

The Influence of Organizational Culture, Motivation and Work Discipline on Service Quality AK1 (jobseeker) at the Manpower and Transmigration Office of Musi Rawas Regency

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Abstract

This research was conducted with the aim of knowing the effect of organizational culture, motivation and work discipline on service quality for AK 1 (Job Seekers) at the Manpower and Transmigration Office of Musi Rawas Regency. This research method uses quantitative data sources used are secondary and primary data, data collection techniques using research questionnaires. There is a significant influence of organizational culture, motivation and work discipline simultaneously on service quality with Fcount (56.931) > Ftable (2.83). There is a significant influence of organizational culture and motivation simultaneously on service quality with Fcount (78.385) > Ftable (2.83). There is a significant influence of organizational culture and work discipline simultaneously on service quality with Fcount (80.863) > Ftable (2.83). There is a significant effect of motivation and work discipline simultaneously on service quality with Fcount (50.059) > Ftable (2.83). There is a significant influence of organizational culture partially on service quality with tcount (11.512) > ttable (1.682). There is a significant influence of motivation on service quality with tcount (9.181) > ttable (1.682). There is a significant effect of work discipline partially on service quality with tcount (7.016) > ttable (1.682). In conclusion, organizational culture, motivation and work discipline have an influence on the service quality of AK 1 (Job Seekers) at the Manpower and Transmigration Office of Musi Rawas Regency.

Keywords: organizational culture, motivation, work discipline, service quality.

1. Introduction

State Civil Apparatus (hereinafter abbreviated as ASN) is a profession of civil servants and government employees with work agreements in government agencies. It can also be interpreted as civil servants and civil servants with work agreements who are appointed by civil service supervisors and assigned tasks in a government position or entrusted with other tasks.

One way to achieve organizational goals is through the development of human resources within the organization. Human resource development is an activity that needs to be carried out by organizations so that the knowledge, abilities and skills of employees are in accordance with the demands of the work they do. The workforce in the organization must be placed according to the job description given to them, be disciplined about the latest methods of getting the job done and use the right tools to help them get the job done.

An employee is required to work as well as possible with the level of ability possessed by employees so that they can carry out the tasks or work assigned to employees starting

from superiors to their subordinates. Employees must be skilled and have expertise in carrying out tasks or work so that the results achieved in carrying out tasks or authorities get optimal results and it can be seen that the employee is able to carry out his duties and authorities.

In the workplace, employees must understand culture, from the surface to the depths of the cultural symbols, spirit, rituals and values. National culture at the level of values, organizational culture at the level of symbols, spirit, rituals and shared practices. In national culture there are 5 value dimensions: power distance, individualism versus collectivism, masculinity versus femininity, uncertainty avoidance, short-term long-term orientation (Sedarmayanti, 2017: 347).

According to Hasibuan Malayu S.P in Sunyoto Danang (2015: 191) motivation is a stimulus of a person's desire to work, each motive has a specific goal to be achieved in maximizing the quality and work results of employees at the Department of Manpower and Transmigration. Musi Rawas District.

Work Discipline According to Edy Sutrisno (2013: 85) discipline is an attitude of one's willingness and willingness to obey and adhere to the norms of regulations that apply around him. Good employee discipline will accelerate the achievement of company goals, while decreased discipline will become an obstacle and slow down the achievement of company goals

Services according to Hardiyansyah (2018: 13) in the American Marketing Association, that services are basically activities or benefits offered by one party to another and are essentially intangible and do not result in the ownership of anything, the production process should not be linked either. with product. stature.

Indicators in determining service quality are physical evidence, reliability, responsiveness, assurance, and empathy. In addition, employees must be able to achieve optimal and maximum performance in order to establish good relations between employees.

Based on the results of initial observations made by researchers at the Manpower and Transmigration Office of Musi Rawas Regency, it is known that related to organizational culture, it is known that in working with fellow employees they do not follow the applicable regulations because the activities carried out are habits that tend to be carried out every day so that the existing work culture has not affected the work performance of employees of the Manpower and Transmigration Office of Musi Rawas Regency. This is in line with problems in research (Sulistiawan et al., 2017). Similar problems were also found in research (Sulistiawan et al., 2017) and (Andi Ratna Sari Dewi, 2017).

Motivation is known that, there are still employees who have not been able to motivate themselves to work thoroughly and still have not optimized the ability and potential of employees at work. The problems at the research sites are similar to the research conducted by (Rosyid et al., 2021), (Edoway et al., 2019) and (Andayaningsih et al., 2020).

