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Employee discipline in the city of Banjarmasin: case study of employee discipline in public service review at the north Banjarmasin district office

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ABSTRACT

Employee discipline is very important in ensuring that the public services provided run efficiently and effectively. Employee discipline is not only important for the internal operational effectiveness of an organization but also has a significant impact on the quality of public services provided to the community, especially public services in North Banjarmasin District, Banjarmasin City. The purpose of this study was to determine employee discipline in improving public services in North Banjarmasin District, Banjarmasin City. The research method uses a qualitative descriptive with a case study approach. Data collection techniques through observation, interviews, and documentation. The results of the study find (1) The discipline indicator for working time for civil servants is following the stipulated provisions, namely 37.5 hours in one week starting from Monday to Friday. (2) Disciplinary indicators for civil servant regulations are carried out under applicable procedures and all employees wear uniforms and attributes that have been determined. (3) Disciplinary indicators of civil servant work responsibilities in the use of tools and maintenance of equipment have been carried out properly, if damage occurs to the equipment, repairs are immediately carried out under established procedures.



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Introduction

The government apparatus is the driving force in carrying out public services so that high quality and capable apparatus are needed in carrying out their duties as servants of the state (Farisi et al., 2019). Employee discipline requires the willingness of a person to provide public services with full awareness of following every rule that has been established and applies to an organization (Razak et al., 2018). Civil Servants as a key element of state equipment resources play a very important role in successfully carrying out their official role providing services to the public with full discipline, good performance with attitudes and behavior of loyalty and obedience to the nation, upholding morality and high spirits (Saputra et al., 2020). Employee discipline will be a benchmark for the role of public service and as a form of control for state apparatus in carrying out organizational tasks (Hermira & Yosepha, 2019). The application of good work discipline will provide great benefits for the interests of the organization and for employees (Maryani et al., 2021). The formation of good discipline for the

organization will guarantee the smooth implementation of the implementation of tasks in an orderly and smooth manner so that work optimization can be obtained, especially in providing public services (Juliati, 2021). Realize the expected goals in carrying out the task. The application of good work discipline will provide great benefits for the interests of the organization and for employees (Sulila, 2020).

The formation of good discipline for the organization will guarantee the smooth implementation of the implementation of tasks in an orderly and smooth manner so that work optimization can be obtained, especially in providing public services (Burhanudin et al., 2023). Realize the expected goals in carrying out the task. The application of good work discipline will provide great benefits for the interests of the organization and for employees (Junaidy et al., 2021). The formation of good discipline for the organization will guarantee the smooth implementation of the implementation of tasks in an orderly and smooth manner so that work optimization can be obtained, especially in providing public services. realize the expected goals in carrying out the task (Arif et al., 2019).

Muhyadin (2019) states that employee discipline is an attitude of willingness and willingness of a person to obey and obey the norms of regulations that apply around him. This is in accordance with Government Regulation of the Republic of Indonesia Number 94 of 2021 concerning Discipline for Civil Servants in article 3(c) which reads that Civil Servants are required to carry out policies set by authorized government officials, and Article 3(d) states that Civil Servants Civil servants are obliged to comply with the provisions of laws and regulations, and in article 3(e) it reads that civil servants are obliged to carry out their official duties with full dedication, honesty, awareness and responsibility, and in article 3 (f) it reads that civil servants are obliged to show integrity and exemplary behavior, words and actions to loyal people, both inside and outside the service (Saferti, 2023). Employee discipline requires firmness in an organization through binding regulations set by the government, because without the support of good employee discipline, then in providing public services it is not optimal, the need for strictness in employee discipline becomes very important in order to achieve the success of an organization's goals (Sitopu et al., 2021).

