

# The Effect of Employee Work Discipline on Community Satisfaction at the Maesa Unima Sub-district Office, South Tondano District, Minahasa Regency

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# The Effect of Employee Work Discipline on Community Satisfaction at the Maesa Unima Sub-district Office, South Tondano District, Minahasa Regency

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## ABSTRACT

With The method used by the author in this research is quantitative research method. Based on the results of the analysis, it was found that the significance value in the table using the SPSS program shows sig. 0.000 < 0.05, with the regression equation  $Y = 19.367 + 0.424X$ . which shows that each increase in one score of the discipline variable will cause an increase in the score of the community satisfaction variable by 0.424 at a constant of 19.367. Furthermore, a correlation analysis is carried out, to determine whether there is a relationship between the two variables and to find out how closely the relationship is between the variable work discipline (X) and community satisfaction (Y). The analysis result shows that the correlation coefficient  $r(r_{yx})$  is 0.195. This means that there is a significant correlation between work discipline (X) and community satisfaction (Y). With these results it can be explained that work discipline affects community satisfaction by 19.5%, while 80.5% is determined by other factors not examined in this study.

**Keywords:** Work discipline, community satisfaction

## 1. INTRODUCTION

With the existence of broad autonomy the existence of the Regional Government to serve the needs of the community (public service) is increasingly important, where the Regional Government is required to actualize the contents of its autonomy to suit the needs of the community. Local governments are required to be able to provide services to the community in an effective, efficient and accountable manner as a consequence of the community's obligation to finance the services demanded by the community.

Organization is a place or place used by several people to collaborate. The organization will develop well depending on the available resources, both human resources and other resources. Human resources are needed in private organizations and government organizations in service activities. Service activities in an organization or institution will play a very important role in the smooth running of the organization's activities. Services in organizations, especially offices, are required to be fast and precise. This is an obligation that must be done. For public organizations, good service is reflected

in the effectiveness and efficiency of the activities provided, so the quality of service will be better.

Public services are provided by the government to the community. The government has an important role to provide public services in accordance with what has been stated in the Law (UU). Law Number 25 of 2009 concerning Public Services Article 1 states that "Public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods and services and / or administrative services provided by the organizer. public service".

According to Hasibuani, work discipline is a person's awareness and willingness to obey all company regulations and applicable social norms [1]. Related to what Singodimedjo said with good work discipline in employees, the better the productivity of the employee's work so as to produce excellent service to the community [2]. If the employee's work discipline is high, the organization will get a lot of benefits and it means that if the work discipline increases, the organization will get a lot of losses. This has an impact on public services.

Work discipline is one aspect of a work system that must be considered in an organization to increase the satisfaction of the people served in an organization. This is because the good or bad performance shown by an employee is influenced by whether or not the disciplinary system is run by an organization.

In general, good discipline is in accordance with what Hasibuan stated if employees come to the office regularly and on time. They are well dressed in the workplace. They use materials and equipment carefully. They produce a satisfactory amount and quality of work and follow the way of work defined by the organization and finish very well [3].

The Maesa Unima Sub-District Office is an office or public service agency at the village level. The Maesa Unima sub-district office in providing services to the community has not been maximized. Based on the results of the survey of service procedures at the Maesa Unima sub-district office, it is not clear that there is no information board explaining the service procedures shown to the community (customers), so that people find it difficult when entering the Maesa Unima village office. People who have an interest in obtaining information related to services by asking one of the employees then the employee will provide direction to the community concerned in accordance with their interests. At the Maesa Unima Sub-district office there is also no waiting room or special chairs used to wait in line. The waiting room or queue seat is a part that needs to be considered in public services.

The discipline of working for employees at the Maesa Unima Village office is still not optimal, there are still some employees who have not applied discipline at work. This can be seen from the presence of employees who have not arrived at the right time so that service activities are disrupted and make it difficult for the community because of these employees. The working hours of the Maesa Unima Sub-district office employees are 08.00 – 16.00 WITA but at 14.00 WITA the Maesa Unima Sub-district office employees have gone home. At the Maesa Sub-district office, UNIMA does not use neat clothes in accordance with applicable procedures.

## 2. METHOD

In conducting this research, the researcher used a quantitative approach. Quantitative approach is used to measure the independent and dependent variables by using numbers that are processed through statistical analysis. The aim is to determine whether there is an effect of the independent variable on the dependent variable. Data collection in this study used research instruments in the form of questionnaires, documentation and quantitative data analysis aimed at testing hypotheses. Data were obtained from questionnaires that

had been filled out by the people who were respondents in this study.

