

Analysis of the Influence of Personality, Discipline, and Communication of State Civil Apparatus on Improving the Quality of Public Service within the City Government of Pematangsiantar

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ABSTRACT

Public service is a basic service in the administration of government. Public service as an important indicator in evaluating government performance, both at the central and regional levels. Governance is said to be good if the public service carried out are oriented to the interest of the community. Good and quality service implies satisfaction with the community, because the community directly assesses the performance of the service provided.

The purpose of this study was to find out and analyze the influence of personality, discipline, and communication of state civil apparatus in the Pematangsiantar city government environment on service quality. This research is a study with quantitative qualitative data. The research population is the people or residents of Pematangsiantar city who directly receive public service carried out by the state civil apparatus in the Pematangsiantar city government environment. The technique determines the number of samples using the Lemeshow formula, so that the number of respondents is 97 people.

The method of data collection is done by interviewing and distributing questionnaires. Scale measurement questionnaire with Likert Scale and the analysis technique used is path analysis. The result of the study showed that the personality, discipline, and communication of the state civil apparatus had a significant positive effect on the quality of public services with a determination coefficient of 0,662 or 66,2 %. Partially (t Test) personality and discipline have no significant effect on the quality of public service; only communication has a significant effect on the quality of public services.

Keywords: Personality, Discipline, Communication, State Civil Apparatus, and Quality of Public Service.

INTRODUCTION

Public service is, providing services (serving) public or community needs that have interests in certain organizations in accordance with the basic rules and procedures that have been set. Public service is an important indicator in evaluating government performance. The administration of government is said to be good if the public services carried out are

oriented towards the interests of the community. Good and quality services have an impact on satisfaction to the community, because the community directly assesses the performance of the services provided.

There are interrelated relationships between the administration of government and the services provided. Every public institution must be in contact with aspects of public service or direct contact with the

community, as a major part of the administration of the government. The government as a service provider regulates the process and procedures for providing good services in accordance with the specified standards, in this case the service announcement and Standard Operating Procedure (SOP). The terms and conditions of service recipients are of course also arranged in such a way that the services carried out is in accordance with mutual expectations.

In addition to technical services, non-technical aspects also affect the service process. This includes the quality of service personnel resources. The quality and competence of the service apparatus can also affect the services provided. The quality of the State Civil Apparatus (ASN) can be seen in several ways such as his personality, self-discipline and

communication with those around him. The role of the public service executor (ASN) in particular, will be felt by the community as users of services.

So, ASN who has a good personality has a high commitment to the quality of service in order to realize good governance. Commitment to implementing public services should be prioritized in the process of organizing public services. This commitment includes a minimum of professionalism and ethics in providing services to the public.

From the results of interviews that the researchers did with eight (8) sub-district heads in Pematangsiantar City Government, researchers obtained information about the personality of ASN in the Subdistrict OPD in Pematangsiantar City Government as seen in Table 1.

**Table 1. Data about ASN Personality
In District OPD in Pematangsiantar City Government Environment**

No.	ASN Personality	Category		
		Well (%)	Pretty Good (%)	Not Good (%)
1.	Adaptation of ASN service personnel to the community.	37,5	50	12,5
2.	The responsibility of ASN service personnel.	25	50	25
3.	ASN integrity service personnel.	25	62,5	12,5
4.	The attitude of courtesy ASN service personnel when providing services.	75	12,5	12,5
5.	Individual skills ASN service personnel at work.	12,5	50	37,5
6.	ASN commitment to service personnel at work.	25	37,5	37,5
7.	The confidence of ASN service personnel in conducting public services.	12,5	37,5	50
8.	The creativity of ASN service personnel in providing public services.	37,5	25	37,5

Source: Results of interview with Sub-District Heads in Pematangsiantar City (2019)

ASN personality who has a high commitment to the quality of public services must be accompanied by self-discipline ASN. The high discipline of each ASN will increase the responsibility of ASN, accelerate the process of change in the direction of increasing professionalism and

encourage improvement in the performance of ASN that meets the quality of public services. While information about ASN discipline in District DPOs in Pematangsiantar City Government environment as shown in Table 2.

**Table 2. Data on ASN Discipline
In District OPD in Pematangsiantar City Government Environment**

No.	ASN Discipline	Category		
		Well (%)	Pretty Good (%)	Not Good (%)
1.	Discipline of ASN work time.	62,5	25	12,5
2.	ASN compliance with official dress.	87,5	12,5	0
3.	The influence of supervisor discipline on bwan ASN.	12,5	25	62,5
4.	The quantity and quality of services provided by ASN to the public.	37,5	37,5	25
5.	Connect ASN coordination to other OPD	37,5	50	12,5

Source: Results of interview with Sub-District Heads in Pematangsiantar City (2019)

While quality public services will be felt by recipients of service if good and positive communication is established between service providers and service recipients. Regarding

ASN communication in conducting public services, researchers obtain information such as can be seen in Table 3.