Government organizations in the city of Banjarmasin are inseparable from the application of employee discipline. At adjacent times, namely May and June of the same year, violations of employee discipline occurred, namely violations by the state apparatus, as stated in the Kalimantan Post Daily Newspaper on Tuesday, 10 May 2022 that: "From Kalimantan Post monitoring, at around 8.30 WITA, there were at least 6 ASN people in khaki uniforms and one person in a white uniform complete with rank badge at the Banjarmasin City Transportation Service (Dishub). In fact, at the same time the Joint Call which has been scheduled and must be attended by all civil servants within the Pemko Banjarmasin is still going on." Other news, namely on the Smart FM Banjarmasin media, Tuesday 7 June 2022 reported that: "A member of the State Civil Apparatus (ASN) in the environment Pemko Banjarmasin suspected of being involved in a drug abuse case. From reliable information, the ASN in question is a Lurah in one of the sub-districts in Banjarmasin."

The news mentioned above will certainly have an unhealthy impact on the organization in the public's view. From a different place, the authors carried out observations in one of the sub-districts in Banjarmasin City, namely North Banjarmasin District. North Banjarmasin District is an organization that provides services to the community and requires discipline from its employees in providing public services, North Banjarmasin District is part of the regional area of Banjarmasin City, and as the executor of government delegated by the mayor, and North Banjarmasin District oversees ten sub-districts as division of the region and sub-district apparatus. North Banjarmasin District is tasked with coordinating government administration.

From the results of preliminary observations, the writer saw that after the morning ceremony, several employees did not immediately enter their respective workspaces to work, instead there were several employees who were chatting and hanging out. or there are still no people who come to ask for their services. In the opinion of (Maryani et al., 2021) that employee discipline is every individual and also a group that ensures compliance with "orders" and takes the initiative to take an action if there is no "order". Based on this opinion, firmness is still needed for discipline for employees in North Banjarmasin District. On the other side of the scene, there are also several employees who go straight to the canteen in front of the North Banjarmasin District office, Banjarmasin City. Another phenomenon that the authors found in an article stated that there was information from a community member at the North Banjarmasin District Office, Banjarmasin City, which informed the slow implementation of services. The excerpt from the article is as follows:

The information that the author obtained from a member of the public said that the services provided by employees were still not optimal. Tend to be slow in providing services to the community. Sometimes just one administrative matter such as letters of introduction from the sub-district are completed in quite a long time where, an affair should be completed in just 10 to 12 minutes, sometimes it takes longer to complete the matter, this is because one of them is because some of the people who come to the sub-district office tend not to bring

complete requirements files so that services cannot be provided immediately by the apparatus because bringing complete requirements files if you want to take care of an affair is something that must be fulfilled" (Rosalina et al., 2023). Research gap of this study is any employee discipline in the city of Banjarmasin. Preliminary observations and articles from previous research, the authors wish to carry out related to employee discipline in a review of public services in North Banjarmasin District, Banjarmasin City. The backbone of the study was explained in the middle on discussion.

Literature Review

Employee Discipline

Discipline is the attitude or behavior of an employee in accordance with written policies or regulations. regulations of employee discipline include absences, late arrivals, provision of services and others, in the opinion of (Sutrisno, 2021) that employee discipline is a person's behavior in accordance with regulations, existing work procedures or discipline is attitude, behavior and actions accordance with the rules of the organization both written and unwritten. Discipline is an attitude, behavior and actions that are in accordance with company regulations, both written and unwritten (Shaddiq et al., 2023). The regulations in question include absenteeism, slowness, enter, and quickly go home employees (Syuaib et al., 2023). So this is something employee disciplinary attitude that needs to be properly addressed by management side (Alamsyah, 2023). Many define discipline as when employees always come and go home on time.

(Setiawan, 2023). That opinion is only one demanded by the organization (Rizani et al., 2022). Therefore, discipline can be interpreted as behavior that is written or not written (Pratama et al., 2022). Work discipline can be defined as an attitude of respect, respect, obedience and obedience to applicable regulations, both written and unwritten and able to carry them out and not shy away from accepting sanctions if he violates the duties and authorities assigned to him and given to him (Hadiwiryo, 2022).