The population in this study is the entire community of Maesa Unima village aged 18 years and over with a total of 309 people with a sample size of 75 people taken from the Slovin formula. The sampling technique used in this study is convenience sampling, which is a sample that will be taken from the population by collecting information from members of the population who are happy to provide it.

Two variables in this study are divided into 2 (two), the independent variable (independent) and the dependent variable (dependent). The variables in this study use the theory of Sugiyono, namely: the independent variable is a variable that affects or is the cause of the change or the emergence of the dependent variable (bound) [4]. In this study the independent variable is Work Discipline (X) with indicators namely Punctuality, Using Office Equipment properly, high responsibility, and obedience to office rules taken from Soekanto's opinion [5]. The dependent variable (Y) is community satisfaction with indicators of reliability, credibility, attention to people, speed of service, certainty of service schedules taken according to Morgan [6], then the data was measured by scoring using a modified Likert scale with 4 alternative answers, scoring each alternative answer, namely: (1) strongly agree given a score of 4; (2) agree to be given a score of 3; (3) disagree given a score of 2; (4) strongly disagree given a score of 1.

According to Arikuntoi Research instruments are tools or facilitation used by researchers in collecting data so that their work is easier and results are better and systematic so that they are easier to process. The instrument used in this research is a questionnaire or questionnaire. The research instrument test was carried out before the questionnaire was given to the respondent, the aim was to determine the level of understanding of the instrument, whether the respondent had no difficulty in capturing the researcher's intent [7].

Instruments are determined by the level of validity and reliability. The test of the instrument is intended to determine the validity and reliability of the instrument so that it can be known whether or not the instrument is feasible to use in collecting research data. Instrumental trials were conducted on 26 people from Maesa Unima Village. The questionnaire was written based on indicators of work discipline variables which were developed into 12 statements and community satisfaction was developed into 12 statement items, the calculation of the instrument trial in this study using the SPSS for windows version 22.0 computer program. The results of the validity test show that in the two variables, namely work discipline and community satisfaction, none of the statement items is invalid, thus this instrument is feasible to use.

Reliability is used to determine the consistency of the measuring instrument, whether the measuring instrument used can be used and remains consistent if the measurement is repeated. The score in the questionnaire is 1 to 4 so the reliability test uses the alpha formula and to facilitate the calculations in this study using the SPSS statistic 39.0 program. And the results of the reliability test are presented in the following table:

Table 1. The results of the reliability test

Variable	Cronbach Alpha value	Information
Work Discipline (X)	0,892	Reliable
Community Satisfaction (Y)	0,876	Reliabele

The results of the reliability test show that all statement items from the two variables studied are reliable because they have a Cronbach alpha value > 0.600.

According to Darmadii Quantitative data analysis is data processing with mathematical rules on data. Data figures are representative of a quantitative number as well as a number as a result of the conversion of a quality, namely qualitative data that is quantified. Furthermore, if the data is already a number, then no longer question the origin of the number, then you can use statistical techniques. The purpose of data analysis is to understand what is behind all the data, group it, summarize it, become something that is the same and easy to understand and find general patterns that arise from the data. In quantitative analysis what is meant by easy to understand and the general pattern is represented in the form of statistical symbols known as notation, variation, and coefficient [8].

According to Sofian, the purpose of the normality test is to find out whether the data population is normally distributed or not. If the data is normally distributed, then parametric statistical tests can be used, whereas if the data are not normally distributed, non-parametric statistical tests can be used. In this study, testing was carried out using the one-sample Kolmogorov Smirnov technique. If in this test  $p > 0.05$  then the data is said to be normally distributed, whereas if  $p < 0.05$  then the data is not normally distributed [9].

In this study, linearity test was also carried out, linearity test was used to determine whether the independent and dependent variables in this study had a linear relationship, and to determine whether the specifications of the model used were correct or not. Two variables are said to have a linear relationship if their significance value is deviation from linearity  $> 0.05$ , and vice versa if  $< 0.05$  then the relationship is not linear and

in this study the linearity test used the help of the SPSS 22.0 program for windows.

