

## DISCIPLINE ANALYSIS, MOTIVATION AND PERFORMANCE Case Study of Polri Members at the Kulonprogo Public Service Mall (2019)

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### Abstract

*The purpose of this research is to determine wheater discipline, motiation and job performance having high rates on Public Service in MPP Kulon Progo. The respondens are 30 from Samsat Kulon Progo consist of 10 from Satintelkan and 20 from Satlantas. Data use questionnaire with Likert scale for measurement. Qeasquestionnaire consist of 13 for dicipline, 14 for motivation and 10 for job performance. Analysis data use means analysis that compared by normal curve score. This research aims to analyzing the indicators of each dimention with means scales.*

*The result of the research has evidanced that firmness of disciplines, need for self esteem of motivation and job quantity of job performance have 4.43, 4.47, and 4.70 which highest means, having best category. Justice of diciplines, self actualization of motivation and attitude of job performance have 4.23, 4.25 and 4.53 whisch lowest means, having best category.*

*The main conclusion that can be drawn in this study are disciplines, motivation and job performance officer Polres Kulon Progo in MPP Kulon Progo have been very good for firmsness, self esteem and job quantity also needed enhancement on justice, self actualization and attitude for better public service.*

*Keywords: dicipline, motivation, job performance*

### INTRODUCTION

Republic Indonesia of National Police, also referred to as The Indonesian National Police, is a state instrument that plays a role in maintaining public order and security, enforcing the law and providing protection, protect and serve the public, in the context of maintaining domestic security (Law No. 2 of 2002). Special Region of Yogyakarta is one of 34 provinces in Republic of Indonesia which is located on the Java island, the central part, which consists of the mainland, coast, mountains which are divided into 4 (four) districts and 1 (one) city, including Kulon Progo Regency, Bantul Regency,

Gunungkidul Regency, Sleman Regency, and Yogyakarta City.

The National Police has the main duties of maintaining security and public order, enforcing the law and providing protection, protect and serve the community. Provision of police services in the form of receiving and handling reports or complaints, requests for assistance or permits services and information which based on the regulation. One of police service that includes registration and identification of motor vehicles and drivers.

The National Police also has tasks related to cross-sectorial matters in order to be able to establish coordination and

cooperation between the National Police with state institutions, governmental and non-governmental organizations within the country both in the form of relations and cooperation in the implementation of police operations, maintaining security and public order and public services. Where such cooperation is carried out in accordance with the provisions of the legislation, coordinate with each other and work together in carrying out tasks while taking into account the norms and ethics that apply to their respective organizations.

Kulon Progo Resort Police as the executor of the duties and authority of the National Police in the Kulon Progo Regency which is under the Regional Police D.I. Yogyakarta in carrying out its duties will always support the government of Kulon Progo Regency. The Kulon Progo Regency Government in this case the Integrated Investment and Licensing Office (DPMPT) on Friday 28 December 2018 has inaugurated the Public Service Mall (MPP). With the operation of the Kulon Progo MPP, 121 (one hundred and twenty one) types of public services can be held by the Kulon Progo community under one institution. MPP is a place for public services for goods and services and administrative services under the coordination of the Kulon Progo Investment and Licensing Office. Recently,

there are 12 (twelve) vertical agencies and 9 (nine) regional apparatus organizations (OPD) that provide services at the mall.

The Kulon Progo District Police as one of the government organizations in the Kulon Progo Regency region certainly does not miss to actively participate in supporting the Kulon Progo Regency Government program, namely by participating in opening services to the community, among others: the extension of the SKCK (Police Registration Certificate) and re-attestation annual STNK (safety) as well as the extension of SIM A and C. Thus the Kulon Progo community can be easier to access Police services. Furthermore, the speed of service to the community must be prepared by members who are competent in their fields, in this case are adequate and reliable human resources in their fields, especially in terms of public services both SIM services, STNK, and SKCK.