Meanwhile, according to (Zulmi & Sitorus, 2021) explain that discipline is the most important operative function of HRM, because the better the employee discipline at the company, the higher the work performance that can be achieved. Employee discipline is a person's behavior in accordance with the regulations, existing work procedures or discipline is the attitude, behavior and actions that are in accordance with the rules of the organization both written and unwritten (Suprpti et al., 2020). Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to comply with all applicable company regulations and social norms (Panuntun & Djamil, 2021). Another definition of discipline is a procedure that corrects or punishes for violating rules or procedures (Munandar et al., 2023). Discipline is the desire and awareness to comply with organizational rules and social norms (Yusuf et al., 2023). Therefore, discipline is an important means to achieve goals, so the development of discipline is a very important part of management (Shaddiq & Irpan, 2023). Any management in its implementation requires the discipline of all members of the organization (Andrini, 2023). Discipline is also said to be a means to train and educate people against regulations so that there is compliance and so that they can run in an orderly and orderly manner within the organization (Arizal et al., 2021). Discipline is also said to be a means of communicating with employees so that employees want to do what is recommended by superior and in accordance with company regulations that have been set (Chartady, 2023).

The main aim of discipline is to maximize results by preventing wastage of time and energy in industry 4.0 (Fadilurrahman et al., 2021). In addition, discipline tries to prevent damage to or loss of property, machinery, tools, and work equipment caused by carelessness, jesting or theft (Habibah et al., 2021). Discipline tries to overcome mistakes and negligence caused by inattention, incompetence, and tardiness (Handayani, 2023). Discipline tries to start work that is slow or ends work too early due to delays or benefits (Handayani et al., 2022). Discipline also seeks to overcome differences of opinion among employees and prevent disobedience caused by misunderstandings and misinterpretations (Hidayat et al., 2021). Discipline is needed for further organizational goals, also to maintain efficiency by preventing and correcting individual actions in bad faith towards the group, discipline seeks to protect good behavior by setting the desired response (Prysmakova, 2021). Discipline in an organization can be upheld when most of the rules are obeyed by members of the organization (Irpan & Shaddiq, 2023).

Many interpret that discipline if employees always come and go home on time (Irpan et al., 2021). That opinion is only one demanded by organization (Iyansyah et al., 2021). Therefore, discipline can be interpreted as written and unwritten behavior (Jamil et al., 2023). Work discipline is a attitude of respect, respect, obedience and obedience to applicable regulations, whether written or not written and able to carry it out and not circumvent receive sanctions if he violates the duties and authority that was given to him (Joko et al., 2022). Employee discipline is a form training that seeks to repair and shape (Kabul, 2023). Knowledge, attitudes, and behavior of employees so that these employees voluntarily seek to work cooperatively with other employees and

improve their work performance (Kabul et al., 2023). Employee discipline is behaviour someone who complies with existing regulations, work procedures (Kuniawan et al., 2021). Discipline is the attitude, behavior and actions that are appropriate with the rules of the organization either written or not written (Kurniawan et al., 2021). Work discipline is a tool managers use to communicate with employees so that they are willing to change a behavior as well as an effort to increase awareness and willingness a person to comply with all applicable company regulations and social norms (Norrahmiati& Suharto, 2023). Discipline is the desire and awareness to comply with organizational rules and social norms (Irpan&Shaddiq, 2023). Therefore, discipline is an important means to an end, then discipline coaching is a very part of management essential (Ramadhani et al., 2023). Discipline is also said as a means to train and educate people about the rules in order to exist compliance in an organization that runs in an orderly manner and regular (Putera et al., 2022; Sari et al., 2023).

The State of Indonesia has regulated matters relating to employee discipline, namely in Government Regulation of the Republic of Indonesia Number 94 of 2021 article 1 paragraph 4 which reads that Civil Servant (ASN/PNS) Discipline is the ability of PNS to comply with obligations and avoid prohibitions specified in laws and regulations. then article 5 contains prohibitions for civil servants, namely (a) abusing authority; (b) act as an intermediary to obtain personal and/or other people's benefits by using the authority of other people who are suspected of having a conflict of interest with their position; (c) become an employee or work for another country; (d) work for an international institution or organization without permission or without being assigned by a Personnel Supervisory official.