For the last test, which is to test the hypothesis, in testing the hypothesis, regression analysis is used. Regression analysis is a tool or method that can be used to predict future demand based on past data, or to determine the effect of one independent variable on a dependent variable. The purpose of applying this regression analysis method is to predict or predict the value of the dependent variable which is influenced by the independent variable, namely by using a simple linear regression equation. The purpose of the linearity test is to find out whether the independent variable and the dependent variable have a linear relationship. This test is usually used as a prerequisite in the application of the linear regression method [10].

According to Sudjana, the data analysis technique in this study uses quantitative techniques that are used to test the research hypotheses that have been formulated.:

1. Simple regression analysis technique:

$$\hat{Y} = a + bx$$

Dimana:

$$\hat{Y} = Y \text{ hat - employee work effectiveness}$$

X = Independent Variable, influence - employee work discipline

a = Value constant price Y if X = 0

b = Value of direction as a determinant of forecast (prediction)

which shows the increasing value (+) or decreasing value (-) of the Y. variable.

$$a = \frac{(\Sigma Y)(\Sigma X^2) - (\Sigma X)(\Sigma XY)}{n\Sigma X^2 - (\Sigma X)^2}$$

$$b = \frac{n\Sigma XY - (\Sigma X)(\Sigma Y)}{n\Sigma X^2 - (\Sigma X)^2}$$

[11]

2. The simple correlation analysis technique is as follows:

$$r = \frac{n(\Sigma XY) - (\Sigma X)(\Sigma Y)}{\sqrt{[n(\Sigma X^2 - (\Sigma X)^2)][n(\Sigma Y^2 - (\Sigma Y)^2)]}}$$

Description:

X = independent variable, the effect of work discipline on employees

Y = dependent variable, employee work effectiveness

n = Number of Respondents

### 3. RESULTS AND DISCUSSION

The general description of the object of research in this study is the Maesa Unima village which is located in the South Tondano sub-district, Minahasa district, North Sulawesi.

The word satisfaction comes from the Latin static, which means good enough or faction (doing or making). So, in simple terms it can be interpreted as an effort to fulfil something.

According to Oliveri in his service, he defines satisfaction as the level of one's feelings after comparing performance. The results he perceives with his expectations. The level of satisfaction is function of the difference between perceived performance with expectations. If the performance is below expectations, the customer will be very disappointed. If performance matches expectations, then the customer will be very satisfied. While, if performance exceeds expectations, customers will be highly satisfied, and customer expectations can be shaped by experience. The past. The community as customers who are satisfied with the services they receive will be loyal longer, less sensitive to price and comment. the good one.

Discipline is an attitude, behaviour and actions that are in accordance with company regulations, both written and unwritten. The regulations in question include absenteeism, late entry, and early departure of employees. So, this is an employee disciplinary attitude that needs to be addressed properly by the management.

It takes harmonious cooperation in the work team and high awareness for each member of the organization to work together seriously and comply with the agreed rules so that organizational goals can be achieved. In general, a person's discipline can be seen from the person's behaviour in carrying out their duties. Deeply deepening discipline contains an attitude dimension that involves a person's mentality.

Discipline can be interpreted as the attitude of a person or group of people who intend to follow the rules that have been set. In relation to work, work discipline is an employee's attitude and behaviour towards organizational regulations. Intention can be interpreted as the desire to do something or the willingness to conform to the rules. Attitudes and behaviour in work discipline are characterized by various initiatives, abilities and willingness to obey the rules. That is, someone who is said to have high discipline does not merely obey and obey the rules rigidly and die, but also has the will (intention) to adapt himself to the rules of the organization.

According to Hasibuani "Discipline is the awareness and willingness of a person to obey all company regulations and applicable social norms". Awareness is the attitude of someone who voluntarily obeys all the rules and is aware of the duties and responsibilities properly, not overcoming coercion [1].

According to Siswanto, work discipline can be defined as an attitude of respect, respect, obedience and obedience to the applicable regulations, both written and unwritten, and being able to carry it out and not shirk to

accept the sanctions if he violates the duties and authority given to him [12].

In this study, all data from informants obtained in the field are presented in the form of data descriptions, to determine the magnitude of the influence of the independent variable (X) on the dependent variable (Y). The number of respondents in this study was 76 people and presented in a frequency distribution table and analysed the data including the presentation of the mean, median, mode and standard deviation.