Understanding the analysis of work discipline analysis shows that, there are still employees who are not punctual and irregular when they come to the office, besides that there are still employees who cannot manage time during working hours and there are

still some employees. who do not have a sense of responsibility to carry out the task. Problems related to work discipline were also found in research conducted by (Kumajas et al., 2016), (Runtunuwu, Hiskia-Jonest, 2015), and (Edowai et al., 2019), (Hermawati, 2018)

Analysis of service quality shows that people's waiting rooms still lack seats so that if conditions are crowded there are still some people standing and there is still a lack of air conditioning facilities that can provide comfort when queuing. There are still employees who do not give enough trust, for example when they have taken the queue number it turns out that the employee concerned is KLU, so the community has to come back the next day and there are still employees who are not willing to help with services such as helping explain requirements and procedures related to AK services 1. Similar problems found in research conducted by (Susanti, 2019). Based on the phenomenon found, the researcher conducted this research.

2. Literature Review

Definition of Service according to (Hardiansyah, 2018) Service according to the American Marketing Association, that service is basically an activity or benefit offered by a party to another party and is essentially intangible and does not quality service can be interpreted as an effort to fulfill the needs and desires of consumers and the accuracy of their delivery in balancing consumer expectations results in the ownership of something, the production process may also not be associated with a physical product. The indicators used to measure the level of service quality are as follows: Tangible, Reliability, Responsiveness, Assurance, Emphaty.

(Edison et al., 2018)organizational culture is the result of the process of fusing the cultural and or behavioral styles of each individual previously brought into a new set of norms and philosophies, which have group energy and pride in dealing with something and certain goals.(Sedarmayanti, 2017) organizational culture is a belief, attitude and values that are generally owned, which arise in the organization, stated more simply, culture is the way we do things here. The indicators used to measure organizational culture are as follows: Individual initiative, Tolerance of risky actions, Direction, Integration, Support from management, Control, Identity, Tolerance of conflict, Communication patterns.

(Sunyoto, 2019) motivation is a stimulus for the desire for a person's willingness to work, each motive has a specific goal to be achieved. Motivation comes from the Latin word movere which means encouragement or movement(Robbins, 2018) states that motivation is a skill, in moving personnel and organizations to want to work successfully, so that the desires of the personnel and organizational goals are simultaneously achieved. The indicators used to measure the level of motivation are as follows: Physiological needs, safety needs, social needs, esteem needs, self-actualization needs.

(Sutrisno, 2020) says work discipline is an attitude of willingness and willingness of a person to obey and comply with the regulatory norms that apply around him. Good employee discipline will accelerate company goals, while declining discipline will become a barrier and slow down the achievement of goals. company. Work discipline is a tool to drive employees, so that each job can run smoothly, it must be endeavored so that there is good discipline Tery in(Dessler, 2016). The indicators used to measure work discipline are as follows: Preventive Discipline, Corrective Discipline, Progressive

Discipline.

The performance produced by employees is influenced by various variables that influence it. Of the many variables that affect performance include: organizational culture, motivation and work discipline. Based on the results of research conducted (Suparno & Sudarwati, 2014) motivation and work discipline partially or simultaneously have a positive and significant effect on performance. The influence of service quality and organizational culture variables on performance is supported by the results of research conducted by (Dewi, 2018), (Sulistiawan et al., 2017), (Andi Ratna Sari Dewi, 2017) and research (Maryadi, 2014) which prove the significant effect of competency variables on performance. The effect of work discipline on performance is proven by the results of a study conducted by (Laras et al., 2019), which proves that the work discipline variable has a significant effect on the service quality. The results of research conducted by (Dede Kurnia Ilahi, 2017) and (Khongida et al., 2018) which prove the significant effect of work discipline variables.