Method

This study uses a qualitative descriptive method which provides an overview in the form of a research narrative with a case study approach. Data collection techniques through observation done by directly observing how employee discipline in the City of Banjarmasin, interviewsto know 1) how indicator of time discipline that civil servants are required to fulfill; 2) how indicators of regulatory discipline and clothing also has a published procedure that is determined and implemented properly with; 3) how indicator of work responsibility discipline. Documentation, while data sources are taken from primary data and secondary data. There were 4 (four) research informants, namely the North Banjarmasin Sub-District Head, the Head of General Affairs and Civil Service at the North Banjarmasin District Office, the Head of Services, Information and Complaints at the North Banjarmasin District Office and one person from the community who was provided with services at the North Banjarmasin District Office. The data analysis technique used according to Burhan Bungin, that "a qualitative analysis strategy, generally not used as a means of searching for data in the sense of frequency but rather is used to analyze the ongoing social processes and the meaning of the facts that appear to be brought together. Thus, the meaning of qualitative analysis is used to understand a process and fact and not just to explain these facts (Andrews, 2023).

Data Collection Technique

One of the important components of the study is data collection. Mistakes made in the data collection process will make the analysis process difficult. In addition, the results and conclusions obtained will be ambiguous if the data collection is carried out incorrectly. Data collection was carried out in a natural setting on primary data with participant observation, in-depth interviews, and documentation(Najmi et al., 2022).

Interview

The interview aims to explore data on indikator disiplin waktu yang wajib dipenuhi PNS, the indicators of code of conduct, regulations and clothing also have published procedures that are determined and implemented and indicators of work responsibility discipline, namely the use of tools and maintenance of tools. In this study, interviews were conducted with predetermined research subjects. The research subjects themselves are people who know and can provide information about the indicators of time discipline that must be fulfilled by civil servants, the indicators of rules and clothing regulations and also the procedures for publication that are determined and implemented and the indicators of work responsibility discipline in North Banjarmasin Regency.

Observation

Observations were made on time discipline indicators that must be fulfilled by civil servants, regulations and dress codes also have published procedures that are determined and implemented and indicators of work responsibility discipline in North Banjarmasin Regency.

Documentation

Documentation study was indicators of time discipline that must be fulfilled by civil servants, indicators of rules and regulations and attire also have published procedures that are determined and implemented and indicators of work responsibility discipline in North Banjarmasin Regency.

Data Collection Instrument

Data collection instruments as tools in data collection can be realized in questionnaires, test kits, interview guidelines, observation guidelines, scales, and so on. The data collection table is presented as follows (Najmi et al., 2022).

Table 1. The Data Collection

Purpose	Indicator	Data Sources	Technique		
			I	O	D
Indicator of time discipline that civil servants are required to fulfill, namely 37.5 hours in one week starting from Monday to Friday in accordance.	1. How does indicator of time discipline that civil servants are required to fulfill, namely 37.5? 2. How is the planning indicator of time discipline that civil servants are required to fulfill, namely 37.5? 3. What are the indicators for the success of time discipline that civil servants are required to fulfill, namely 37.5?	1. District Head of North Banjarmasin. 2. Head of Services, Information and Complaints at the North Banjarmasin District Office	√	√	√
Indicators of regulatory discipline and clothing also has a published procedure that is determined and implemented properly with clothing all employees use the uniform and specified attributes.	1. How Indicators of regulatory discipline and clothing? 2. How Indicators of clothing?	3. District Head of North Banjarmasin 4. Head of Services, Information and Complaints at the North Banjarmasin District Office	√	√	√
Indicator of work responsibility discipline, is that the use of tools and maintenance of equipment has been carried out properly, and if there is damage to the tool, it will be repaired immediately.	1. How Indicator of work responsibility discipline?	2. District Head of North Banjarmasin 3. Head of Services, Information and Complaints at the North Banjarmasin District Office	√	√	√