**Description of Work Discipline Variable Data**

In this study, the employee discipline variable obtained data from a questionnaire consisting of 12 statements with alternative answers, namely 4 for the highest score and 1 for the lowest score. The data obtained from the work discipline variable questionnaire showed a mean of 33.55, a median of 34.00, a mode of 36, and a standard deviation of 4.044.

**Table 2.** One-Sample Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		76
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	3.48951593
Most Extreme Differences	Absolute	.089
	Positive	.089
	Negative	-.076
Test Statistic		.089
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>

Based on the calculation, the frequency distribution of the tendency of work discipline can be made as follows:

**Table 3.** The calculation, the frequency distribution of the tendency of work discipline

No	Rentang Kategori	Kategori	Frekuensi	Persentase (%)
1	$X \geq 36,1$	Sangat Tinggi	19	25%
2	$32 \leq X < 36,1$	Tinggi	23	30%
3	$27,9 \leq X < 32$	Rendah	30	39%
4	$X < 27,9$	Sangat Rendah	4	6%
			76	100%

It can be concluded from the results of the frequency distribution that the trend above means that 25% of customers have a very high work discipline tendency, 30% of customers have a high work discipline tendency,

39% have a low work discipline tendency, and 6% of customers have a very low work discipline tendency. And based on these data, the identification of the trend category for the work discipline variable at the Maesa Unima sub-district office is in the low category.

**Description of Community Satisfaction Variable Data.**

Community satisfaction data was obtained from a questionnaire consisting of 12 statements with 4 alternative answers, 4 for the highest score and 1 for the lowest score. The data obtained from the questionnaire on the community satisfaction variable showed a mean of 33.61, a median of 34, a mode of 36, and a standard deviation of 3.889.

Based on the calculation of the frequency distribution of the tendency of the community satisfaction variable as follows:

**Table 4.** The calculation of the frequency distribution of the tendency of the community satisfaction variable

No	Category Range	Category	Frequency	Percentage (%)
1	$X \geq 36,1$	Very high	11	14,47%
2	$32 \leq X < 36,1$	High	14	18,44%
3	$27,9 \leq X < 32$	Low	43	56,57%
4	$X < 27,9$	Very Low	8	10,52%
			76	100%

So, from the results of the frequency distribution of the tendency of the community satisfaction variable, it can be concluded that 14.47% of customers have a very high tendency of satisfaction, 18.44% of customers have a high tendency of satisfaction, 56.57% of customers have a low tendency of satisfaction, and 10.52% of customers have very low satisfaction. And based on these data, the identification of the trend category for the community satisfaction variable at the Maesa Unima sub-district office is in the low category.

**Data Analysis of Research Result**

a) Normality Test

Testing the normality of the data in this study used the one-sample Kolmogorov Smirnov technique. According to Widhiarso, the normality test aims to prove that the scores obtained from each variable can be distributed normally so that a population can be formed. A good regression model is to have a residual value that is normally distributed. And for the basis of decision making is if  $p < 0.05$  then it can be said to be normally distributed, whereas if  $p < 0.05$  then the data is not normally distributed. In this study, the data normality test

was carried out using the SPSS 22.0 for Windows program [13].

The results of the residual normality test of the two variables are as follows:

Based on the table above, it is known that the significance value of asymp.sig (2-tailed) is 0.200 and means greater than 0.05. So according to the basis of decision making in the Kolmogorov - Smirnov normality test above, it can be concluded that the data is normally distributed. Thus, the assumptions or requirements for normality in the regression model have been met.

b) Linearity Test

The linearity test aims to determine whether two variables have a linear relationship or not significantly. This test is used as a prerequisite in correlation or linear regression analysis, the basis for making decisions for linearity testing is if the value of sig. deviation from linearity  $> 0.05$  then there is a linear relationship between the independent variable and the dependent variable and vice versa if the value of sig. deviation from linearity  $< 0.05$ , then there is no linear relationship between the independent variable and the dependent variable [14].

The linearity test in this study was carried out using a test for linearity with the help of the SPSS 22.0 for Windows program. The results of the linearity test in this study can be seen in the following table:

Based on the results of the linearity test above between the variables of work discipline (X) and Community Satisfaction (Y) obtained Fcount of 1.531 at a significant level of 5%. The result of Fcount is smaller than Ftable, which is 1.671 and it is known that the value of sig.deviation from linearity is 0.120 which means more than 0.05, it can be concluded that there is a linear relationship between employee work discipline and community satisfaction..

c) Hypothesis Test

In this study, hypothesis testing was carried out using simple regression analysis techniques, the hypothesis to be tested reads:

$H_0$  = Employee work discipline has a linear and significant influence on community satisfaction at the Maesa Unima village office.