Resources are everything as asset of the company to achieve. Resources owned by the company can be categorized into 4 (four) types of resources, such as Financial, Physical, Human and Technology Capability. Financial resources are one important element in order to improve and develop a company and make sure the company to grow because it deals with shares which are the main capital in building a company,

developing and continuing the company. Physical resources are resources that involve the physical support of the establishment of a company such as its equipment. Human resources are a central sector and are important in order to achieve the goals in a company, because with the ability of the skills of the workers and the quality of human resources can run the company properly and correctly. Technology capability is also an important supporting element in running the company, because with the completeness of technology and technological sophistication will facilitate the running of a company. Of the four sources the most important aspect is humans, because humans are the most important runners in the company. The progress and failure of the company depends on the management of human resources can be done in a company or by a certain department.

Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior and as an effort to increase one's awareness and willingness to obey all company regulations and applicable social norms.

Motivation factors become important in improving employee performance. Motivation is a motivating force that creates the excitement of one's work so that they are willing to work together, work effectively

and be integrated with all their efforts to achieve satisfaction. Performance is the result of work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities in order to achieve the objectives of the organization concerned legally and not in violation of the law and in accordance with morals and ethics.

The objects used in this internship are Polri members serving in MPP Kulon Progo, this object was chosen to measure the extent of Discipline, Motivation, and Performance of Polri members serving in MPP Kulon Progo in carrying out their duties and responsibilities to provide the best service to the community.

Based on observations from the author, Kulon Progo MPP as a place for organizing public services for goods and services as well as newly inaugurated administrative services, of course still found some weaknesses / errors in providing services to the community, among others: several times found the delay in the presence of police officers from the Kulon Progo Police Station so that the community must wait for a while, the presence of officers from Jasa Raharja (JR) has not been available because the number of JR personnel in the Kulon Progo area is only 3 (three) personnel for which

they have served and are responsible at JR Kulon Progo, Samsat Paliyan Village, Samsat Paymen BPD Nanggulan and JR officers' responsibilities to the Kulonprogo MPP must be taken over by police officers and Local Revenue Service (Dispenda) officers. Information received by the author that sometimes there are delays from police officers caused by incidental and sudden tasks from the central unit, namely the Kulon Progo Police Station which disrupts the service schedule at the Kulon Progo MPP.

Furthermore, the operational system is still found obstacles in the Samsat and STNK server networks that require data to be retrieved via online so that it has an impact on the length of the data retrieval process. In addition, there is still a lack of community understanding of the Kulon Progo MPP function in the health service process so that many people still re-register their vehicles at the Kulon Progo Samsat parent.

In the field of service facilities / infrastructure, it was found that there were still a number of supporting facilities, including: lack of health, security and banking facilities (Automated Teller Machines / ATMs), lack of information on service instructions in the form of banners / banners or electronically. Based on the results of temporary observations, the authors are interested in conducting research on

disciplinary analysis, work motivation and the performance of Polri officers at the Public Service Mall (MPP) Kulon Progo.

The above problems, researchers are interested in examining the Discipline of members of the National Police. Work discipline is the awareness and willingness of employees to obey all organizational regulations and social norms that apply (Sinambela, 2018: 335). Discipline of the members of the Indonesian National Police is not only seen from the daily presence in the MPP Kulon Progo but also by its obedience in carrying out its daily duties at the Kulon Progo Police Station, where Polri members serve.

The second problem is the motivation of Polri members. According to Mangkunegara (2009: 93) motivation is a condition that moves employees to be able to achieve their goals and motives. Motivation is a very important factor that must be present in every Polri member in carrying out their duties and providing services to the community. The motivation of the police officers who served in MPP still did not have high motivation, this can be seen from the not yet maximum service to the community.

The last problem is performance. According Sinambela (2018: 483) argues that performance is the willingness of a person or group to carry out an activity and perfect it in

accordance with their responsibilities with the results as expected. Polri members serving in the MPP still have poor performance and do not meet the leadership's expectations.

Based on the background above, the writer is interested in taking the title "Discipline Analysis, Motivation and Performance: Case Study of Polri Members at the Kulon Progo Public Service Mall".

### **Discipline**

The discipline of work is a feeling of obedience and obedience to the job at hand. This discipline is closely linked to authority. If authority does not work properly, then discipline will be lost. Therefore, the authority must be able to instill discipline in itself so that it has responsibility for the work in accordance with its authority.