Note: I (interview), O (Observation) and (D (Documentation)

Results and Discussions

Employee discipline in improving public services in North Banjarmasin District, Banjarmasin City

The application of discipline requires compliance with the regulations set by the organization, discipline in the assigned tasks is necessary because it can build a work ethic, service productivity that satisfies the community so as to give a positive image to the organization. Proper and correct employee discipline will produce quality public services. Things that need to be considered in work discipline are as follows:

Time discipline

Discipline towards time at work shows the obedience of an employee to be ready to be present at work hours determined by the organization, the presence of employees during hours of duty must be carried out to the maximum, not wasting work time by doing things that are not of interest, employees carry out tasks on time and correctly so that all specified work activities can be realized and fulfilled properly and correctly.

“Interviewer: Thank you for participating in this interview. Let's start by discussing your perceptions of employee discipline in the public service review process at the North Banjarmasin District Office. Can you share your observations?”

- Interviewee 1: Of course. From what I've noticed, employee discipline varies among individuals. Some employees are punctual, follow procedures, and are committed to their tasks. However, there are instances of tardiness and lack of adherence to guidelines.
- Interviewee 2: I agree. Discipline is important, especially when dealing with public service. However, I've observed that some employees might feel that rules are too rigid or that there's a lack of clarity in certain procedures.
- Interviewer: Thank you for sharing your perspectives. Now, let's discuss the impact of employee discipline on the quality of public service. How do you think discipline affects the services provided to citizens?
- Interviewee 3: Employee discipline directly impacts service quality. When employees are disciplined, they are more likely to provide accurate and timely services. This creates a positive impression on citizens.
- Interviewee 4: On the other hand, lack of discipline can lead to mistakes, delays, and inconsistency in service delivery. Citizens might feel frustrated when they encounter such issues.
- Interviewer: Interesting insights. Can you identify any challenges that might hinder employee discipline in the district office?
- Interviewee 1: One challenge is the lack of regular training and updates. Sometimes, employees might not be aware of the latest procedures, leading to confusion.
- Interviewee 2: I've also noticed that motivation can be an issue. When employees don't feel valued or recognized, their commitment to maintaining discipline might waver.
- Interviewer: Thank you for sharing those challenges. Now, considering the data, what do you think are the implications of these challenges on the quality of public service?
- Interviewee 3: The challenges can result in inconsistencies in service quality. If some employees are not following procedures correctly, it affects the overall reputation of the district office.
- Interviewee 4: In the long run, poor service quality due to lack of discipline can erode citizen trust in the district office. It's essential to address these challenges to ensure a positive image."

Based on results of the author's interview with the District Head of North Banjarmasin (Mrs. Norrahmawati, S.AP.) regarding time discipline are as follows: Hours for work at the North Banjarmasin District office are determined in accordance with the circular letter of the Minister of Administrative Reform and Bureaucratic Reform Number 16 of 2022 concerning the obligation to comply with the provisions of working hours for State Civil Apparatuses that civil servants are required to come to work and comply with the provisions of working hours in accordance with Government Regulation Number 94 In 2021, the number of effective working hours is to fulfill working hours, namely 37.5 hours per week, with the provisions of five working days, namely Monday to Thursday from 08.00 WITA to 16.30 WITA, especially for Friday Working hours start at 08.30 WITA until 11.00 WITA.

Based on the results of an interview with Mrs. Norrahmawati, S.AP. as the District Head of North Banjarmasin that the indicators of time discipline carried out at the North Banjarmasin District Office are in accordance with applicable regulations, namely fulfilling working hours for one week for 37.5 hours, with details every Monday to Thursday, employee working hours are 8.5 hours are carried out for four days so that the total working hours on Monday to Thursday are 34 hours, and for the implementation of working hours on Friday it is 3.5 hours, so the total working hours per week is 37.5 hours. From this explanation, the time discipline indicator at the North Banjarmasin District office has complied with the regulations.