$H_a$  = Employee work discipline does not have a linear and significant influence on community satisfaction at the Maesa Unima village office.

Hypothesis testing in this research is using simple regression analysis with calculations using the SPSS 22.0 for windows program. The basis for this decision refers to two things: 1) if the significance value is  $< 0.05$ , it means that the X variable has an effect on the Y variable. 2) If the significance value is  $> 0.05$ , it means that the X variable has no effect on the Y variable.

1) Test the Linearity of the Regression Equation

From the results of simple linear regression analysis of the data pair of work discipline variables (X) and community satisfaction variables (Y), the regression direction coefficients are obtained as follows:

Table 5. the results of simple linear regression analysis

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	19.367	3.389		5.714	.000
Disiplin Kerja	.424	.100	.441	4.231	.000

a. Dependent Variable: Kepuasan Masyarakat

Based on the table above, it is known that the coefficient of direction b is 0.424 and the constant value is 19.367. Thus, the form of influence between work discipline (X) on community satisfaction (Y) can be written as:

$$Y = a + BX$$

$$Y = 19,367 + 0,424X$$

The regression equation above can be translated by:

- a. The constant of 19.367 means that the consistent value of the community satisfaction variable is 19.367.
- b. The X regression coefficient of 0.424 states that for every 1% addition to the value of work discipline, the value of community satisfaction increases by 0.424, the regression coefficient is positive, so it can be said that the direction of the influence of the work discipline variable (X) on community satisfaction (Y) is positive.

Furthermore, in this study, a significance test and regression linearity test for the work discipline variable (X) was carried out on the community satisfaction variable (Y) using analysis of variance (ANAVA), while the results of the calculations are as follows:

Table 6. result regression linearity test using analysis of variance (ANAVA)

ANAVA <sup>a</sup>					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	220.904	1	220.904	17.900	.000 <sup>b</sup>
Residual	913.254	74	12.341		
Total	1134.158	75			

a. Dependent Variable: Kepuasan Masyarakat  
b. Predictors: (Constant), Disiplin Kerja

From the table above, it is known that the value of Fcount = 17.900 with a significance level of 0.000, which means more than 0.05, then the regression model can be used to predict the community satisfaction variable or in other words there is an influence of work discipline variable (X) on the community satisfaction variable. (Y). Based on the above calculations, it can be concluded that there is a positive and significant influence between work discipline on community satisfaction at the Maesa Unima sub-district office.

And to find out the influence of work discipline on community satisfaction, a determination coefficient test is carried out which can be seen from the table below:

Table 7. Coefficient test result

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.441 <sup>a</sup>	.195	.184	3.51301

a. Predictors: (Constant), Disiplin Kerja

Based on the table above, it is known that the large influence between work discipline on community satisfaction in the Maesa Unima sub-district office, South Tondano sub-district is explained by the correlation which is 0.441 and from these results it is explained that the coefficient of determination (R Square) is 0.195, which when viewed then the meaning is the influence of the independent variable (Work Discipline) on the dependent variable (community satisfaction) is 19.5%. This proves that employee work discipline makes a positive contribution of 19.5% in generating community satisfaction, while the other 80.5% is influenced by other factors not examined in this study.

2) Correlation Test

Correlation analysis is used to determine whether or not there is a relationship between the two variables and also to find out how closely the relationship between the two variables is, in this study to find a relationship between work discipline variables and community satisfaction at the Maesa Unima sub-district office. The results of the calculation are as follows:

To determine the guidelines for the degree of correlation, the opinion of Syofian is used [9], where:

- a. Pearson Correlation value 0.00 to 0.20 = no correlation
- b. Pearson Correlation value 0.21 to 0.40 = weak correlation
- c. Pearson Correlation value 0.41 to 0.60 = moderate correlation

- d. Pearson Correlation value 0.61 to 0.80 = strong correlation
- e. Pearson Correlation value 0.81 to 0.100 = perfect correlation

The correlation between work discipline and community satisfaction is  $N = 76$  with a correlation value of 0.441 which means the variable is in the medium category. Then the basis for decision making is where:

1. If the significance value is  $< 0.05$  then it is correlated
2. If the significance value is  $> 0.05$  then there is no correlation.