3. Research Method

The research design used is a quantitative associative design which aims to describe the relationship between two or more variables to be tested. In addition, a causal associative design is used to explain and describe a causal relationship between the independent variable (the influencing variable), the dependent variable (influenced) and the intervening variable. In this study the first independent variable (X_1) is organizational culture and the second independent variable (X_2) is motivation, and work discipline is used as the third variable (X_3), and the dependent variable (Y) is service quality. This study also uses a causal approach which aims to examine the level of influence of the independent variables on the dependent variable through a regression test. The data obtained were then statistically analyzed. According to (Creswell, 2018) population is defined as a collection of research objects from which data will be captured or collected, population (universe) is the whole or totality of objects studied whose characteristics will be estimated or estimated. The characteristics of the population are called parameters. The population in research can be people (individuals, groups, organizations, communities or society) or objects. The population in this study amounted to 41 employees of the Manpower and Transmigration Office of Musi Rawas Regency. The sample or also called the sample setting is representative of the population whose characteristics will be disclosed and used to estimate the characteristics of the population, therefore, if research uses the sample as a resource, what we will obtain are the characteristics of the sample (called statistics).), not population characteristics but the sample characteristics must be used to estimate the population. As with the population, in the sample there is also the concept of sample size and sample size. The number of samples is the number of sample categories studied which is denoted by the letter K , which is the same as the number of population ($k = K$), while the sample size (denoted by the letter n) is the size of the population used as a sample, which is always smaller than the size of the population (n). So in this study the entire population was used as the research sample, while the sample in the study amounted to 41 employees of the Manpower and Transmigration Office of Musi Rawas Regency.

4. Findings and Discussions

The influence of organizational culture partially on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency. Partial test (t test) was conducted to prove the hypothesis whether there is an influence of Organizational Culture on Service Quality Ak 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency by comparing tcount with ttable. The research results are as follows:

Table 1. T Test Result

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	17.041	3.735		4.563	.000
	BudayaOrganisasi	.399	.035	.879	11.512	.000

The table above shows that the value of tcount (11,512) is greater than ttable (1,682). This means that there is a positive and significant influence of organizational culture partially on the quality of AK1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

The effect of motivation partially on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency.

Table 2. T Test Result

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	8.818	5.575		1.582	.122
	Motivasi	.850	.093	.827	9.181	.000

The table above shows that the value of tcount (9.181) is greater than ttable (1.682). This means that there is a positive and significant influence of motivation on the quality of AK1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

The effect of work discipline partially on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency :

Table 3. T Test Result

		Unstandardized Coefficients		Standardized Coefficients	
Model	B	Std. Error	Beta	t	Sig.
1 (Constant)	27.685	4.610		6.006	.000
DisiplinKerja	.899	.128	.747	7.016	.000

The table above shows that the value of tcount (7.016) is greater than ttable (1.682). This means that there is a positive and significant effect of work discipline partially on the quality of AK1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

The influence of organizational culture, motivation, and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency :

Table 4. F Test Result

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	396.816	3	132.272	56.931	.000 ^a
Residual	85.964	37	2.323		
Total	482.780	40			

The table above shows that, , the value of Fcount (56,931) is greater than Ftable (2.83). That is, there is a positive and significant influence of organizational culture, motivation and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency

The simultaneous influence of organizational culture and motivation on service quality for AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency:

Table 5. F Test Result

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	388.589	2	194.294	78.385	.000 ^a
Residual	94.192	38	2.479		
Total	482.780	40			

The table above shows that, , the value of Fcount (78,385) is greater than Ftable (2.83). That is, there is a positive and significant influence of organizational culture and motivation simultaneously on the service quality of AK 1 (Jobseekers) at the Manpower

and Transmigration Office of Musi Rawas Regency.

The influence of organizational culture and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency :

Table 6. F Test Result

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	390.927	2	195.463	80.863	.000a
Residual	91.854	38	2.417		
Total	482.780	40			

The table above shows that, , the value of Fcount (80,863) is greater than Ftable (2.83). That is, there is a positive and significant influence of organizational culture and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

The effect of motivation and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

Table 7. F Test Result

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	349.954	2	174.977	50.059	.000a
Residual	132.827	38	3.495		
Total	482.780	40			

The table above shows that, the value of Fcount (50.059) is greater than Ftable (2.83). That is, there is a positive and significant effect of work motivation and discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

The influence of organizational culture, motivation, and work discipline simultaneously on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency. Organizational culture is a pattern of how people do things, what they believe, what is valued and what should be avoided. Organizational culture is how and why people take different jobs within a company. According to (Fahmi, 2019), organizational culture is a habit that has been going on for a long time and is used and applied in the life of work activities as one of the drivers to improve the quality of work of employees and company managers. Organizational Culture is often referred to as "Organizational Culture". Work motivation is a stimulus or stimulation for every employee to work in carrying out their duties. With good motivation, employees will feel

happy and enthusiastic at work resulting in significant development and growth within the organization. (Sedarmayanti, 2017), motivation is the strength of an individual's tendency to engage in activities that are goal-directed at work. This is not a feeling of pleasure relative to the results of various jobs as well as satisfaction, but rather a feeling of being willing/willing to work to achieve work goals.