Discipline Rule and Dress

Discipline towards regulations requires loyalty to obey and comply in carrying out orders from superiors based on the rules set by the organization, as well as employee obedience to wear the complete uniform and attributes that apply to the organization or institution. The results of the author's interview with the Head of Public and Personnel Subdivision at the Banjarmasin District Office Utara (Ms. Siti Maimunah) is related to the discipline of rules and dress, as follows: "In general, for the discipline of employee code of conduct in North Banjarmasin Subdistrict, it has been implemented and implemented properly, tolerance for break times for prayer and lunch has been established in accordance with the rules, regulations in the field of services have also been carried out so that the public can find out about the services provided. exist in the District of North Banjarmasin both the time and elements of the requirements that must be met. Regarding dress for civil servants, it has been implemented in accordance with existing regulations in the City of Banjarmasin. The civil servant's daily

uniform is complete, consisting of a khaki uniform worn on Mondays and Tuesdays, while a white shirt with black pants or skirt is worn on Wednesdays. The attributes used from Monday to Wednesday are Republic of Indonesia employee corp badges, nameplates, the name of the Banjarmasin City government, the Banjarmasin City government symbol, and identification marks, except for the Camat and Lurah there are additional attributes, namely chevrons, position marks. Meanwhile, on Thursday and Friday, they use sasirangan batik with the attributes of the Republic of Indonesia employee corp badge, nameplates, the name of the Banjarmasin City government, the Banjarmasin City government symbol, and identification marks."

Next, the writer asked questions related to the findings from the author's initial observations about employees who were in the canteen in the morning, even though it was time for working hours. "Perhaps because the ceremony is early in the morning so there are employees who have not had time to have breakfast at their respective homes, in order to maintain stamina and health for employees, this is still understandable, with an appeal to ask permission in advance from their respective superiors and especially in providing services that cannot be neglected."

Based on the results of an interview with Mrs. Siti Maimunah as Head of the General and Personnel sub-section at the North Banjarmasin District Office, the indicator of regulatory discipline on the side of the rules set at the office has generally been implemented properly, but to fulfill the humanitarian element, tolerance is given to employees as long as they can conditions and not neglecting both duties and services, while the implementation of dress at the North Banjarmasin District office has implemented it based on the Banjarmasin mayor's regulation which refers to Ministry of Home Affairs regulation Number 11 of 2020, according to the author's monitoring. With Dressing as specified is a form of obedience to the rules in the workplace. Obey the work rules, show discipline towards the work environment and leadership.

Discipline of Work Responsibilities

The manifestation of the work responsibilities of employees in North Banjarmasin District is to be able to use and maintain equipment properly so that they can ensure the smooth completion of office tasks and the ability to face the work that is their responsibility as employees.

The results of the author's interview with the Head of Services, Information and Complaints at the North Banjarmasin District Office (Mrs. Na'imah) related to the discipline of work responsibilities, which are related to the use and maintenance of equipment as well as capabilities and responsibilities at work as follows: "Basically the tasks of every employee in North Banjarmasin District can be completed properly, the staff can complete the tasks given by the head of department in each field, and are assisted by several honorary workers who always help in completing the work. We always strive to provide services that do not disappoint the community, including the optimal use of tools for service to the community. North Banjarmasin District has implemented e-LOK to provide easy service for the community as a form of service responsibility. In terms of equipment maintenance, we try to be in a safe place and repair it as soon as possible if problems occur with all equipment.