According to Simamora in Mangkunegaran (2012: 234) discipline is a procedure that corrects or punishes subordinates for violating rules or procedures. Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior and as an effort to increase one's awareness and willingness to obey all company regulations and applicable social norms (Rivai, 2011: 831).

Hasibuan (2014: 194) discipline is the most important HR function and serves as a

benchmark to measure / find out whether other HR HR functions as a whole have been implemented properly or not. Good employee discipline, reflecting that other HRM functions have been carried out according to plan. Conversely, if employee discipline is not good, it means that the application of HRM functions in the company is not good

From some of the definitions expressed above, it is concluded that discipline is basically a management action to encourage members of the organization to meet various rules and regulations that apply in an organization, which includes rules or regulations, the compliance of followers and sanctions for violators.

Hasibuan's opinion (2013: 195) about work discipline there are several indicators that influence the level of work discipline, namely: goals and abilities, leadership model, reward, justice, blessing, sanctions and punishment, assertiveness and humanitarian relations.

### **Motivation**

Motivation is psychological processes asking to direct, direct and set voluntary actions that lead to goals. Robbin (2008) states that motivation is a process that explains the strength, direction and perseverance of a person in an effort to achieve goals.

Rivai (2011: 837) motivation is a series of attitudes and values that influence individuals to achieve specific things in accordance with individual goals. That attitude and value is an invisible that gives strength to encourage individuals to behave in achieving goals. In addition, motivation can also be interpreted as encouraging individuals to take action because they want to do it.

Based on the above understanding it can be concluded that motivation is an impulse or strength possessed by someone who directs and moves his behavior to meet needs, complete tasks or achieve his goals. So it can be said that motivation is a condition or condition that encourages, stimulates or moves a person to do something or an activity that he does so that he can achieve his goals. The purpose of providing motivation to employees according to Hasibuan (2014: 146) are:

1. Improve employee morale and job satisfaction,
2. Increase employee productivity,
3. Maintaining the stability of company employees,
4. Improve employee discipline,
5. Streamlining employee procurement,
6. Creating a good atmosphere and working relationships,

7. Increase employee loyalty, creativity and participation,
8. Increase the level of employee welfare,
9. Enhance employees' sense of responsibility towards their duties,
10. Increase the efficiency of using tools and raw materials.

The theory of motivation is broadly divided into two namely content theory and process theory. The famous theory for explaining motivation is Maslow's motivation theory. This theory emphasizes the importance of understanding the factors that exist within individuals that cause them to behave in certain ways. The application of this theory is due to the following:

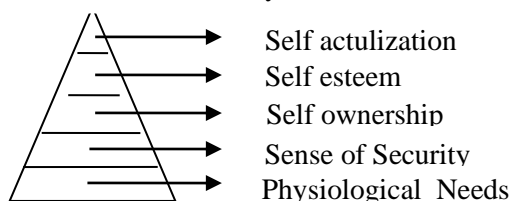
1. First, needs vary greatly among individual humans.
2. Second, the manifestation of needs in action also varies greatly from one person to another.
3. Third, individuals are not always consistent with their actions because of the urgency of a need.

Motivation Theory of Hierarchical Theory of Needs (Hierarchical of Needs Theory) which is very well known is Maslow's theory of needs that each human being consists of five needs, namely physiological, security, social, appreciation and self-actualization needs, as shown in Figure 2.1 below.

The figure below explains that the sequence and sequence of one's needs follow the path described by Maslow's Theory. The more up to one's needs the less the number or quantity of people who have criteria for their needs. Maslow's Theory of Needs from Abraham Maslow, 1943 in (Kreitner and Kinicki, 2003; 252) says that motivation is a function of five basic needs namely physiological, security, love, appreciation and self-actualization.

Maslow's five fundamentals are arranged in the form of a hierarchical ladder where if one of the needs is met then humans will look for the fulfillment of the next needs until they are satisfied. In an organization / group, if a requirement is met it might eliminate its motivational potential so it is recommended for leaders to motivate their employees by giving advice in the form of programs or practices that are used to satisfy needs that arise or are not met (Kreitner and Kinicki, 2014; 253).

