

# THE EFFECT OF RESPONSIBILITY, DISCIPLINE, PERFORMANCE, AND EMPLOYEE POLICY ON PARTICIPANT SERVICE SATISFACTION

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## Abstract

*With the rapid development of health services businesses, more and more public and private hospitals are offering health services. One form of service is providing drugs recommended by doctors. The existence of drug supplies in a hospital is very important because it is the main component in building a quality hospital. The problem formulation is: "How Big is the Influence of Responsibility, Discipline, Performance, and Politeness of Old Age Security Program Employees on Participant Service Satisfaction at BPJS Ketenagakerjaan, Tulungagung Branch Office"? This study aims to determine simultaneously and partially the Influence of the variables of Responsibility, Discipline, Performance, and Politeness of Old Age Security Program Employees on Participant Service Satisfaction at BPJS Ketenagakerjaan, Tulungagung Branch Office. The research method used is quantitative. The subjects of this study were Participants in BPJS Ketenagakerjaan KCP Tulungagung. Data were collected through interviews, observation, and documentation methods. The types of data used are primary and secondary. The results of this study are as follows: There is an influence of responsibility on service satisfaction; There is a positive and significant influence between discipline and service satisfaction. There is a positive and significant influence between performance and service satisfaction. There is a positive and significant influence between politeness and service satisfaction. Responsibility, discipline, performance, and politeness influence service satisfaction.*

**Keywords:** *Responsibility, Discipline, Satisfaction, Politeness*

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## 1. Introduction

BPJS Ketenagakerjaan KCP Tulungagung employees are responsible for providing social security program services to protect workers from socio-economic risks. Through the funded social security scheme, this program guarantees the security and income of workers

and their families at affordable costs, especially for formal sector workers.

According to Tjiptono (2012), participant satisfaction is a post-purchase evaluation that occurs when results exceed expectations. Nugroho (2015) calls satisfaction a feeling of pleasure or disappointment due to comparing product performance and expectations. Windasuri and Hyacintha (2017) added that satisfaction is a consumer's emotional response after evaluating a product or service based on expectations and reality.

Participant satisfaction depends on service quality. Kotler and Armstrong (2017) state that participants expect satisfactory products or services. Silvestri, Aquilani, and Ruggieri (2017) stated that service is considered good if perception exceeds or equals expectations and bad if it does not meet them. Panjaitan (2013) added that service is satisfactory if it meets participants' needs and expectations.

Participant satisfaction is pleasure or disappointment from comparing product or service performance and expectations (Indrawati, 2011). Satisfaction occurs if performance meets expectations, creating a positive attitude of participants towards the service. At BPJS Ketenagakerjaan KCP Tulungagung, participant satisfaction depends on the suitability between service expectations, facilities, leadership, and the reality received.

Every organization needs resources to achieve its goals, including natural, financial, human, scientific, and technological resources. Human resources (HR) are the most important among all resources because they drive and synergize other resources. Without HR, other resources are useless (Wawan, 2018). Resources include physical and non-physical potentials possessed by certain materials or elements in life.

Human resources (HR) are very important for organizations because they play an active role in decision-making and performance. Good decisions reflect HR's ability to analyze problems according to their positions. Placing the right employees in the right jobs (the right man in the right place) will improve performance and reduce errors (Hersanto, 2019).

Attitude and behavior are characteristics of each individual. The character must be instilled since childhood by giving small tasks that must be done. According to research conducted at the BPJS KCP Tulungagung office, responsibility is a way for employees to complete services to participants in the old age security program. The indicators used in this study are:

- a. Able to work together
- b. Controlling yourself
- c. Completing Obligations

Discipline is a key factor in HR management that affects employee performance. Without good discipline, it is difficult for organizations to achieve optimal results. Work discipline reflects a sense of responsibility for the tasks given. According to Hasibuan (2017), work discipline is the awareness and willingness to follow company regulations and social norms. Rivai (2011) states that work discipline is a manager's tool to change employee behavior and increase their awareness in complying with company regulations.

Employee performance is a measure of organizational achievement in working effectively and efficiently, the results of which can be the basis for future policies. Performance includes aspects of efficiency, technological progress, and distribution balance. Efficiency means maximizing results with certain inputs and avoiding waste. Efficiency is

divided into internal and allocation. Employee performance also reflects future potential and developments and is needed to assess changes in economic resources and predict production capacity (Kirana, 2017).

Ethics, morals, norms, manners, and values are often used without distinction. Ethics comes from the Greek "ethos," which means habits or customs, while morals come from the Latin "mos-mores," which means social behavior. In philosophy, morality refers to human behavior and social norms, while ethics is a critical reflection of morality (Sutarjo, 2012). Politeness reflects good behavior in language and actions. Polite people care about others and do not hurt them (Bisri, 2017). Politeness is behavior that respects and honors others and follows the customs that apply to society's culture (Suharti, 2016).