Table 3. Data about ASN Communication In District OPD in Pematangsiantar City Government Environment

No.	ASN Communication	Category		
		Well (%)	Pretty Good (%)	Not Good (%)
1.	The communication language used by ASN when providing services.	50	37,5	12,5
2.	ASN response to citizen complaints.	25	37,5	37,5
3.	ASN activation in conveying information to the public.	12,5	50	37,5
4.	ASN's reaction to people who disagree when communicating.	12,5	37,5	50
5.	ASN communication professionalism.	12,5	62,5	25

Source: Results of interview with Sub-District Heads in Pematangsiantar City (2019)

In the life of the state, the government has the function of providing a variety of public services needed by the community, ranging from services in the form of regulation or other services in order to meet the needs of the community in the fields of education, health, utilities, and others.

The attention of stakeholders to public services continues to increase along with the emergence of various problems in public services organized by the Government for its people, for example basic services, for example the issuance of Identity Cards (KTP), Family Cards (KK), Deeds; Births, Death Deeds and Marriage Deeds, and permits. Information obtained directly and through various mass media often reveals various weaknesses in government services that reflect community dissatisfaction with the services provided. Services that are supposed to be free but by irresponsible ASN individuals are paid, rigid and convoluted, the attitudes and actions of less friendly, arrogant, and slow apparatus are phenomena that often color the process of the relationship between government and society relating to service process.

Likewise, in the Pematangsiantar City Government (Pemko), public services are still felt by the community to be inadequate. Public services in the District OPD in Pematangsiantar City Government include the management of a National Identity Card (KTP), and Family Card (KK), managing Deed; Birth, Death and Marriage, management of business licensing, garbage transportation, and so on.

From the results of the survey through questionnaires that the researchers did to several community members about the quality of public services organized by the State Civil Apparatus in the Pematangsiantar City Government, researchers obtained the following data:

Table 4. Percentage Of Community Satisfaction Level Towards The Quality Of Public Services Of The State Civil Apparatus In The Pematangsiantar City Government Environment

No.	Satisfaction Level	Percentage (%)
1.	Very Satisfied	2,58
2.	Satisfied	4,52
3.	Less Satisfied	43,66
4.	Not Satisfied	37,85
5.	Very Dissatisfied	11,40

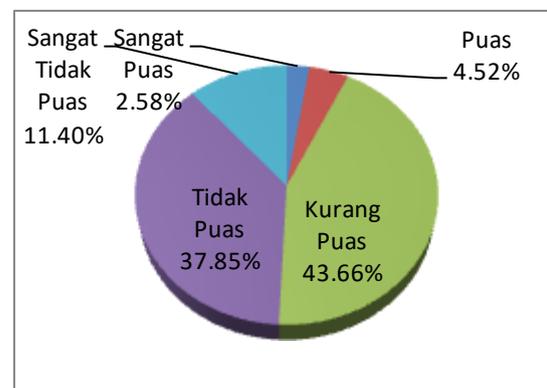


Figure 1. Diagram of the Level of Public Satisfaction with the Quality of Public Service of the State Civil Apparatus in the Pematangsiantar City Government Environment

The phenomenon of public services that are not good at the District OPD in Pematangsiantar City Government can be seen as follows. In arranging KTP and Family Card, it has been determined that it is free of charge, but in reality it is still subject to fees by irresponsible ASN individuals.

The phenomenon of public service that is still not good is related to the personality, discipline, and communication of the State Civil Apparatus in the Pematangsiantar City Government environment which is still not good. Personality, discipline, and communication show the ability of the apparatus to provide public services in accordance with a predetermined time and with satisfying results for the public.

Low work discipline can be seen by ASNs looking relaxed in doing a job, such as there is no workload at all. Personality,

discipline, and communication indeed need to be owned by every State Civil Apparatus so that organizational life can be safe, orderly and smooth.

Good governance and clean must meet the criteria of effective and efficient that is effective. Effective criteria are usually measured by product parameters that can reach the maximum public interest from various social layers of society. In order for public services to be conducted by a quality government, government organizations must be filled by ASN personnel who have good personality, discipline and communication.

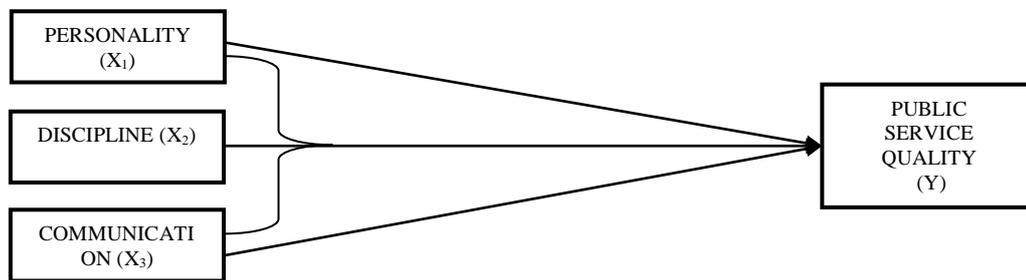


Figure 2: Conceptual Framework of Research

Hypothesis

Based on the conceptual framework and research conducted by several previous researchers, hypotheses can be arranged:

H1: Personality partially has a significant positive effect on the Quality of Public Services.