Picture 2.1 Hierarchy of needs Maslow



Source: Keitner and Kinicky (2014: 253).

### **Job Performance**

According to Bernardian and Russell in Sedarmayanti (2011: 260), performance is a

record of outcomes that result from a certain activity over a certain period of time. Work performance or achievement is the work of quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him (Mangkunegara, 2010: 67). Performance is a function of motivation and ability. To complete a task or job one must have a certain degree of willingness and ability. A person's willingness and skills are not effective enough to do something without a clear understanding of what will be done and how to do it.

From some understanding of performance according to the experts it can be concluded that employee performance is the result of work carried out by someone in an organization in order to achieve the goals desired by an organization and minimize losses. Or performance is the willingness of a person or group of people to do an activity and perfect it in accordance with their responsibilities with the results as expected.

Flippo (in Sedarmayanti. (2013: 250) divides performance factors for performance measurement, namely:

1. Quality / quality of work. Relating to the accuracy, skills, accuracy, and personality in the implementation of work.

2. Work quantity. In connection with providing regular and additional tasks given by superiors to subordinates.
3. Toughness. Relating to obedience to follow orders, habits, following rules, with good regulations, initiative and timeliness of attendance.
4. Attitude. Relating to the attitude of responsibility that shows how far the implementation of work and how the level of cooperation with friends and superiors in completing work.

## **RESEARCH METHODOLOGY**

### **Type of Study**

This research is a descriptive analysis research which will describe the facts and information obtained in the field, both directly and indirectly and make a systematic, actual and accurate picture in the relationship between variables of work discipline, motivation and performance of officers of a problem under study. numbers or numbers.

### **Variables and Operational Definitions**

#### **Discipline**

Discipline is management's action to encourage members of the organization to meet various rules and regulations that apply in an organization, which include rules or regulations, adherence to followers and sanctions for violators.

### **Motivation**

Motivation is a condition in a person that drives an individual's desire to carry out certain activities in order to achieve goals consisting of physiological needs, security, social needs, the need for self-actualization and the need for appreciations.

### **Job performance**

Performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities in order to achieve the objectives of the organization concerned legally, does not violate the law and in accordance with the morals and ethics of the work force, work quality, toughness and work attitude.

### **Data and Collection Methods**

#### **Primary data**

Primary Data is the result data from a questionnaire / questionnaire. Questionnaire / questionnaire is a list of questions used to collect information from respondents. This list of statements is filled in by the respondent himself. Confidentiality of respondents is guaranteed, filling out the questionnaire during work breaks.

#### **Secondary Data**

This secondary data is used as a supporter of the primary data which is the result of the questionnaire and has been filled



out by respondents. Secondary data obtained from sources deemed necessary to complete the discussion. This data can be in the form of numbers as well as information and documentation which includes the number of people coming to ratify the monthly vehicle registration and the number of vehicle registration that has been successfully conducted, the extension of Sim A and sim C, as well as SKCK services.

### Respondents

The respondents or subjects of this study were 20 (twenty) Satlantas personnel and 10 (ten) Satintelkam personnel. So the total number of Polri members serving in MPP Kulonprogo is 30 (thirty) people.

### Sampling Techniques

The sampling technique uses simple random sampling technique, namely the selection of population elements which are carried out in such a way that each of these elements has the same opportunity to be elected. The size of the sample must be taken to obtain representative data, some studies state that the actual sample should not be less than 10 percent and there are also studies that require that the sample size be at least 5 percent of the elementary units of the population (Sugiyono, 2013: 80). So that the research sample was taken as many as 30 members of the Kulon Progo Police Station who served in the Kulon Progo MPP.

### Method of Analysis

To test the research hypothesis, each variable was measured using an instrument in the form of a questionnaire using a statistical approach scale using Pearson. The analytical method used is using the mean / mean method. According to Sugiyono (2013: 160) the mean / mean is calculated using the formula:

$$Me = \frac{\sum f_i x_i}{f_i} \quad (1)$$

Me = mean for data grouping

$\sum$  = Number

fi = Number data/sample

fixi = multiplication product between fi in every data interval with class sign (xi). class sign (xi) is average from minimum value and highest in every data interval.

