the DPMPTSP Department of Banda Aceh City regarding the impact of ASN skills and work discipline on the quality of public services, the following conclusions can be drawn:

1. The results of this study show that the partial capacity of the ASN (X1) has a positive impact on the quality of public services (Y) for service workers of the DPMPTSP of Banda Aceh City.
2. The results of this study show that work discipline (X2) partially has a positive and significant influence on the quality of public services (Y) for employees of the Investment and Integrated Services Department of Banda Aceh One City.

3. The results of this study show that simultaneously ASN capacity (X1) and work discipline (X2) have a positive and significant influence on the quality of public services (Y) for employees of Banda Investment and Integrated Services Department Aceh One City..

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