H2: Partial discipline has a significant positive effect on the Quality of Public Services.

H3: Partial communication has a significant positive effect on the Quality of Public Services.

H4: Personality, Discipline and Communication simultaneously have a significant positive effect on the Quality of Public Services.

MATERIALS AND METHODS

This study is quantitative qualitative research, meaning research that uses qualitative data (data in the form of sentences) then poured in the form of numbers by using a measurement tool so that it can be tested or processed statistically to take a conclusion / decision, given the

variables can identified and measured by objective and standard tools. The logic used is positive logic and avoiding subjective things. Using the pattern of deductive thinking, which seeks to understand a phenomenon by using general concepts to explain phenomena that are specific. This research was carried out in the District Organization (OPD) in the Pematangsiantar City Government, North Sumatra Province.

The population of this study is the people or residents of Pematangsiantar City (at least 17 years old or married) who directly receive public services carried out by the State Civil Apparatus in the Pematangsiantar City Government environment. Sampling as respondents using the Lemeshow formula so that it becomes a sample or respondent in this study as many as 97 respondents.

The data collection technique is done by interview technique. Data collection techniques carried out through face to face and direct question and answer between researchers and resource persons.

The speakers at the interview that the researchers did were the sub-district heads or the leaders of the OPD in the sub-districts of Pematangsiantar city government as many as 8 sub-districts because there were 8 sub-districts in the Pematangsiantar municipal government. Then the technique of collecting data with questionnaires (questionnaire) is done by giving a set of questions or written statements to the respondent to answer.

RESULTS AND DISCUSSION

Classic assumption test

Normality test

Normality Test is a test carried out with the aim to assess the distribution of data in a group of data or variables, whether the distribution of the data is normally distributed or not. Normality test is useful for determining data that has been collected normally distributed or taken from a normal population.

The basis of decision making in this Normality Test is:

- If the significance value is > 0.05 , the residual value is normally distributed.
- If the significance value is < 0.05 , the residual value is not normally distributed.

Table 5. Normality Test Kolmogorov Smirnov Personality Variable (X1)

One-Sample Kolmogorov-Smirnov Test			KEPRIBADIAN	KUALITAS PELAYANAN PUBLIK
N			97	97
Normal Parameters ^{a,b}	Mean	54,88	44,99	
	Std. Deviation	5,946	5,889	
Most Extreme Differences	Absolute	,119	,134	
	Positive	,119	,134	
	Negative	-,074	-,103	
Kolmogorov-Smirnov Z			1,169	1,317
Asymp. Sig. (2-tailed)			,130	,062
a. Test distribution is Normal.				
b. Calculated from data.				

Source: Results of processing data with SPSS

From Table 5 we can see that the significance value is 0.130. Because the significance value is $0.130 > 0.05$. Then it is stated that the residual value of variable X1 (ASN Personality) is normally distributed.

Table 6. Normality Test Kolmogorov Smirnov Discipline Variable (X2)

One-Sample Kolmogorov-Smirnov Test			DISIPLIN	KUALITAS PELAYANAN PUBLIK
N			97	97
Normal Parameters ^{a,b}	Mean	33,67	44,99	
	Std. Deviation	4,399	5,889	
Most Extreme Differences	Absolute	,112	,134	
	Positive	,112	,134	
	Negative	-,104	-,103	
Kolmogorov-Smirnov Z			1,101	1,317
Asymp. Sig. (2-tailed)			,177	,062
a. Test distribution is Normal.				
b. Calculated from data.				

From the table above we can see that the significance value is 0.177. Because the significance value is $0.177 > 0.05$. Then it is stated that the residual value of variable X2 (ASN Discipline) is normally distributed.

Table 7. Normality Test Kolmogorov Smirnov Communication Variables (X3)

One-Sample Kolmogorov-Smirnov Test			KOMUNIKASI	KUALITAS PELAYANAN PUBLIK
N			97	97
Normal Parameters ^{a,b}	Mean	37,63	44,99	
	Std. Deviation	4,729	5,889	
Most Extreme Differences	Absolute	,109	,134	
	Positive	,109	,134	
	Negative	-,090	-,103	
Kolmogorov-Smirnov Z			1,073	1,317
Asymp. Sig. (2-tailed)			,200	,062
a. Test distribution is Normal.				
b. Calculated from data.				

Source: 2019 research data (processed with SPSS)

From the table above we can see that the significance value is 0.200. Because the significance value is $0.200 > 0.05$. Then it is stated that the residual value of variable X3 (ASN Communication) is normally distributed.