To test the research hypothesis, each variable was measured using an instrument in the form of a questionnaire using a statistical approach scale using Pearson.

In determining the score criteria used the Normal Benchmark (PAN) on a scale of five, the first step is to determine the range of scores.

Measurement of variables in this study uses a Likert scale, where respondents are given 5 alternative answer choices, to weight the value of the answers from the variable

questionnaire. The measurement scale in this study uses a Likert scale.

Table 3.1 Category Scores Based on Standard Normal Curves.

No	Normal Curve Category	Value Range	s.d.	Category
1	Mi + 1,8 SD	4,20	s.d.	Very Good
	Mi + 3 SD	5,00		
2	Mi + 0,6 SD	3,40	s.d.	Good
	Mi + 1,8 SD	4,19		
3	Mi - 0,6 SD	2,62	s.d.	Enough
	Mi + 0,6 SD	3,39		
4	Mi - 1,8 SD	1,82	s.d.	Less Good
	Mi - 0,6 SD	2,61		
5	Mi - 3,0 SD	0,99	s.d.	Very bad
	Mi - 1,8 SD	1,81		

Source: Sugiyono (2013)

Note:

Mi = average ideal score =  $\frac{1}{2}$  (ideal maximum score + ideal minimum score)

SDi = deviation of ideal deviation =  $\frac{1}{6}$  (ideal maximum score - ideal minimum score).

The range of scores given is 1 to 5, so:

Ideal minimum score = 1

Ideal maximum score = 5;

Mi =  $\frac{1}{2}$  (5 + 1) = 3.00

SD =  $\frac{1}{6}$  (5-1) = 0.67.

According to Sugiyono (2018: 168), Likert Scale is a scale used to measure the attitudes, opinions and perceptions of a person or group of people about social phenomena. The alternative answers to the questionnaire are shown in table 3.5 below.

Table 3.5 Likert Scale Measurement of research variables

Answer	Symbol	Score	Mark
Strongly agree	SS	5	Very Good
Not agree	KS	4	Good
Agree	S	3	Enough
Disagree	TS	2	Less Good
Strongly disagree	STS	1	Very bad

Source: Sugiyono (2013)

## ANALYSIS AND DISCUSSION

### Analysis Results

Analysis of the tabulation results of 30 respondents was carried out in the description of respondent data consisting of work units in MPP, gender and age. Analysis of the description of the characteristics of respondents in this study is as follows:

Table 4.1 Characteristics of Respondents Profiles

		Number	%
Gender	Men	28	93,3
	Women	2	6,7
Age	Less than 20 years	0	0
	20-25 years	6	20
	26-30 years	4	13,3
	Above 30 years or more	20	66,7
Workfield	SKCK & STNK yearly extention	20	67
	SKCK	10	33

Source: Primary Data (2019)

**Work Discipline**

There are 13 statements in the questionnaire. The results of the analysis of respondents' answers in this study:

Table 4.2 Analysis of Work Discipline

Variables				
Dimension	No	Mean	Mode	Mean Dimension
purpose and ability	1	4,73	5	4.68
	2	4,63	5	
leader's example	3	4,47	5	4.47
Remuneration	4	4,30	4	4.30
	5	4,33	4	
Justice	6	4,13	4	4.23
	7	4,37	5	
Supervision attached	8	4,57	5	4.47
	9	4,27	4	
Penalty Sanctions	10	4,43	5	4.35
	11	4,40	5	
Firmness	12	4,43	4	4.48
	13	4,53	5	

Source : Primary Data (2019)

**Motivation**

There are 14 statements in the questionnaire. The results of the analysis of respondents' answers in this study:

Table 4.3 Analysis of Motivation Variables

Dimension	No	Mean	Category	Mean
Physiological Needs	1	4,40	very good	4.36
	2	4,37	very good	
Safety and Security Needs	3	4,30	very good	4.42
	4	4,40	very good	
Social Needs	5	4,47	very good	4.4
	6	4,40	very good	
The Need for Self-Esteem	7	4,40	very good	4.47
	8	4,40	very good	
	9	4,40	very good	
	10	4,43	very good	
	11	4,40	very good	
	12	4,57	very good	

Self Actualization Needs	13	4,03	good	4.25
	14	4,47	very good	

Source : Primary Data (2019)

**Job performance**

There are 10 statements in the questionnaire.