According to Kenneth Thomson in the ISSA seminar (16-17 June 1980, Jakarta), social security is a protection society provides to protect its members from risks that can reduce income, provide medical services or financial security, and provide family and child benefits. Social Security for Workers is intended to protect workers, especially in the corporate environment, through mutually beneficial interactions between workers and employers.

The Employment Social Security Program aims to overcome socio-economic risks such as accidents, illness, pregnancy, childbirth, disability, old age, and death that can reduce or stop workers' income. This program uses a social insurance mechanism and is mandatory for workers to protect their lives, provide great benefits to the company, and show its concern for its workers. Benefits of this program include:

1. Protection against the risk of work accidents, including in projects outside the area.
2. Encourage workers to save in anticipation of urgent needs for themselves and their families.

BPJS participant satisfaction is the most important factor in various business activities. It is the consumer's response to evaluating perceived inconsistencies between previous expectations and perceived product performance. Satisfying the desires and needs of BPJS participants positively impacts the company.

## 2. Method

This study uses an explanatory approach containing symbols of the influence of independent variables on dependent variables. In this study, the author obtained data using a closed questionnaire that had been scored, where the data would later be calculated statistically. This study uses the questionnaire as a closed questionnaire, which is presented so that respondents are asked to choose one answer by giving a checklist (√) on the answer that matches the respondent's condition. This research was conducted at the location of the research conducted by the author at the BPJS Ketenagakerjaan Office, Perintis Tulungagung Branch Office, Jalan Mayor Sujadi Timur. No. 17, Plosokandang, Kedungwaru, Tulungagung Regency, East Java 66229, Indonesia.

## 3. Results and Discussion

The calculation of the results of the questionnaire answers given by researchers to BPJS Participants was analyzed using multiple linear regression by conducting assumption tests and knowing the reliability of the results after the study. The results of the research

analysis are as follows.

a. Validity and Reliability of Research Results

This discussion discusses validity results per item of the questionnaire statement given to BPJS Participants according to the following variables.

Table 1. validity and reliability of the results of the responsibility questionnaire

NO	Nilai	R-tabel	Kategori
1	0.478	0.1954	Valid
2	0.430	0.1954	Valid
3	0.407**	0.1954	Valid

Based on Table 1, the R-table value at N = 55 with a coefficient level of 0.5 is 0.1954. According to the table above, all statement items given through the Responsibility questionnaire are greater than the R-table value, so it is stated that the results of BPJS Participants' answers to the Responsibility questionnaire are declared valid.

Table 2. Reliability of Responsibility  
**Reliability Statistics**

Cronbach's Alpha	N of Items
.601	3

The reliability test criteria are good if they have a Cronbach's Alpha value > 0.60; the reliability test results are 0.601, so the Responsibility questionnaire meets the reliable criteria.

Table 3. Validity per item

NO	Nilai	R-tabel	Kategori
1	0.309	0.1954	Valid
2	0.339**	0.1954	Valid
3	0.307	0.1954	Valid

Based on table 3, the R-table value at N = 5 with a coefficient level of 0.5 is 0.1954. According to the table above, all statement items given through the Responsibility questionnaire are greater than the R-table value, so it is stated that the results of BPJS Participants' answers to the Discipline questionnaire are declared valid. According to the table above, all statement items given through the performance questionnaire are greater than the R-table value, so it is stated that the results of BPJS Participants' answers to the performance questionnaire are declared valid.

The reliability test criteria are good if they have a Cronbach's Alpha value > 0.60; the reliability test results are 0.769, so the Responsibility questionnaire meets the reliable criteria.

Table 4. Validity of Service per Item

No	Mark	R-table	Category
1	0.478	0.1954	Valid
2	0.430	0.1954	Valid
3	0.407**	0.1954	Valid
4	0.381**	0.1954	Valid
5	0.356**	0.1954	Valid

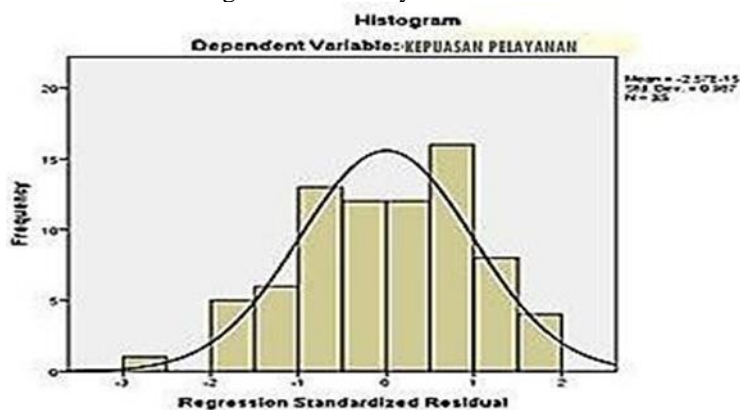
Based on table 4, the r-table value at N = 55 with a coefficient level of 0.5 is 0.1954. According to the table above, all statement items given through the Service Satisfaction questionnaire are greater than the R-table value, so it is stated that the results of BPJS Participants' answers to the Service Satisfaction questionnaire are declared valid.