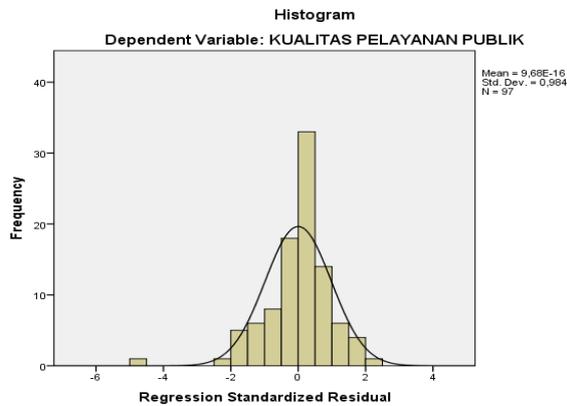


Figure 3. Normality Histogram

In Figure 3 it explains that the lines and histograms crossing from left to right form a perfect curve. This image shows that the processed data is normally distributed.

Heteroscedasticity test

Heteroscedasticity test is a test that assesses whether there is an inequality of variants from residuals for all observations in the linear regression model. If heteroscedasticity assumptions are not fulfilled, then the regression model is declared invalid as a forecasting tool. In other cases, when there is a possibility of heteroscedasticity problems. Therefore, alternative solutions that can be done to overcome these problems are:

1. Transform data into other forms such as: Log or Ln.
2. Change the heteroscedasticity test method with other methods such as the Glejser Test.
3. Reducing the amount of data (extreme data outliers).
4. Add or change data or number of samples.

Table 8. Heteroscedasticity Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,069	2,657		1,531	,129
	KEPRIBADIAN	,049	,062	,108	,795	,428
	DISIPLIN	,103	,119	,168	,868	,388
	KOMUNIKASI	-,203	,108	-,356	-1,875	,064

a. Dependent Variable: Abs_res

Source: 2019 research results (data processed with SPSS)

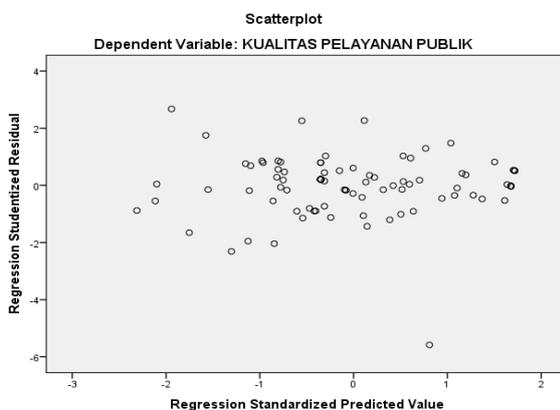


Figure 4. Heteroscedasticity Scatter Plots Test Results
Source: Research Results 2019 (Processed with SPSS)

1. Data points spreader above and below or around the number 0.
2. The points that do not collect are only up or down.
3. Spreading data points does not form a wavy pattern widening then narrows and widens again.
4. Distribution of non-patterned data points.
5. Thus it can be concluded that there are no heteroscedasticity problems, so that a good and ideal regression model can be fulfilled.

Based on the Scatterplots output above it is known that:

Multicollinearity Test

Multicollinearity is a situation that shows a strong correlation between two independent variables or more in a multiple regression model.

In situations where multicollinearity occurs in a multiple regression model, the beta coefficient value of an independent variable or predictor variable can change dramatically if there is an addition or subtraction of the independent variable in the model. Therefore, multicollinearity does not reduce predictive power simultaneously, but affects the predictive value of an independent variable. The predictive value of an independent variable here is the beta coefficient. Therefore, often we can detect multicollinearity with the standard value of a large error of an independent variable in the regression model.

Based on the explanation above, it can be concluded that, if there is multicollinearity, then a variable that correlates strongly with other variables in the model, its predictive power is unreliable and unstable. And the notion of multicollinearity is actually lies in the presence or absence of correlation between independent variables.

The cause of multicollinearity is the existence of a strong intercorrelation or relationship between two or more independent variables. A good regression model is characterized by no inter-correlation between independent variables (no symptoms of multicollinearity).

One of the most accurate ways to detect the presence or absence of symptoms of multicollinearity is to use the Tolerance and VIF (Variance Inflation Factor) method. Decision guidelines based on Tolerance values:

- a. If the Tolerance value is greater than 0.10, it means that there is no multicollinearity in the regression model.
- b. If the Tolerance value is smaller than 0.10, it means that there is multicollinearity in the regression model.

Decision guide based on VIF (Variance Inflation Factor) value:

- If Indigo VIF is <10.00 , it means that there is no multicollinearity in the regression model.
- If the VIF value is > 10.00 , it means that there is multicollinearity in the regression model.