From the calculations obtained through the help of the SPSS version 22.0 program for windows, a significance value of 0.000, where the significant value is less than 0.05 ( $0.00 < 0.05$ ) means that employee work discipline affects community satisfaction at the Maesa Unima sub-district office, South Tondano district, Minahasa Regency.

Of all the analyses carried out in this study, it proves that the hypothesis ( $H_0$ ) is ACCEPTED in this study.

d) Discussion of Research Results

The results of this study regarding employee work discipline on community satisfaction at the Maesa Unima sub-district office showed that there was a positive and significant effect. The results of the analysis using simple regression obtained a coefficient value (R) of 0.441 and a coefficient of determination (RiSquare) of 0.195. The coefficient of determination has a meaning, namely the magnitude of the influence of work discipline on community satisfaction, which is 19.5%. And the results of the t test show that tcount is 4.231 and ttable at a significant level of 5% is 2.000. The results of the t-test are known that tcount shows a number greater than ttable or  $4.231 > 2.000$ , so the effect of work discipline on community satisfaction is significant. Based on the results of the analysis of the price correlation coefficient, it can be concluded that work discipline has a positive and significant effect on people's satisfaction.

Community satisfaction can be triggered by the existence of a high level of discipline from every employee in the organization. High discipline will encourage employees to do their job as well as possible, according to the rules and work procedures that exist in the organization. Work discipline in employees is very much needed, because what is the goal of the organization will be difficult to achieve if there is no work discipline. In accordance with the opinion of Hasibuan "Discipline is a person's awareness and willingness to obey all company regulations and applicable social norms". In this case, the organization must make clear rules so that employees can carry out their work in accordance with applicable regulations. In

addition to the existence of regulations, they must also provide strict sanctions or punishments so that employees are afraid if they violate them [1].

Employees who have high work discipline will get used to coming on time when working, while employees who have low discipline will get used to coming late to work. Indirectly, this shows that when employees have high work discipline, they will try to complete their work on time. This will increase community satisfaction because work can be completed on time.

Discipline owned by the employees of the Maesa Unima Sub-district Office is still in the context of less than optimal. Because there are still employees who often come not on time and leave early from the office, because there is no strict punishment for these actions. People will feel satisfied when the desired needs can be achieved. This satisfaction can be achieved with the work discipline of employees. Discipline shows a condition or attitude of respect that exists in employees towards the rules and regulations of the Agency.

#### 4. CONCLUSION

Based on the results of research and discussion that have been analyzed and described in the previous chapter, research on the effect of employee discipline on community satisfaction in the Maesa Unima sub-district office, South Tondano district, Minahasa district has the following conclusions:

The work discipline of an organization's employees will affect the work of employees. The work of employees who are carried out with discipline will produce results that are in accordance with the needs of the community. Discipline is applied because of the regulations made by the agency. Regulations are made to be obeyed by all who work in the agency in order to form discipline. Employee discipline will affect people's satisfaction. The community will feel satisfied if the officers who serve are disciplined.

Broadly speaking, the X variable affects the Y variable linearly and significantly, in other words in accordance with the predetermined hypothesis,  $H_0$ , namely there is a linear and significant influence between employee work discipline (X) on community satisfaction (Y) in Maesa Unima Village, Tondano District. South. That means, in this study, the relationship between employee work discipline and community satisfaction in Maesa Unima Village is positive. This can be seen from the results of a simple regression with a coefficient (R) of 0.441 with a Coefficient of Determination (R Square) of 0.195. The positive relationship can also be interpreted that there is a unidirectional relationship between the variables X and Y, if the employee's work discipline greatly affects people's satisfaction.



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Based on the results of research, data analysis and discussion, the following conclusions can be drawn:

1. The results of the regression analysis show  $Y = 19.367 + 0.424X$ . This means that if work discipline increases by one unit, then community satisfaction in the Maesa Unima village will increase.
2. The contribution of variable X (work discipline) to variable Y (community satisfaction in Maesa Unima village) is 19.5% and the remaining 80.5% is determined by other variables not examined in this study.
3. Based on the results of the t-test, which is the significance test, it shows that tcount is greater than ttable, namely tcount of 4.231 and ttable of 2,000, for that the hypothesis which states that there is an influence between employee work discipline on community satisfaction in Maesa Unima village is accepted.

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