Work discipline is an attitude and behavior of a person who shows obedience, obedience, loyalty, order and order to company or organizational regulations and applicable social norms. According to (Hamali, 2017) work discipline is a management activity to carry out organizational standards. Order is the hallmark of organization and discipline is one method of maintaining that order. Service quality is a level of service related to meeting the expectations and needs of customers or users. According to (Hardiansyah, 2018) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product. The results of the analysis show that $Y = 10.555 + 0.257X_1 + 0.220X_2 + 0.238X_3$. Adjusted R Square value with a coefficient of determination of 80.8%, the results of the study are that the value of Fcount (56,931) is greater than Ftable (2.83). That is, there is a positive and significant influence of organizational culture, motivation and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

This research has similarities with research conducted. Purnama Ramadhan. The Effect of Organizational Culture on Information Quality with Accounting Information Systems as a Moderating Variable. The results of this study indicate that conventional banking in Banda Aceh must be able to improve the quality of information by carrying out the functions of the accounting information system so that the quality of information will be better. And (Maryadi, 2014). The Influence of Organizational Culture on Service Quality at the Aceh Government Mother and Child Hospital. This research proves that service quality is strongly influenced by organizational culture. In an effort to improve service quality in order to institutionalize ideal behavior for each officer as organizational culture or behavior. (Talle, 2018) The Effect of Motivation on Service Quality in the Procurement Service Unit of North Mamuju Regency. The results of the study show that the effect of motivation on service quality in the North Mamuju District Procurement Unit is determined by physiological needs, safety needs, social needs, esteem needs and self-influence needs.

The simultaneous influence of organizational culture and motivation on service quality for AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency

Organizational culture is different from one organization to another, each has specific characteristics that distinguish it. However, organizational culture is not always fixed, and needs to always be adapted to environmental developments. According to (Fahmi, 2019), organizational culture is a habit that has been going on for a long time and is used and applied in life work activities as one of the drivers to improve the quality of work of company employees and managers. Organizational Culture is often referred to as "Organizational Culture".

Motivation is carried out not only from superiors, but also from oneself where this motivation is interpreted as a situation in a person's self that encourages the desire to carry out certain activities in order to achieve the expected goals. (Sedarmayanti, 2017), motivation is the strength of an individual's tendency to engage in activities that are goal-directed at work. This is not a feeling of pleasure relative to the results of various jobs as well as satisfaction, but rather a feeling of being willing/willing to work to achieve work goals.

This means that services are said to be of high quality if certain government agencies or institutions are able to provide services in accordance with the wishes of the community in the Ak 1 job seekers card service at the Manpower and Transmigration Office, Musi Rawas Regency. According to (Hardiansyah, 2018) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product.

The results show that the regression equation is $Y = 10.186 + 0.280X_1 + 0.327X_2$. and Adjusted R Square is 79.5%, the results of the study are that the value of Fcount (78,385) is greater than Ftable (2.83). That is, there is a positive and significant influence of organizational culture and motivation simultaneously on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency

This research has similarities with research conducted. Purnama Ramadhan. The Effect of Organizational Culture on Information Quality with Accounting Information Systems as a Moderating Variable. The results of this study indicate that conventional banking in Banda Aceh must be able to improve the quality of information by carrying out the functions of the accounting information system so that the quality of information will be better. And (Maryadi, 2014) The Influence of Organizational Culture on Service Quality at the Aceh Government Mother and Child Hospital. This research proves that service quality is strongly influenced by organizational culture. In an effort to improve service quality in order to institutionalize ideal behavior for each officer as organizational culture or behavior. (Djabir, 2017) The Effect of Employee Work Motivation on Service Quality at the Baubau City Licensing and Investment Service Agency, the determinant value or contribution of the work motivation variable to public service variables is obtained by 38% while the other 62% is influenced by other factors and not examined in this research.