Table 9. Multicollinearity Test Results Personality Variables (X1), Discipline (X2), Communication (X3)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3,342	3,286		1,017	,312		
	KEPRIBADIAN	,194	,105	,196	1,853	,067	,316	3,163
	DISIPLIN	,062	,163	,047	,381	,704	,233	4,298
	KOMUNIKASI	,775	,147	,616	5,278	,000	,259	3,868

a. Dependent Variable: KUALITAS PELAYANAN PUBLIK

Source: Data from processing with SPSS (research results in 2019)

From table 9 we can see that:

1. Tolerance X1 (Personality) value of $0.316 > 0.10$ and VIF value of $3.163 < 10.00$ means that there is no multicollinearity.
2. Tolerance X2 (Discipline) value of $0.233 > 0.10$ and VIF value of $4.298 < 10.00$ means that there is no multicollinearity.

3. Tolerance X3 (Communication) Value $0.259 > 0.10$ and VIF Value $3.868 < 10.00$ means that there is no multicollinearity

Analysis of Multiple Linear Regression

The results of the Multiple Linear Regression Test of this study can be seen in Table 10.

Table 10. Results of Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,342	3,286		1,017	,312
	KEPRIBADIAN	,194	,105	,196	1,853	,067
	DISIPLIN	,062	,163	,047	,381	,704
	KOMUNIKASI	,775	,147	,616	5,278	,000

a. Dependent Variable: KUALITAS PELAYANAN PUBLIK

Source: Research Results in 2019 (Data processed with SPSS)

From Table 10, it can be made the following Multiple Linear Regression equation:

$$\hat{Y} = a + b_1X_1 + b_2X_2 + \dots + b_nX_n$$

$$\hat{Y} = 3.342 + 0.194 X_1 + 0.62 X_2 + 0.775 X_3$$

The equation of the Multiple Linear Regression above can be explained as follows:

- Constants of 3,342; meaning if Personality (X1), Discipline (X2), and Communication (X3) value is 1, then the magnitude of the Quality of Public Service is 3.342.
- Personality variable (X1) regression coefficient of 0.194; meaning that each addition / change to variable X1 (Personality) of 1 unit will change Y (Quality of Public Service) by 0.194 units.
Significance (Sig.) X1 (Personality) = 0.067.
It can be concluded :
Because the degree of error obtained from the calculation of 0.067 > the degree of error allowed 0.05, so that X1 (Personality) partially does not have a significant effect on Y (Quality of Public Service).
- Discipline variable regression coefficient (X2) is 0.62; meaning that each addition / change to variable X2 (Discipline) of 1 unit will change Y

(Quality of Public Service) by 0.62 units.

Significance (Sig.) X2 (Discipline) = 0.704.

It can be concluded:

Because the degree of error obtained from the calculation of 0.704 > the degree of error allowed 0.05, so that X2 (Discipline) partially has no significant effect on Y (Quality of Public Service).

- Communication variable regression coefficient (X3) of 0.775; meaning that each addition / change to the variable X3 (Communication) of 1 unit will change Y (Quality of Public Service) by 0.775 units.

Significance (Sig.) X3 (Communication) = 0,000.

It can be concluded :

Because the degree of error obtained from the calculation results of 0,000 < the degree of error allowed 0.05, so X3 (Communication) partially has a significant effect on Y (Quality of Public Service).

Multiple Correlation Analysis

The magnitude of the correlation between the independent variables and the dependent variable in this study can be seen in Table 11.

Table 11. Double Correlation Analysis Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,820 ^a	,672	,662	3,426
a. Predictors: (Constant), KOMUNIKASI, KEPRIBADIAN, DISIPLIN				
b. Dependent Variable: KUALITAS PELAYANAN PUBLIK				

Source: Research Results 2019 (processed with SPSS)

Based on Table 11, the Adjusted R Square number is 0.662. This shows that there is a strong relationship between Personality, Discipline, and Communication on the Quality of Public Services

Determination Coefficient Analysis

The magnitude of the determination of the independent variable on the dependent variable in this study can be seen in table 12.

Table 12. Determination Coefficient Analysis Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,820 ^a	,672	,662	3,426
a. Predictors: (Constant), KOMUNIKASI, KEPRIBADIAN, DISIPLIN				
b. Dependent Variable: KUALITAS PELAYANAN PUBLIK				

Source: Research Results 2019 (processed with SPSS)

From Table 12 it can be seen that the Adjusted R Square value is 0.662 or 66.2%. This shows that the percentage of the contribution of the influence of the independent variables of Personality (X1), Discipline (X2), and Communication (X3) on the dependent variable on Public Service Quality (Y) is 66.2%. Or variations in the independent variables used in the model (Personality, Discipline, and Communication) are able to explain 66.2% of the variation in the dependent variable on Public Service Quality (Y). While the remaining 33.8% is influenced or explained by other variables not included in this research model.

Standard Error of The Estimate is a measure of the number of errors in the regression model in predicting the value of Y. From the regression results obtained a value of 3.426. This means that the number of errors in the prediction of Public Service Quality is 3.426.

T test (Partial Test)

The t test is known as the Partial Test, which is to examine how each independent variable (X) influences individually on the dependent variable (Y). This test can be done by comparing t count with t table or by looking at the column of significance in each t count.

