

## THE EFFECT OF WORK DISCIPLINE AND WORK ETHOS ON THE QUALITY OF SERVICES AT THE CENTER OF AGRICULTURAL QUARANTINE TANJUNG PRIOK MINISTRY OF AGRICULTURE

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### ABSTRACT

This research aims to find the effect of work discipline and work ethic on service quality at the Tanjung Priok Agricultural Quarantine Center of the Ministry of Agriculture. This research uses a quantitative method with the number of samples taken as many as 68 respondents, which were obtained based on the Taro Yamane formula with a precision level of 10% and the sampling technique used was Disproportionate Stratified Random Sampling. From this study it can be concluded that: 1) The results indicate that the quality of service can still be improved, if it does not only rely on the variables of Work Discipline and Work Ethic, especially if it is carried out individually, especially if it is controlled by other variables contained in this study, namely variables of Work Discipline and Work Ethic; 2) Work Discipline Variable which is a strong contribution variable, which is 49.8% on Service Quality, but Service Quality can still be improved. The results of the study indicate that the Quality of Service, which is supported by Work Discipline, will be further improved if the Work Discipline in the organization is paid more attention to by the leaders; and 3) Work ethic variable, which is a moderate contribution variable, which is 35.7% of service quality, but service quality can still be improved. The results of the study indicate that the quality of service, which is supported by the work ethic, will further improve the quality of service if the existing work ethic can be improved or at least maintained.

**Keyword:** work discipline, ethos and ethic of service quality, balai besar karantina pertanian, kementerian pertanian

### 1. INTRODUCTION

Indonesia's homeland or parts of the islands in Indonesia are still free from various pests and diseases from animals, fish, and plant-disturbing organisms that have the potential to damage the sustainability of biological natural resources. Prevention of the entry, spread and release of media carrying pests and diseases, including animals, fish, and plant-disturbing organisms into the territory of the Republic of Indonesia, is handled by the Agricultural Quarantine Center.

The Agricultural Quarantine Center based on Law Number 2005 concerning public services is an organizing organization tasked with carrying out an action or series of public service actions.

The Agricultural Quarantine Center which in building public trust in public services carried out as a public service provider demands to provide services that are in accordance with the expectations and desires of the community, therefore the Agricultural Quarantine Center must be supported by human resources and good infrastructure and systems advanced and strong.

Based on the results of the researcher's observations, there are still several weaknesses such as lack of communication between top management and subordinates, frequent changes of leadership to change policies, no clear criteria for appointing employees to a higher level, unbalanced workload for each officer, but salaries and benefits the same, there are no clear criteria in terms of getting scholarships for further studies, not being provided with proper facilities and infrastructure for transferred employees, subjectivity often occurs in leadership decisions, lack of parking spaces for vehicles, lack of work support, there are still employees who come and returning home not according to working hours, there are still employees carrying out work only if there are importers who need service, there are still many employees who play games at work, there are still employees who cannot cooperate, actions are taken against employees who are not disciplined, there are still employees who are not responsible for their work.

### 2. RESEARCH METHODOLOGY

The research method is a way to determine the level of research, a way to obtain data and determine the type of data to be used, as well as obtain information or facts that have to do with the research problem. Therefore, for success in this research, this research is included in the level of explanation, associative and qualitative analysis which is quantitative with a survey approach.

The population in this study were employees of the Tanjung Priok Agricultural Quarantine Center of the Ministry of Agriculture, totaling 213 employees. The number of samples taken was 68 respondents, which was obtained based on the Taro Yamane formula with a precision level of 10% and the sampling technique used was Disproportionate Stratified Random Sampling. While the time of the study lasted for 4 months, namely from December 2015 to March 2016.

### 3. RESULTS AND DISCUSSION

#### Characteristics of Research Data

##### a. Work Discipline Variable (X1)

Based on research data obtained from data collection on the Work Discipline variable (X1), the lowest (minimum) value is 60 and the highest (maximum) value is 82, with a range of 22, while the number of respondents is 68. The mean value is 70.40; the median value is 71.00; and the mode value is 67.00. Looking at the mode value (67.00) is smaller than the median value (71.00) and the median value is greater than the mean (on the right) the mean value (70.40). Because the difference between the values of the mode, median, and mean is relatively very small, the level of tendency of the data distribution is also still relatively very small. Therefore, it can be said that the data distribution is still close to the normal curve shape.