The influence of organizational culture and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. Organizational culture has an important role in determining organizational growth. Organizations can grow and develop because the organizational culture contained in them is able to stimulate the morale of the human resources in it so that organizational performance increases. According to, organizational culture is a habit that has been going on for a long time and is used and applied in life work activities as one of the drivers to improve the quality of work of employees and company managers. Organizational Culture is often referred to as "Organizational Culture". Upholding work discipline is very important for the company. The existence of work discipline will guarantee the maintenance of order and the smooth implementation of company work, so as to obtain

optimal results. As for employees, work discipline has an impact on a pleasant working atmosphere so that it will increase enthusiasm in carrying out their work. According to (Hamali, 2017) work discipline is a management activity to carry out organizational standards. Order is the hallmark of organization and discipline is one method of maintaining that order.

This means that the service is said to be of quality if a government agency or certain institution is able to provide services in accordance with the wishes of the community in the Ak 1 job seeker card service at the Manpower and Transmigration Office, Musi Rawas Regency. According to (Hardiansyah, 2018) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product. The results of the analysis of the regression equation are $Y = 14.527 + 0.315X_1 + 0.321X_2$. the value of Adjusted R Square is 80.0%, and the F test results of the research, namely the value of Fcount (80,863) is greater than Ftable (2.83). That is, there is a positive and significant influence of organizational culture and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency

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The effect of motivation and work discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. Motivation is carried out not only from superiors, but also from oneself where this motivation is interpreted as a situation in a person's self that encourages the desire to carry out certain activities in order to achieve the expected goals. (Sedarmayanti, 2017) motivation is the strength of an individual's tendency to engage in activities that are goal-directed at work. This is not a feeling of pleasure relative to the results of various jobs as well as satisfaction, but rather a feeling of being willing/willing to work to achieve work goals. Work discipline is an attitude and behavior of a person who shows obedience, obedience, loyalty, order and order to company or organizational regulations and

applicable social norms. According to (Hamali, 2017) work discipline is a management activity to carry out organizational standards. Order is the hallmark of organization and discipline is one method of maintaining that order. Service quality is a level of service related to meeting the expectations and needs of customers or users. According to (Hardiansyah, 2018) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product. The result of the regression equation is $Y = 9.550 + 0.362X_1 + 0.622X_2$. Adjusted R Square value is 71.0% and the results of the study are that the value of F_{count} (50.059) is greater than F_{table} (2.83). That is, there is a positive and significant effect of work motivation and discipline simultaneously on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

This research has similarities with research conducted. Purnama Ramadhan. The Effect of Organizational Culture on Information Quality with Accounting Information Systems as a Moderating Variable. The results of this study indicate that conventional banking in Banda Aceh must be able to improve the quality of information by carrying out the functions of the accounting information system so that the quality of information will be better. And (Maryadi, 2014). The Influence of Organizational Culture on Service Quality at the Aceh Government Mother and Child Hospital. This research proves that service quality is strongly influenced by organizational culture. In an effort to improve service quality in order to institutionalize ideal behavior for each officer as organizational culture or behavior. (Dewi, 2018) The Effect of Officer Work Motivation on the Quality of Health Services at Community Health Centers in Kendari City. This study shows that giving motivation by leaders at the Kendari City Health Office has an influence that is in the high (strong) category on the quality of health services at the Health Center in Kendari City.

The influence of organizational culture partially on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency. Changes in organizational culture are needed so that organizations can survive, develop a culture of achievement, change mindsets and maintain trust in the organization. According to Irham Fahmi (2015: 50), organizational culture is a habit that has been going on for a long time and is used and applied in the life of work activities as one of the drivers to improve the quality of work of employees and company managers. Organizational Culture is often referred to as "Organizational Culture". This means that the service is said to be of quality if a government agency or certain institution is able to provide services in accordance with the wishes of the community in the Ak 1 job seeker card service at the Manpower and Transmigration Office, Musi Rawas Regency. According to Hardiyansyah (2018: 13) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product. The result of the equation is $Y = 17,041 + 0.399X$, that the Adjusted R Square value is 76.7. The results of data processing t_{count} (11,512) are greater than t_{table} (1,682). This means that there is a positive and significant influence of organizational culture partially on the quality of AK1

(Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

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The effect of motivation partially on the service quality of AK 1 (Jobseekers) at the Manpower and Transmigration Office of Musi Rawas Regency. Work motivation is a stimulus or stimulation for every employee to work in carrying out their duties. With good motivation, employees will feel happy and enthusiastic at work resulting in significant development and growth within the organization. Sedarmayanti (2017: 151), motivation is the strength of an individual's tendency to engage in activities that are goal-directed at work. This is not a feeling of pleasure relative to the results of various jobs as well as satisfaction, but rather a feeling of being willing/willing to work to achieve work goals. Service quality is a level of service related to meeting the expectations and needs of customers or users. According to(Hardiansyah, 2018) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product. The result of the equation is $Y = 8,818 + 0.850X$, the Adjusted R Square value is 67.6. The results of the research are tcount (9.181) greater than ttable (1.682). This means that there is a positive and significant influence of motivation on the quality of AK1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

This research has similarities with research conducted. Purnama Ramadhan. The Effect of Organizational Culture on Information Quality with Accounting Information Systems as a Moderating Variable. The results of this study indicate that conventional banking in Banda Aceh must be able to improve the quality of information by carrying out the functions of the accounting information system so that the quality of information will be better. And(Maryadi, 2014). The Influence of Organizational Culture on Service Quality at the Aceh Government Mother and Child Hospital. This research proves that service quality is strongly influenced by organizational culture. In an effort to improve service

quality in order to institutionalize ideal behavior for each officer as organizational culture or behavior. (Talle, 2018) The Effect of Motivation on Service Quality in the Procurement Service Unit of North Mamuju Regency. The results showed that the effect of motivation on service quality in the Procurement Unit of North Mamuju Regency was determined by physiological needs, safety needs, social needs, esteem needs and self-influence needs. (Djabir, 2017) The Effect of Employee Work Motivation on Service Quality at the Baubau City Licensing and Investment Service Agency, the determinant value or contribution of the work motivation variable to public service variables is obtained by 38% while the other 62% is influenced by other factors and not examined in this research.

The effect of work discipline partially on the quality of AK 1 (Jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. Work discipline is an attitude and behavior of a person who shows obedience, obedience, loyalty, order and order to company or organizational regulations and applicable social norms. According to (Hamali, 2017) work discipline is a management activity to carry out organizational standards. Order is the hallmark of organization and discipline is one method of maintaining that order. Service quality is a level of service related to meeting the expectations and needs of customers or users. According to (Hardiansyah, 2018) Services according to the American Marketing Association, that services are basically activities or benefits offered by a party to other parties and are essentially intangible and do not result in the ownership of something, the production process may also not be related with a physical product. The result of the equation is $Y = 27,685 + 0.899X$, where the result of the SPSS output is $a = 27,685$. Adjusted R Square value of 54.7%. As for the results of the study, namely the value of t_{count} (7.016) is greater than t_{table} (1.682). This means that there is a positive and significant effect of work discipline partially on the quality of AK1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

This research has similarities with research conducted. Purnama Ramadhan. The Effect of Organizational Culture on Information Quality with Accounting Information Systems as a Moderating Variable. The results of this study indicate that conventional banking in Banda Aceh must be able to improve the quality of information by carrying out the functions of the accounting information system so that the quality of information will be better. And (Maryadi, 2014). The Influence of Organizational Culture on Service Quality at the Aceh Government Mother and Child Hospital. This research proves that service quality is strongly influenced by organizational culture. In an effort to improve service quality in order to institutionalize ideal behavior for each officer as organizational culture or behavior. (Talle, 2018) The Effect of Motivation on Service Quality in the Procurement Service Unit of North Mamuju Regency. The results showed that the effect of motivation on service quality in the Procurement Unit of North Mamuju Regency was determined by physiological needs, safety needs, social needs, esteem needs and self-influence needs. (Djabir, 2017) The Effect of Employee Work Motivation on Service Quality at the Baubau City Licensing and Investment Service Agency, the determinant value or contribution of the work motivation variable to public service variables is obtained by 38% while the other 62% is influenced by other factors and not examined in this research.

5. Conclusion

It can be concluded that: (1) There is a positive and significant influence of organizational culture, motivation and work discipline simultaneously on the quality of AK 1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. (2) There is a positive and significant influence of organizational culture and motivation simultaneously on the quality of AK 1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. (3) There is a positive and significant influence of organizational culture and work discipline simultaneously on the quality of AK 1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. (4) There is a positive and significant effect of work motivation and discipline simultaneously on the quality of AK 1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. (5) There is a positive and significant influence of organizational culture partially on the quality of AK1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. (6) There is a positive and significant influence of motivation on the quality of AK1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency. (7) There is a positive and significant effect of work discipline partially on the quality of AK1 (jobseekers) services at the Manpower and Transmigration Office of Musi Rawas Regency.

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