Discipline is a behavior that must be instilled in every individual inside and outside the organization, everyone must be willing to follow or comply with all existing and pre-agreed regulations as well as existing and predetermined regulations. Agreed beforehand and are willing to accept all the consequences if they break the rules. So that gradually it will become a habit that is good and will be absorbed in his heart and soul. Discipline is an effort to prevent the occurrence of violations against the provisions that have been mutually agreed upon in carrying out activities for coaching punishment on a person or group can be avoided. Discipline as a manager's tool used to coordinate with employees. The goal is to emphasize change employees in raising awareness to comply with social norms and regulations that apply in company. If the company's provisions are ignored, the employee has classified work discipline bad. Conversely, if the employee complies with the regulations that apply in the company, then the employee shows good work discipline conditions (Boyd & Nowell, 2020). Meanwhile, discipline behavior is needed in everyday life, especially those that connected to the world of work. Work discipline is an implementation in organizing and adhere to all the rules that exist in the organization. (Brunetto & Beattie, 2020) work discipline is a tool that managers use to communicate with employees so that they are willing to change behavior and to raise awareness as well the willingness of a person to comply with all the rules and social norms that apply in an area company. Meanwhile, according to (Miller-Mor-Attias & Vigoda-Gadot, 2022) work discipline is an attitude of willingness and willingness someone to obey and comply with the norms of regulations that apply around him. However, (Lapuente & Van De Walle, 2020) work discipline is a person's ability to work regularly, diligently continuously and work according to the rules that apply with no breaking the established rules.

Based on these opinions it can be concluded that work discipline is when employees always come and go home on time. Do all the work properly, comply with all applicable company regulations and social norms. In

essence, disciplinary action is carried out by employees with an attitude of responsibility for the work done, emphasizing the occurrence of problems as small as possible, and prevent the development of errors that may occur. From some of the opinions of the experts above regarding work discipline, it can be interpreted that work discipline is an attitude of respect, obedience to regulations that apply well written or unwritten rules. Discipline can be a role model for others. However, if an organization does not apply discipline, it will affect other people, such as disciplined employees will be undisciplined, but if an organization apply discipline, then employees who are not disciplined must follow the existing regulations so like it or not, like it or not the employee will be disciplined.

Based on the results of an interview with Mrs. Na'imah as the Head of Services, Information and Complaints at the North Banjarmasin District Office, the indicators of work responsibility related to the use of tools and maintenance of equipment have been carried out as well as possible so that the completion of tasks can run well and smoothly, but related to equipment maintenance should be carried out periodically, not waiting for the equipment to experience problems or damage and then repair it, but rather to anticipate that the equipment used for service does not experience problems which result in the cessation of service delivery. From the e-LOK service (sub-district online service). On the e-LOK service website in North Banjarmasin District, there are several service features, namely (1) a certificate of business location,

The author confirmed to one of the people in North Banjarmasin District regarding the e-LOK program, namely Mr. Sy., he said that: "Not all people have laptops or at least cellphones whose facilities can enter the e-LOK program, and not all can also understand the program, so parents like me still really need to be assisted in how to fill it out, so they don't experience errors in running the program".

Based on the results of an interview with Mr. Sy., who is 65 years old and residing in Kayutangi, Sungai Miai Village, North Banjarmasin District, that for the e-LOK program, it is still not understood, because the facilities he has cannot support access to the e-LOK service, so those who have limited access are still need direct attention and service from employees in North Banjarmasin District. The author tries to get into the website the e-LOK service in North Banjarmasin District, from broadcasts from the web: elok.utara.banjarmasin.go.id, actually supports the results of the interview with Mr. Sy., because there are impressions of public opinion about the e-LOK application service, as follows:

Based on the impressions above, it can be explained that the public's opinion about the e-LOK application service is Very Good criteria with a total of 47%, Good criteria with a total of 9, Enough criteria with a total of 4% and Poor criteria with a total of 40%. Analyzing the figures above, the highest score is the very good criterion, namely 47%, but it is almost balanced with the less criteria, namely 40%, only a difference of 7% from the votes of service recipients in North Banjarmasin District. This needs to get the attention of North Banjarmasin District, in order to be able to minimize public opinion that gives a "less" value related to e-LOK services.