The calculation of variance/variation produces a variance of: 30,452 and the standard deviation/standard deviation of: 5,518. The calculation of Skewness (slope) and kurtosis (slope) of the data gives the result that the skewness value is 0.115 and the kurtosis value is -0.745. The Skewness number means that the distribution curve has a positive slope so that the tail sticks out or extends to the right. The Kurtosis number of -0.745 means that it is in the interval of  $\pm 2$  (two). This means that the curve is a flat or platykurtic distribution.

##### b. Work Ethic Variable (X2)

Based on research data obtained from data collection on the Work Ethic (X2) variable, the lowest (minimum) value is 59 and the highest (maximum) value is 80, with a range of 21, while the total data is 68. The mean value is 70.03; the median value is 70.00; and the mode value is 73.00. Looking at the mode value (73.00) is greater than the median value (70.00) and the median value is smaller than the mean (on the left) the mean (70.03). Because the difference between the values of the mode, median, and mean is relatively very small, the level of tendency of the data distribution is also still relatively very small. Therefore, it can be said that the data distribution is still close to the normal curve shape.

The calculation of variance/variation produces a variance of: 30.387 and the standard deviation/standard deviation: 5.512. The calculation of Skewness (slope) and kurtosis (slope) of the data gives the result that the skewness value is -0.113 and the kurtosis value is -0.710. The Skewness value means that the distribution curve has a negative slope so that the tail sticks out or extends to the left. The Kurtosis number of -0.710 means that it is in the interval of  $\pm 2$  (two). This means that the curve is a flat or platykurtic distribution.

##### c. Service Quality Variable (Y)

Based on the research data and data processing for the Service Quality variable (Y), the lowest score (minimum) is 47 and the highest score (maximum) is 64, with a range of 17, while the number of respondents is 68. The mean value is 55.76; the median value is 55.00; and the mode value is 55.00. Looking at the mode value (55.00) is equal to the median value (55.00) and the median value is smaller than the mean (on the left) the mean value (55.76). Because the difference between the values of the mode, median, and mean is relatively very small, the level of tendency of the data distribution is also still relatively very small. Therefore, it can be said that the data distribution is still close to the normal curve shape.

The calculation of variance/variation produces a variance of: 18,183 and the standard deviation/standard deviation: 4,264. The calculation of Skewness (slope) and kurtosis (slope) from these data gives the result that the skewness value is 0.031 and the kurtosis value is -0.389. The Skewness value means that the distribution curve has a positive slope so that the tail sticks out or extends to the right. Kurtosis value of -0.389 means that it is in the interval of  $\pm 2$  (two). This means that the curve is a flat or platykurtic distribution.

#### Testing Requirements Analysis

Testing requirements analysis is done by testing the normality and homogeneity of research data.

##### a. Data Normality

The normality test in this study was carried out by dividing the skewness value by the standard error of skewness value and the kurtosis value by the standard error of kurtosis value for each research variable. If the result is below  $\pm 2$ , then the research variable data is declared normal. The calculation results show that: first, the Work Discipline Variable (X1) has a skewness of 0.115 and a standard error of skewness of 0.291 while kurtosis is -0.745 and a

standard error of kurtosis is 0.574 so that the skewness ratio is 0.395 and the kurtosis ratio is -1.298. The data shows that the research data on the Work Discipline variable is normal, second, the Work Ethic Variable (X2) has a skewness of 0.113 and a standard error of skewness of 0.291, while kurtosis is -0.710 and a standard error of kurtosis is 0.574 so that the skewness ratio is 0.388 and the kurtosis ratio is -1.237. These data indicate that the research data on the Work Ethic variable is normal, and thirdly, the Service Quality Variable (Y) has a skewness of 0.031 and a standard error of skewness of 0.291 while kurtosis is -0.389 and a standard error of kurtosis is 0.574 so that the skewness ratio is 0.107 and the kurtosis ratio is -0.678. . These data indicate that the research data on the Service Quality variable is normal.