Basic decision making t test (Partial Test) in regression analysis can be done in two ways, namely:

1. Based on the comparison of values t count with t table:
 - If the value of t count > t table then there is the influence of the independent variable (X) on the dependent variable (Y) or the hypothesis is accepted.
 - If the value of t count < t table then there is no effect of the independent variable (X) on the dependent variable (Y) or the hypothesis is rejected.

The formula for finding the ttable value:

$$t_{table} = (\alpha / 2; n-k-1)$$

$$t_{table} = (0.05 / 2; 97-3-1)$$

$$t_{table} = (0,025; 93)$$

so that it can be seen the value of t Table which is 1.985 (distribution t Table attached).

2. Based on the significance value (Sig.):

- If the significance value (Sig.) < Probability is 0.05 then there is the influence of the independent variable (X) on the dependent variable (Y) or the hypothesis is accepted.
- If the significance value (Sig.) > Probability is 0.05 then there is no effect of the independent variable (X) on the dependent variable (Y) or the hypothesis is rejected.

Table 13. T Test Results (Partial Test) Independent Variables (X1, X2 and X3) Against Dependent Variables (Y)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,342	3,286		1,017	,312
	KEPRIBADIAN	,194	,105	,196	1,853	,067
	DISIPLIN	,062	,163	,047	,381	,704
	KOMUNIKASI	,775	,147	,616	5,278	,000
a. Dependent Variable: KUALITAS PELAYANAN PUBLIK						

Source: output data from processing with SPSS

From Table 13 we can see that:

1. The t-count of the Personality variable (X1) = 1,853. While the value of table =

1.985. Thus the value of tcount (1.853) < t table (1.853). This means that the Personality variable (X1) does not

significantly influence the variable Public Service Quality (Y).

Value Significance (Sig.) Personality variable (X1) = 0.67. Thus $0.67 > 0.05$ means that the Personality variable (X1) does not significantly influence the variable Public Service Quality (Y).

The conclusion is that the Personality variable (X1) partially has no significant effect on the variable Public Service Quality (Y). So H1 was declared rejected.

2. The t-count of the Discipline variable (X2) = 0.381. While the value of table = 1.985. Thus the value of tcount (0.381) < ttable (1.853). This means that the Discipline variable (X2) does not have a significant effect on the variable Public Service Quality (Y).

Value Significance (Sig.) Discipline variable (X2) = 0.704. Thus $0.704 > 0.05$ means that the Discipline variable (X2) does not significantly influence the variable Public Service Quality (Y).

The conclusion is that the Discipline variable (X2) partially does not significantly influence the variable Public Service Quality (Y). So H2 is declared rejected.

3. Calculate the Communication variable (X3) = 5.278. While the value of table = 1.985. Thus the value of tcount (5.278) > t table (1.853). This means that the Communication variable (X3) has a significant effect on the variable Public Service Quality (Y).

Value of Significance (Sig.) Communication variable (X3) = 0,000. Thus $0,000 < 0,05$ means that the Communication variable (X3) has a

significant effect on the variable Public Service Quality (Y).

The conclusion is that the Communication variable (X3) partially has a significant effect on the variable Public Service Quality (Y). So that H3 was declared accepted.

Test F (Simultaneous Test)

The F test is used to determine whether the independent variables (X1, X2, X3 Xn) simultaneously or jointly have significant effects on the dependent variable (Y). The degree of trust used is 0.05.

The basis for decision making for F Test is based on the calculated F and F tables, namely:

- a. If the value of F count > F table then the independent variable (X) simultaneously affects the dependent variable (Y).
- b. Conversely, if the value of F count < F table then the independent variable (X) simultaneously does not affect the dependent variable (Y).

Here the size of the table F value is 2.70. (F table attached)

This value is obtained from the formula $(k; n-k)$, where k is the number of independent variables (X) and n is the number of respondents.

The basis for decision making for the F Test is based on the Sig. (Significance), namely:

- If the significance value is <0.05, the independent variable (X) simultaneously has a significant effect on the dependent variable (Y).
- If the significance value is > 0.05, the independent variable (X) simultaneously does not have a significant effect on the dependent variable (Y).

Table 14. F Test Results (Simultaneous Test) Free Variable (X) Against Bound Variables (Y)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2237,500	3	745,833	63,548	,000 ^b
	Residual	1091,490	93	11,736		
	Total	3328,990	96			
a. Dependent Variable: KUALITAS PELAYANAN PUBLIK						
b. Predictors: (Constant), KOMUNIKASI, KEPRIBADIAN, DISIPLIN						

Source: output data from processing with SPSS

From Table 14 we can see that the calculated F value is 63,548. Where the value of F count is greater than the value of F table ($63,548 > 2,70$). Then it can be stated that the independent variables (X) simultaneously or jointly have a significant effect on the dependent variable (Y). And from the SPSS output table above, we can also see the significance value of 0,000. Where the significance value is $0,000 < 0,05$ so that it can be stated that the independent variables (X) simultaneously have a significant effect on the dependent variable (Y).

H4: Personality, Discipline and Communication simultaneously influential significant positive for the Quality of Public Services.