Discussion

(Schwarz et al., 2020) discipline has (three) aspects, these three aspects are as follows: a) Attitude mental (mental attitude); b) Good understanding of the system of rules of conduct, norms, such criteria and standards; c) An attitude of behavior that is reasonably shown sincerity to obey everything carefully and orderly. Aspect is the most important effort to achieve the goal. The emergence of a result work is the result of employees who have high discipline in carrying out work everyday. An employee who has good results, is an employee who obeys regulations that exist in the company, as well as encouragement from yourself. In this section, we will delve deeper into the findings of this research on employee discipline in the public service review process at the North Banjarmasin District Office. The author's perspective will be interwoven with comparisons to previous research, enhancing the understanding of the implications and nuances of the study.

Comparative analysis with previous research

When comparing the findings of this research with previous studies on employee discipline and its impact on public service quality, certain consistencies and variations emerge. Previous research has consistently emphasized the significance of employee discipline in ensuring efficient and consistent service delivery. This aligns with our findings, where disciplined employees were perceived to provide more accurate and timely services. However, the unique contextual factors within the North Banjarmasin District Office contribute to distinct challenges and implications. While previous research has discussed challenges like lack of training and motivation, our study underscores their specific relevance in the context of public service review. These challenges might have different intensities and root causes based on the organizational culture and dynamics within the district office.

Author's Comments on Findings

From the author's perspective, the findings highlight the complex interplay between employee discipline, service quality, and the organizational environment. Employee discipline serves as a linchpin for effective public service

delivery. The impact of disciplined behavior on citizen perceptions and trust cannot be overstated. When employees consistently follow procedures and exhibit disciplined behavior, it positively contributes to the district office's image. Challenges such as lack of training and motivation underscore the importance of proactive management strategies. Providing regular training sessions and recognizing employees' contributions can address these challenges and contribute to improved discipline. The implications of these challenges point to the broader implications on service quality, underscoring the need for comprehensive interventions.

Interpretation of Findings

Interpreting the findings from the author's viewpoint, it is evident that employee discipline goes beyond adherence to rules; it's a cornerstone of effective governance. A disciplined workforce translates to a more responsive, efficient, and citizen-centric public service delivery. The challenges identified in this study are not insurmountable barriers but opportunities for improvement. By addressing these challenges, the district office can cultivate a culture of discipline that positively transforms its operations and interactions with citizens. In the context of the North Banjarmasin District Office, maintaining employee discipline is not just an administrative goal; it's a commitment to delivering quality services to citizens. This commitment extends beyond the organizational boundaries, shaping citizens' trust in the institution itself.

Conclusions

Based on the results, the employee discipline in North Banjarmasin District in terms of public services, it can be concluded that from the time discipline indicator there are regulations governing employee working hours, namely 37.5 hours in one week and the elaboration that has been determined for the length of work every Monday to Friday to meet the time in providing public services. From the indicators of Discipline, Regulations and Dress, there are also established rules, the application of order has generally been carried out well, but to fulfill the humanitarian element, tolerance is given to employees leaving their place of duty with strong reasons or evidence, as long as the responsibilities for work and service are not neglected. In the indicator of work responsibility discipline through the use of tools and maintenance of equipment that has been carried out as well as possible so that work can run well and smoothly, related to equipment maintenance it should be carried out periodically in anticipation of repairs and not waiting for damage to be repaired which will delay service. This study provides recommendations for the employee discipline in North Banjarmasin District in terms of public services with due regard online services implemented in North Banjarmasin District need serious attention, especially for those who still don't understand the use of technology e-LOK. The application of discipline compliance with the regulations set by the organization make employees discipline in the assigned. The tasks is necessary because it can build a work ethic, service productivity that satisfies the community so as to give a positive image to the organization. Discipline towards regulations make loyalty to obey and comply in carrying out orders from superiors based on the rules set by the organization, as well as employee obedience to wear the complete uniform and attributes that apply to the organization or institution. The manifestation of the work responsibilities of employees in North Banjarmasin District is to be able to use and maintain equipment properly so that they can ensure the smooth completion of office tasks and the ability to face the work that is their responsibility as employees.

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