**b. Homogeneity of Data Variance**

Homogeneity test was carried out using Levene Test. If the significance > 0.05 then the research data is homogeneous. The homogeneity test for the Work Discipline variable (X1) on the Service Quality Variable (Y), the results obtained significance (0.076 > 0.05) which means that the homogeneity test on the two variables is homogeneous. As for the work ethic variable (X2) on the Service Quality Variable (Y), the results of the significance (0.131 > 0.05) are obtained, which means that the homogeneity test of the two variables is homogeneous, so that further analysis can be carried out.

**Research Hypothesis Analysis**

Hypothesis 1: There is an effect of Work Discipline (X1) on Service Quality (Y)

**a. Multicollinearity Test**

Before testing the regression model, a multicollinearity test is carried out to find out or test the presence or absence of deviations from the classical assumption of multicollinearity, namely the existence of a linear relationship between the independent variables in the regression model. The requirement that must be met in the regression model is the absence of multicollinearity. The multicollinearity test is carried out by looking at the value of the inflation factor (VIF) in the regression model, where if  $VIF < 5$ , it is suspected that there is no multicollinearity problem between the independent variables, or vice versa if  $VIF > 5$ , it is suspected that there is a multicollinearity problem between the independent variables. Multicollinearity test was carried out using SPSS. Result of 1,000 can be obtained, which means  $VIF < 5$ , or  $1,000 < 5$ , meaning that there is no multicollinearity problem between independent variables.

**b. Regression Equation**

The calculation results obtained from the regression as follows:  $Y = 17,384 + 0,545X_1$ . The regression value shows that without work discipline, the service quality constant value is 17,384. Meanwhile, each additional unit of Work Discipline will increase Service Quality by 0.545 units.

Table 1.  
Regression Equation  
 $Y = 17,384 + 0,545X_1$

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	17.384	4.759		3.653	.001					
	Disiplin Kerja	.545	.067	.706	8.089	.000	.706	.706	.706	1.000	1.000

a. Dependent Variable: Kualitas Pelayanan

Resource: the author

**c. Regression Significance Test**

Testing the significance of the simple regression equation using analysis with F test and significance. The regression equation model is declared significant if  $f_{count} > f_{table}$  or significance level  $< 0.05$ .

Table 2.  
Regression Significance Test  
 $Y = 17,384 + 0,545X_1$

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	606.451	1	606.451	65.425	.000 <sup>a</sup>
	Residual	611.785	66	9.269		
	Total	1218.235	67			

a. Predictors: (Constant), Disiplin Kerja

b. Dependent Variable: Kualitas Pelayanan

The table above shows that  $f_{count} (65,425) > f_{table} (0,99.1.66) (7.0352)$  with a significance level  $(0.000) < 0.05$ . Thus it can be concluded that the regression equation  $Y = 17.384 + 0.545X_1$  is very significant (significant).

d. Regression Linearity Test

Testing the linearity of the regression equation using analysis with the F test and significance. The regression equation model is declared linear if  $f_{count} < f_{table}$  or significance level  $> 0.05$ .

Table 3.  
Regression Linearity Test  
 $Y = 17,384 + 0,545X_1$

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan * Disiplin Kerja	Between Groups	(Combined)	808.702	20	40.435	4.641	.000
		Linearity	606.451	1	606.451	69.599	.000
		Deviation from Linearity	202.251	19	10.645	1.222	.282
	Within Groups		409.533	47	8.713		
	Total		1218.235	67			

The table above shows that  $f_{count} (1.222) < f_{table} (0.95.19.47) (1.8123)$  and the significance level  $(0.282) > 0.05$ , so it can be concluded that the regression equation  $Y = 17.384 + 0.545X_1$  is linear (line Straight).

e. Correlation

Calculation of correlation produces a correlation number ( $r_{y1}$ ) between Work Discipline ( $X_1$ ) and Service Quality ( $Y$ ) is 0.706. This figure shows that there is a positive correlation or relationship between Work Discipline ( $X_1$ ) and Service Quality ( $Y$ ) with a strong relationship level.

f. Correlation Significance Test

To the results of the correlation calculation, a Significance Test was carried out, using SPSS to produce data as contained above, which obtained the  $t_{count} (8.089) > t_{table} (0.99.1.66) (2.3842)$  and the significance figure  $(0.000) < 0.05$ . This figure shows that the correlation between Work Discipline ( $X_1$ ) and Service Quality ( $Y$ ) is very significant (significant).

g. Coefficient of determination

The correlation between the work discipline variable ( $X_1$ ) and the service quality variable ( $Y$ ) is 0.706. Thus the coefficient of determination is  $r_{y1}^2 = 0.706^2 = 0.498$  or 49.8%.