From the results of data processing that has been done, namely the F Test (Simultaneous Test) it can be concluded that H0 is accepted and H1 is rejected. Can be stated as a variable

Personality (X1), Discipline (X2) and Communication (X3) simultaneously or simultaneously have a significant positive effect on the Quality of Public Service (Y).

Table 15. Summary of Research Results

No.	Hypothesis	t _{hitung}	Sig.	Results
1.	(H1) Personality partially has a significant positive effect on the Quality of Public Services.	1,853	0,67	Rejected
2.	(H2) Discipline partially has a significant positive effect on the Quality of Public Services.	0,381	0,704	Rejected
3.	(H3) Partial communication has a significant positive effect on the Quality of Public Services.	5,278	0,000	Be Accepted
4.	(H4) Personality, Discipline and Communication simultaneously have a significant positive effect on the Quality of Public Services.	63,548	0,000	Be Accepted

DISCUSSION

ASN Personality Does Not Significantly Influence the Quality of Public Services

Personality is the whole way an individual reacts and interacts with other individuals. In order for public services to be of high quality and satisfy the community, the Civil Service State that serves must have; ability to act creatively in providing public services, high intellectuality to support public service performance, have broad insight, ASN can be relied upon in realizing the quality of public services, is responsible for all its main tasks, has integrity in achieving quality public services, has a habit of happy socializing or socializing with the community, being able to be the front guard of public service officers, able to work individually, be able to cooperate with various elements, have peace when facing problems, have confidence, and have a firm stance. The attitude or manner of the State Civil Apparatus in serving the community satisfactorily plays a major role in creating the quality of service to the public in the Pematangsiantar City Government environment.

The first hypothesis in this study is that Personality partially has a significant positive effect on the Quality of Public Service. The test results show that the Personality of the State Civil Apparatus in the District OPD of Pematangsiantar City Government has a strong, strong relationship and contributes a significant positive influence on the Quality of Public Services in the Subdistrict OPD in the Pematangsiantar City Government environment. This means that a good personality in each ASN strongly supports the Quality of Public Service carried out by ASN as an employee of a government institution whose function is to provide public services.

This is in line with research conducted by; Raisah Surbakti (2011) where the results of her research explain that Personality has a positive direct effect on job satisfaction. Nilawati Fiernaningsih (2017), the results of her research explain that Personality has an influence in improving employee performance at Hotel Elresas. Husaini, et al (2017), the results of his study concluded that Personality, work commitment and emotional maturity both

simultaneously and partially influence the performance of nurses at RSJA BLUD.

This proves that each variable studied has a significant effect in improving the performance of nurses at RSJA BLUD. Elan Eriswanto and Ade Sudarma (2016), his research concluded that attitude variables significantly influence the variable quality of public services in RSUD R. Syamsudin, SH. Sukabumi City. Hairunnisa Ma'amor, et al. (2015), the results of his study concluded that based on the results of the correlation it was found that among the five types of personality; only three significantly correlated with the promise of quality. On the other hand, the regression results that there are three personality traits namely; extroversion, appropriateness and awareness show a significant relationship with the quality of appointments. Young-Ei Kim, et al. (2009), his research concluded that 'awareness', 'neuroticism' and 'openness' dimensions of the personality traits of Korean logistics personnel positively related to them were considered 'responsive', 'reliability' and 'guarantee' aspects of service quality.

ASN Discipline Does Not Significantly Affect the Quality of Public Services

Discipline is an attitude or behavior that is certainly expected by many people. Of course discipline is needed because it can help an activity run smoothly as expected.

The second hypothesis in this study is that Partial discipline has a significant positive effect on the Quality of Public Services. Testing the hypothesis by using the t test which results that the discipline has a significant positive effect on the quality of public services in Pematangsiantar City Government, especially in the District OPD. This means that good discipline in each ASN is very capable of giving satisfaction to the people who receive service. So that the Quality of Public Services will be achieved due to people who are satisfied with the service.

Because each ASN has the same ability and characteristics, the progress shown by each ASN is not the same. But the work discipline of each ASN can be formed from a system that helps effectiveness and efficiency in the work environment of Pematangsiantar City Government.

This is also almost the same as the research conducted by Raynaldo Novel (2018), where the results of his research explain that Work Discipline has an influence on the Quality of Services in Surabaya Fitness Companies. Billy Johan (2017), the results of his research conclude that there is a positive relationship between work discipline variables and variable quality of public services. Agustina Luhung Nyangun (2017), the results of her research explain that work discipline has a significant relationship with improving the quality of services in the West Kutai District Manpower Office.

ASN Communication Significantly Influences the Quality of Public Services

Communication is the interaction between two or more people to convey a message or information that aims to provide knowledge to others. A communication is said to be good if it can be understood and accepted by others.

The third hypothesis in this study is that ASN communication partially has a significant positive effect on the Quality of Public Services. The test results with the t test on this hypothesis indicate that communication has a significant positive effect on the quality of public services in Pematangsiantar City Government, especially in the District OPD.