### Linear Regression Analysis

#### 1. Assumption Test

The purpose of the normality test is to test whether the interfering variable ( $\epsilon$ ) has a normal distribution or not. The results of the normality test with SPSS 23.0 are as follows:

Figure 1. Normality Test Results



From the image above, it is known that the distribution of values from the questionnaire owned by the respondents is said to be normal. The results of the normality test show that the research instrument is normal when used to conduct research. The questionnaire can be used to measure learning outcomes. From the curve in the image, it is known that the mean of the research instrument is 2.8, and the standard deviation is 0.587 with N = 55. This is said to be normal because the image of the curve is balanced between the left and right values of 0.

The normality table above shows that the distribution of values from the questionnaire owned by the respondents is normal. The results of the normality test show that the research instrument is normal when used to conduct research with an Asymp Significant value (2-tailed) of 0.171.

Table 5. Multiple linear test results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	60.654	6.430		9.433	.000
	Tanggung Jawab	.070	.094	.082	1.750	.004
	Kedisiplinan	.298	.068	.455	4.374	.000
	Kinerja	.273	1,700	.092	8,161	.003
	Kesopanan	.569	.770	.522	9,738	.004
a. Dependent Variable: Kepuasan.Pelayanan						

From the results of the linear regression test, it can be seen from the coefficients table that the equation  $Y = a + bX_1 + bX_2 + bX_3 + bX_4 + e$  is obtained, so from the calculation results obtained:  $Y = 60.654 + 0.070 X_1 + 0.298 X_2 + 0.273 X_3 + 0.569 X_4$

(a) is a constant with a value of 60.654, stating that if the independent variable (Responsibility, Discipline, Performance, and Politeness) is zero (0), then the value of the dependent variable (Service Satisfaction) is 60.654 (b1) is the regression coefficient of X 0.070 stating that for every additional unit of the Business Responsibility variable, this will affect increasing the value of the Service Satisfaction variable by 0.070 assuming that the other variables are constant.

(b2) is the regression coefficient of X 0.298, which states that every additional unit of the Discipline variable will increase the magnitude of Service Satisfaction by 0.298, assuming that other variables are constant.

(b3) is the regression coefficient of X 0.273, which states that for every additional unit of performance variable, the main increase will increase by 0.273, assuming that other variables are constant.

(b4) is the regression coefficient of X 0.569, which states that for every additional unit of the politeness variable, the magnitude of Service Satisfaction will increase by 0.569, assuming that other variables are constant.

#### 4. Conclusion and Suggestions

Based on the research results, it is known that the responsibility, discipline, performance, and politeness of employees in the Old Age Security Program Division influence the satisfaction of participant services at BPJS Ketenagakerjaan KCP Tulungagung, where all test results are known to be valid and significant.

1. The t-distribution (t count) results are then compared with the table at a value of N = 55 or close to obtaining a 9,433 distribution, followed by the acceptance and rejection areas. 1) The result is  $1,750 > 1,671$  with a significance of  $0.04 < 0.05$ : Ho



is rejected, and  $H_a$  is accepted. Responsibility influences service satisfaction. 2) The result is  $4.374 > 1.671$ , with a significant value of  $0.00 < 0.05$ . So,  $H_0$  is rejected, and  $H_a$  is accepted. There is a positive and significant influence between discipline and service satisfaction. 3) The result is  $8.161 > 1.671$  with a significance of  $0.03 < 0.05$ :  $H_0$  is rejected, and  $H_a$  is accepted. There is a positive and significant influence between performance and service satisfaction. 4) The result is  $9.738 > 1.671$ , with a significant value of  $0.04 < 0.05$ . So,  $H_0$  is rejected, and  $H_a$  is accepted. There is a positive and significant influence between politeness and service satisfaction.

2. Based on the calculation results with the help of the SPSS 23.0 program, the following results were obtained: From the ANOVA table above, it shows a significant value of 0.000 and  $(13.385) > (1.981)$ , then  $H_0$  is rejected, and  $H_a$  is accepted. Responsibility, discipline, performance, and politeness influence service satisfaction.
3. Determination Coefficient Based on the R Square value of 0.266, there is a responsibility, performance, discipline, and politeness toward participant service satisfaction of 26.60%. In comparison, 73.40% are other variables not examined in the study.

### Suggestion

The results of this study are expected to be used as consideration and constructive input in selecting participant satisfaction methods to be implemented at BPJS Ketenagakerjaan KCP Tulungagung. By conducting this research, the author hopes to implement the knowledge gained from lectures at Tulungagung University and hone accuracy, alertness, tenacity, and hard work.

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