Table 4. Coefficient of Determination of Work Discipline ( $X_1$ ) Against Service Quality ( $Y$ )

**Measures of Association**

	R	R Squared	Eta	Eta Squared
Kualitas Pelayanan * Disiplin Kerja	.706	.498	.815	.664

The coefficient of determination means that 49.8% of Service Quality is determined by the Work Discipline variable, while the other 50.2% is determined by other factors.

h. Partial Correlation

The correlation between the work discipline variable ( $X_1$ ) and the service quality variable ( $Y$ ) is 0.706. However, if it is controlled by the work ethic variable ( $X_2$ ), it produces a partial correlation of 0.5037. This figure shows that the influence between the work discipline variable ( $X_1$ ) and the service quality variable ( $Y$ ) is greater than the influence

between the work discipline variable (X1) and the service quality variable (Y) which is controlled by the work ethic variable (X2).

**Hypothesis 2: There is an influence of Work Ethic (X2) on Service Quality (Y)**

a. Multicollinearity Test

Before testing the regression model, a multicollinearity test is carried out to find out or test the presence or absence of deviations from the classical assumption of multicollinearity, namely the existence of a linear relationship between the independent variables in the regression model. The requirement that must be met in the regression model is the absence of multicollinearity. The multicollinearity test is carried out by looking at the value of the inflation factor (VIF) in the regression model, where if  $VIF < 5$ , it is suspected that there is no multicollinearity problem between the independent variables, or vice versa if  $VIF > 5$ , it is suspected that there is a multicollinearity problem between the independent variables. Multicollinearity test was carried out using SPSS. As result of 1,000 can be obtained, which means  $VIF < 5$ , or  $1,000 < 5$ , meaning that there is no multicollinearity problem between the independent variables.

b. Regression Equation

The calculation results obtained from the regression as follows:  $Y = 23,381 + 0.462X_2$ . The regression figure shows that without a work ethic, the service quality constant is 23,381. Meanwhile, each additional unit of Work Ethic will increase Service Quality by 0.462 units.

Table 5.  
Regression Equation  
 $Y = 23,381 + 0.462X_2$

Coefficients <sup>a</sup>											
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics		
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	23.381	5.362		4.361	.000					
	Etos Kerja	.462	.076	.598	6.058	.000	.598	.598	.598	1.000	1.000

a. Dependent Variable: Kualitas Pelayanan

c. Regression Significance Test

Testing the significance of the simple regression equation using analysis with F test and significance. The regression equation model is declared significant if  $f_{count} > f_{table}$  or significance level  $< 0.05$ . Calculation of Anova Regression produces calculations, as shown in table 6.

Table 6.  
Regression Significance Test  
 $Y = 23,381 + 0.462X_2$

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	435.360	1	435.360	36.703	.000 <sup>a</sup>
	Residual	782.876	66	11.862		
	Total	1218.235	67			

a. Predictors: (Constant), Etos Kerja

b. Dependent Variable: Kualitas Pelayanan

The table above shows that  $f_{count} (36.703) > f_{table} (0.99.1.66) (7.0352)$  with a significance level of  $0.000 < 0.05$ . Thus, it can be concluded that the regression equation  $Y = 23.381 + 0.462X_2$  is very significant and the regression equation is considered to have significance.

d. Regression Linearity Test

Testing the linearity of the regression equation using analysis with the F test and significance. The regression equation model is declared linear if  $f_{count} < f_{table}$  or significance level  $> 0.05$ .