Good communication will launch public services carried out by ASN in Pematangsiantar City Government to the community. The quality of public services will be achieved, one of which is the good communication between service providers (Pemko Pematangsiantar ASN) and service recipients (community).

This is also in line with the research conducted by S. Rahayu, et al. (2016),

where the results of his research concluded that interpersonal communication has a significant influence on public trust. Octaviani Hardianti (2016), the results of his study concluded that interpersonal communication had a significant effect on customer satisfaction at Bank Kaltim in Samarinda. Zareen Husain (2013), where his research explains that effective communication has a positive effect on changes in successful business organizations. Zuchri Abdussamad (2015), where the results of his research concluded that climate organization communication has a positive correlation with employee performance variables. Climate organization communication influences employee performance.

ASN Personality, Discipline and Communication Significantly Influences the Quality of Public Services

The fourth hypothesis in this study is Personality, Discipline, and ASN Communication in Pematangsiantar City Government positively and significantly affects the Quality of Public Service. The magnitude of the influence of the three independent variables (X) on the dependent variable (Y) can be seen in Table 4.20.

One of the qualities of public service depends on the personality of the State Civil Apparatus (ASN) as its main resource. The State Civil Apparatus (ASN) must have a good personality that is able to provide services to the public honestly, responsibly, quickly, precisely, accurately, efficiently, successfully, and politely (Law No. 5 of 2014 concerning State Civil Apparatus). The strategic role of government will be supported by how the public bureaucracy (ASN) is able to carry out its duties and functions.

Sumarsono (2009) in his book entitled Theory and Public Policy of Human Resource Economics suggests that human resources have two basic notions. One of the two meanings is that human resources are human beings capable of working to provide services or business ventures. Being able to

work is knowing and understanding how to work with the work done by an apparatus to give satisfaction to the services provided as their duties and responsibilities. The ability to work can also be interpreted as competencies possessed by an apparatus in completing their work. The competencies possessed will affect the performance process so that it becomes a measure for the apparatus whether the work can be completed properly or not, whether the results are satisfactory, or provide satisfaction to the community. The most important reason why leaders need to know how to measure personality is that research has demonstrated the usefulness of personality testing in hiring decisions and helping leaders predict who is best for a job.

After the leader knows who is the best for a public service job, on the other hand the leader also cannot ignore how disciplined the ASN is. Discipline of an ASN is an attitude that is always right to promise, so that the public (society) believes in the main tasks and functions that have been done, thus the public services carried out will be of high quality and able to provide satisfaction to the people of Pematangsiantar City. ASN work discipline is one aspect of a work system that must be considered in an OPD to improve the performance or productivity of an organization. The work discipline of ASN is one aspect that affects the work of the ASN.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

The conclusions of this study are as follows:

1. Partial personality does not have a significant effect on the quality of public services.
2. Partial discipline does not significantly influence the quality of public services.
3. Communication partially has a significant positive effect on the Quality of Public Services.
4. Personality, Discipline and Communication simultaneously have a

significant positive effect on the Quality of Public Services.

Recommendations

1. In terms of ASN Personality, the advice of researchers is:
 - a. Rigorously recruit ASN to obtain ASNs according to the needs of the Regional Devices Organization (OPD) and expected ASN criteria in an OPD.
 - b. Conducting personality tests as one of the test stages that must be followed by each participant during the ASN acceptance selection in Pematangsiantar City Government.
 - c. Placing the ASN on the OPD in accordance with their respective fields (The right man on the right place, the right man on the right job) in order to create professionalism and high ASN integrity.
 - d. Place ASN in service work units according to their personality.
 - e. Conduct ASN personality development training to improve the quality of public services by collaborating with professional Personal Development and Training Institutions.
2. In the case of ASN Discipline, the advice of researchers is:
 - a. Leader's example.

The point is that in determining the work discipline of the ASN, the leader is used as a role model and role model by his subordinates. The leader must set a good, disciplined example, honest, fair, and in accordance with the word with deeds.
 - b. Supervision attached.

Supervision carried out by staffing structural officials at each OPD on all ASNs in the OPD.
 - c. Firmness.

The leader must be brave enough to act to punish each ASN that is an indispliner in accordance with the sanctions / penalties that have been

regulated in the regulations concerning the State Civil Apparatus.

- d. Reward and Punishment.

Reward and Punishment must be fairly applied in the OPD so that the motivation of the ASN to work well and better is maintained and the undisciplined ASN also receives a fair sentence.
 - e. Work Culture / Organizational Culture.

Harmonious human relations among ASNs (Bosses and Subordinates) contribute to good discipline in a Regional Device Organization (OPD).
3. In terms of ASN Communication, suggestions from researchers are:
 - a. Conduct training and coaching for ASNs who are tasked with providing direct services to the public.
 - b. Providing facilities in the form of facilities and infrastructure that can facilitate communication both communication between ASNs and communication between ASN and recipients of public services.

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