The results of the analysis of respondents' answers in this study:

Table 4.4 Analysis of Performance Variables

**Discussion**

The following will be discussed regarding discipline, motivation and performance based on the results of data analysis.

**Discipline**

Dimensions in the variable work discipline using the characteristics of work discipline according to Hasibuan (2012) there

Dimension	No	Mean	Category	Mean
Quality of Work	1	4,77	very good	4.63
	2	4,50	very good	
	3	4,67	very good	
	4	4,60	very good	
Work quantity	5	4,70	very good	4.70
Toughness	6	4,63	very good	4.58
	7	4,53	very good	
	8	4,57	very good	
attitude	9	4,60	very good	4.53
	10	4,47	very good	

are 8 (eight) dimensions broken down into 13 (thirteen) indicators. All questions that received a very good category numbered 12 and a good category numbered 1 out of 13 statements.

Dimensions of goals and abilities are divided into 2 (two) indicators, namely work according to instructions and work that is charged according to ability. The results of the analysis show the mean dimensions of the objectives and abilities of 4.68. Reflected in the 1st statement obtaining a mean of 4.73 is the highest value compared to the 2nd statement obtaining a mean of 4.63 is the lowest value in the dimensions of goals and abilities. That is, the officer shows that it has worked according to the instructions given by his supervisor.

The leader's dimension of leadership is divided into 1 (one) indicator, that is, the leader is made an example. The results of the analysis show that the mean leader dimension is 4.47. Reflected in the 3rd statement which obtained a mean of 4.47. This means that the leadership is always made an example and role model by its members directly.

Dimensions of service are divided into 1 (one) indicator, which is allowances according to work. The results of the analysis show the mean dimensions of the compensation is 4.30. Reflected in the 4th statement which obtained a mean of 4.30. This means that the amount of allowance given is in accordance with the rank of officer.

The dimension of justice is divided into 2 (two) indicators, namely fairness and the effect of punishment on discipline. The analysis showed that the mean dimension of fairness was 4.23. Reflected in the 5th statement which gets the mean 4.33 is the highest value compared to the 6th statement with a mean 4.13. This means that the sanctions applied affect the pros and cons of members / officers.

The inherent supervision dimension is divided into 2 (two) indicators, namely solidity and responsibility. The analysis showed that the mean inherent supervision dimension was 4.47. Reflected in the 8th statement which obtained a mean of 4.57 which is the highest value compared to the 8th statement with a mean of 4.37. This means that they can carry out the work ordered by their superiors through active togetherness and good cooperation.

The dimensions of sanctions and punishment are divided into 2 (two) indicators, namely the effect of penalty sanctions and enthusiasm in working. The analysis showed that the mean dimensions of sanctions and penalties were 4.35. Reflected in the 10th statement which obtained a mean of 4.43 which is the highest value compared to the 9th statement with a mean of 4.27. This means that the sanctions imposed and applied by the leadership are impartial and

also influence the good / bad discipline of Polri members.

The firmness dimension is divided into 1 (one) indicator, namely firmness. The analysis showed the mean firmness dimension was 4.40. Reflected in the 11th statement which obtained a mean of 4.40 which is a high value that leaders who dare to act decisively apply punishment will be recognized by their subordinates.

The dimension of human relations is divided into 2 (two) indicators, namely harmonious relations between colleagues and the environment. The analysis showed that the mean dimension of human relations was 4.48. Reflected in the 13th statement which obtained a mean of 4.53 which is a higher value than the 12th statement with a mean of 4.43. This means that officers enjoy working with coworkers.