Table 7.  
Regression Linearity Test  
 $Y = 23,381 + 0.462X_2$

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan * Etos Kerja	Between Groups	(Combined) Linearity	713.111	20	35.656	3.318	.000
		Deviation from Linearity	435.360	1	435.360	40.509	.000
			277.752	19	14.619	1.360	.194
	Within Groups		505.124	47	10.747		
Total			1218.235	67			

The table above shows that  $f_{count} (1.360) < f_{table} (0.95.19.47) (1.8123)$  and the significance level  $(0.194) > 0.05$ , so it can be concluded that the regression equation  $Y = 23.381 + 0.462X_2$  is linear.

e. Correlation

Calculation of correlation produces a correlation number ( $r_{y2}$ ) between Work Ethic ( $X_2$ ) and Service Quality ( $Y$ ) is 0.598. This figure shows that there is a positive correlation or relationship between Work Ethic ( $X_2$ ) and Service Quality ( $Y$ ) with a moderate level of relationship.

f. Correlation Significance Test

The calculation of the correlation was carried out by the significance test, the number of  $t_{count} (6.058) > t_{table} (0.99.66) (2.3842)$  and the significance number  $(0.000) < 0.05$ . This figure shows that the correlation between Work Ethic ( $X_2$ ) and Service Quality ( $Y$ ) is very significant.

g. Coefficient of determination

The correlation between the work ethic variable ( $X_2$ ) and the service quality variable ( $Y$ ) is 0.598. Thus the coefficient of determination is  $r_{y2}^2 = 0.598^2 = 0.357$  or 35.7%.

Table 8. Coefficient of Determination of Work Ethic ( $X_2$ ) Against Service Quality ( $Y$ )

**Measures of Association**

	R	R Squared	Eta	Eta Squared
Kualitas Pelayanan * Etos Kerja	.598	.357	.765	.585

The coefficient of determination means that 35.7% of Service Quality is determined by the work ethic variable, while the remaining 64.3% is determined by other factors.

h. Partial Correlation

The correlation between the work ethic variable ( $X_2$ ) and the service quality variable ( $Y$ ) is 0.598. However, if it is controlled by the work discipline variable ( $X_1$ ), it produces a partial correlation of 0.2121. This figure shows that the correlation effect between Work Ethic ( $X_2$ ) and Service Quality ( $Y$ ) is greater than the correlation between Work Ethic ( $X_2$ ) with Service Quality variable ( $Y$ ) if controlled by Work Discipline variable ( $X_1$ ).

**Hypothesis 3: There is an effect of Work Discipline ( $X_1$ ) and Work Ethic ( $X_2$ ) together on Service Quality ( $Y$ )**

a. Multicollinearity Test

Before testing the regression model, a multicollinearity test is carried out to find out or test the presence or absence of deviations from the classical assumption of multicollinearity, namely the existence of a linear relationship between the independent variables in the regression model. The requirement that must be met in the regression model is the absence of multicollinearity. The multicollinearity test is carried out by looking at the value of the inflation factor (VIF) in the regression model, where if  $VIF < 5$ , it is suspected that there is no multicollinearity problem between the independent variables, or vice versa if  $VIF > 5$ , it is suspected that there is a multicollinearity problem between the independent variables. Multicollinearity test was carried out using SPSS as in Appendix IV. 9c, it can be obtained that the VIF result is 1.929, which means  $VIF < 5$ , or  $1.929 < 5$ , meaning that there is no multicollinearity problem between the independent variables.

b. Regression Equation

The calculation results obtained from the regression as follows:  $Y = 13.956 + 0.433X_1 + 0.161X_2$ . The regression figure shows that without Work Discipline and Work Ethic, the Service Quality constant number is 13,956, meanwhile each addition of one Work Discipline unit and one Work Ethic unit will increase Service Quality by 0.433 units and 0.161 units, respectively.

Table 9.  
Multiple Regression Equation  
 $Y = 13.956 + 0.433X_1 + 0.161X_2$

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics		
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	13.956	5.080		2.747						
	Disiplin Kerja	.433	.092	.561	4.701	.000	.706	.504	.404	.519	1.929
	Etos Kerja	.161	.092	.209	1.750	.085	.598	.212	.150	.519	1.929

a. Dependent Variable: Kualitas Pelayanan

c. Multiple Regression Significance Test

Testing the significance of the simple regression equation using analysis with F test and significance. The regression equation model is declared significant if  $f_{count} > f_{table}$  or significance level  $< 0.05$ .

Table 10.  
Multiple Regression Significance Test  
 $Y = 13.956 + 0.433X_1 + 0.161X_2$

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	633.971	2	316.986	35.265	.000 <sup>a</sup>
	Residual	584.264	65	8.989		
	Total	1218.235	67			

a. Predictors: (Constant), Etos Kerja, Disiplin Kerja

b. Dependent Variable: Kualitas Pelayanan

The table above shows that  $f_{count} (35.265) > f_{table} (0.99.2.65) (4.9474)$  with a significance level of  $(0.000) < (0.05)$ . Thus it can be concluded that the multiple regression equation  $Y = 13.956 + 0.433X_1 + 0.161X_2$  is very significant and the multiple regression equation is considered to have significance (significant).

d. Multiple Correlation

The calculation of multiple correlations results.

Table 11.  
Multiple Correlation of Work Discipline (X1), and Work Ethic (X2) Against Service Quality (Y)

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.721 <sup>a</sup>	.520	.506	2.998	.520	35.265	2	65	.000

a. Predictors: (Constant), Etos Kerja, Disiplin Kerja

The table above shows that the correlation between Work Discipline (X1) and Work Ethic (X2) together with Service Quality (Y) is  $R_{y1.2} = 0.721$ . This figure shows that there is a positive correlation or relationship between Work Discipline (X1), and Work Ethic (X2) with Service Quality (Y) with a very strong relationship level.

e. Correlation Significance Test

The calculation of the correlation was carried out by the significance test, it was obtained that  $f_{count} (35.265) > f_{table} (0.99.2.65) (4.9474)$  with a significance level of  $(0.000) < (0.05)$ . This figure shows that the multiple correlation between Work Discipline (X1), and Work Ethic (X2) and Service Quality (Y) is very significant.

f. Coefficient of determination

The multiple correlation between the variables of Work Discipline (X1), and Work Ethic (X2) together with the variable of Service Quality (Y) is 0.721. Thus the coefficient of determination is  $R^2 = 0.721^2 = 0.520$  or 52.0%. The coefficient of determination means that 52.0% of Service Quality is determined by the variables of Work Discipline and Work Ethic together, while the remaining 48.0% is determined by other factors.

#### 4. CONCLUSION

By looking at the conclusions of this study, it is evident that Service Quality can be influenced or determined by Work Discipline and Work Ethic, the impact obtained from this research

- a. The results of the study indicate that the quality of service can still be improved, if it does not only rely on the variables of Work Discipline and Work Ethic, especially if it is carried out individually, especially if it is controlled by other variables contained in this study, namely the work discipline and work ethic variables.
- b. Work Discipline Variable which is a strong contribution variable, which is 49.8% on Service Quality, but Service Quality can still be improved. The results of the study indicate that the Quality of Service, which is supported by Work Discipline, will be further improved if the Work Discipline in the organization is paid more attention to by the leaders; and
- c. Work ethic variable, which is a moderate contribution variable, which is 35.7% of service quality, service quality can still be improved. The results of the study indicate that the quality of service, which is supported by the work ethic, will further improve the quality of service if the existing work ethic can be improved or at least maintained.

#### 5. SUGGESTION

By looking at the conclusions of this study, the suggestions that can be conveyed by looking at the results of this research are that,

- a. The contribution of Work Discipline which reached 49.8%, the Agricultural Quarantine Center of the Ministry of Agriculture in Tanjung Priok should pay more attention to Work Discipline, with Work Discipline of employees whose assigned work can be completed properly;
- b. The contribution of work ethic which reached 35.7%, the Agricultural Quarantine Center of the Ministry of Agriculture in Tanjung Priok should pay more attention to the work ethic of existing employees, because the work ethic produced by employees can encourage the achievement of service quality commitments. This can be improved again by providing motivation, in the form of salary increases, additional incentives and promotions.
- c. Contributions from Work Discipline and Work Ethic together reached 52.0%. So that the Agricultural Quarantine Center of the Ministry of Agriculture in Tanjung Priok still needs to pay attention to other factors besides Work Discipline and Work Ethic that have been identified in order to improve Service Quality.

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