### **Motivation**

Dimensions in work motivation variables use work motivation characteristics according to Maslow (in Kreitner and Kinicki, 2014) there are 5 (five) dimensions broken down into 14 (fourteen) indicators. All questions that received a very good category totaled 13 (thirteen) and good categories totaled 1 (one) out of 14 (fourteen) statements.

The physiological needs dimension is divided into 3 (three) indicators, namely the

adequacy of benefits, rest periods and health benefits. The analysis showed that the mean dimension of physiological needs was 4.36. Reflected in the 1st statement which obtained a mean of 4.40 which is a higher value than the 2nd and 3rd statements with a mean of 4.37 and 4.30. This means that officers enjoy the adequacy of daily food allowances.

The dimensions of safety and security requirements are divided into 3 (three) indicators, namely safety facilities, health insurance and work accident insurance. The analysis showed that the mean dimension of safety and security needs was 4.42. Reflected in the 5th statement which obtained a mean of 4.47 which is a higher value than the 4th and 6th statements with a mean of 4.40 and 4.40. This means that the provision of health insurance in the form of BPJS, the availability of health space and first aid makes workers comfortable and work without fear of low work safety risks.

Dimensions of social needs are divided into 3 (three) indicators, namely the feeling of being accepted by the work environment, the satisfaction associated with the community and the feeling of being valued by the community. The analysis showed that the mean dimension of social needs was 4.40. Reflected in the 7th, 8th and 9th statements which have the same mean of 4.40. This means that the appreciation of the leadership

and the community can make the spirit of motivation to work by members of the National Police.

The dimensions of the need for self-esteem are divided into 3 (three) indicators, namely appreciation from others, leaders and from within themselves for achievements. The analysis shows the mean dimension of the need for self-esteem needs is 4.47. Reflected in the 12th statement which obtained a mean of 4.57 which is the highest value compared to the 10th and 11th statements with a mean of 4.43 and 4.40. This means that self-appreciation for the present work shows that officers feel satisfied and find that they can and are able to work in serving the community even if they are not in the work environment they should.

The dimensions of the need for self-actualization are divided into 2 (three) indicators, namely freedom in serving the community and opportunities to be creative at work. The results of the analysis show the mean dimensions of the needs of self-actualization needs are 4.25. Reflected in the 14th statement which obtained a mean of 4.47 which is the highest value compared to the 13th statement with a mean of 4.03. This means that the opportunity to be creative at work shows that officers feel given freedom in how services will be provided to the

community so that it creates internal motivation to work well.

### **Job performance**

Dimensions in the performance variable use the characteristics of work motivation according to Flippo in (Sedarmayanti, 2013) there are 4 (four) dimensions, namely the quality / quality of work, quantity of work, toughness and attitude which are translated into 10 (ten) indicators. All questions received very good categories.

The dimension of quality / work quality is divided into 4 (four) indicators which are present on time, work experience, work results according to standards and not delaying work. The results of the analysis show the mean dimension of quality / work quality of 4.63. Reflected in the 1st statement which obtained a mean of 4.77 which is the highest value compared to the 2nd, 3rd and 4th statements with a mean of 4.50 each; 4.67 and 4.60. This means that attendance works according to a predetermined time. This shows that Polri officers are ready to be there when the service starts. This is because there are a number of basic tasks that must be done before being in the MPP.

The work quantity dimension is divided into 1 (one) indicator, namely skills. The analysis shows the mean dimension of the work quantity of 4.70. Reflected in the 5th statement which gets a mean of 4.70 which is

the highest value. This means that skills related to work can be handled with the capabilities they have, even though they have not yet received an education in accordance with the field of service being worked on.

The toughness dimension is divided into 3 (three) indicators, namely compliance, initiative and on time. The analysis showed that the mean dimension of toughness was 4.58. Reflected in the 6th statement which obtained a mean of 4.63 which is the highest value compared to the 7th and 8th statements with a mean of 4.53 and 4.57, respectively. This means that compliance and ability to work officers have high initiative in doing work without having to be ordered by superiors.

The attitude dimension is divided into 2 (two) indicators, namely responsibility and level of cooperation. The analysis showed that the mean attitude dimension was 4.53. Reflected in the 9th statement which obtained a mean of 4.60 which is the highest value compared to the 10th statement with a mean of 4.47 each. This means that a sense of responsibility for work and appreciation from the community for services provided by officials both in the form of lack of criticism and the number of constructive input.

### **Conclusion**

Based on the results of the analysis and discussion of work discipline variables, work

motivation of the performance of Polri officers at the Kulon Progo Public Service Mall (MPP) can be summarized as follows:

1. The work discipline of officers at the Kulon Progo Public Service Mall (MPP) generally gets very good categories. The dimension that has the highest value is firmness by obtaining the mean dimension of 4.43 with the leader firmness indicator. The dimension that gets the lowest value among other dimensions is the justice dimension by obtaining the mean dimension of 4.23 with an indicator of work sanctions.
2. The work motivation of officers at the Kulon Progo Public Service Mall (MPP) in general has a very good category. The dimension that has the highest value is the need for self-esteem by obtaining a mean dimension of 4.47 with an indicator of appreciation for work. The dimension that gets the lowest value among other dimensions is the dimension of the need for self-actualization by obtaining the mean dimension of 4.25 with an indicator of freedom in service.
3. The performance of officers at the Kulon Progo Public Service Mall (MPP) in general has a very good category. The dimension that has the highest value is the quantity of work by obtaining a mean

dimension of 4.70 with indicators of skills and ability to work. The dimension that gets the lowest score among other dimensions is attitude by obtaining the mean dimension of 4.53 with indicators of responsibility and willingness to cooperate.

### **Implication**

The results of this study provide empirical evidence that explains that a healthy organizational climate will have a direct impact on institutions and personnel as follows:

1. From this study it can be seen that the dimensions of goals and abilities are the most influential dimensions in the work discipline variable. In this case the officers feel the workload and capabilities that are in accordance with their abilities. Thus the training / education program organized to improve the ability of personnel must be developed in accordance with the dynamics of service needs to the community.
2. The results of research on work motivation variables are most influenced by the dimensions of the need for self-esteem. In this case the officer was satisfied who found himself able and able to work in serving the community even though he was not in a work

environment. Thus the facilities and infrastructure of the place of public service must prioritize the convenience of the applicant / community so that it is able to minimize complaints / complaints about the services provided by officers.

3. From this study it can be seen that the dimension of quality / work quality is the most influential dimension in the performance variable. In this case the officer is ready at the place of service when the service time before it starts. Thus a good planning and supervision of the assignment of members is needed to realize good quality / work quality.

### **Suggestion**

1. Discipline of the work of Polri officers at the Kulon Progo Public Service Mall (MPP) related to work policies and sanctions. But the policies and decisions taken by the leadership impartially and fulfilling a sense of justice and the sanctions and penalties given by the leadership have an impact on the level of discipline of the officers meaning that the officers feel motivated to correct their mistakes. Thus the level of work discipline and sanctions provided are in accordance with operational standards



that apply either in the MPP or based on the police work unit to be maintained.

2. The work motivation of officers at the Kulon Progo Public Service Mall (MPP) especially the attention of the head of the MPP needs to be increased, because attention will have an impact on the officers so that they are actively working. Freedom of service in the sense of being free to create and convey ideas as long as they do not deviate from public service standards needs to be given.
3. Kulon Progo Public Service Mall (MPP) performance especially attitudes towards work in the form of willingness and responsibility need to be improved. It aims to build employee morale, because the satisfaction of all officers has significant value to improve performance.

### Limitation

In addition to suggestions given by researchers to the company, researchers also have limitations or weaknesses in conducting this research. The obstacle in this research is the honesty of employees in filling out the questionnaire. Respondents are more likely to fill in answers to strongly agree or agree to positive statements and fill answers to strongly disagree or strongly disagree for negative statements. Respondents did not

answer the statement on the real situation, but respondents would answer the statement with a good ideal answer in the hope that the answer could show the respondent's image and performance as well. This affects the results of the analysis of the average value (mean) of indicators, dimensions and even variables that do not match the real situation on secondary data from the company.

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