



## The Influence of Public Service Motivation on the Performance of Batu Mila Village Officials, Maiwa District, Enrekang Regency

Nurlaila Sari Jamaluddin, Andi Uceg, Sapri

Universitas Muhammadiyah Sidenreng Rappang

Email: [nurnur201220@gmail.com](mailto:nurnur201220@gmail.com), [andiuceng31@gmail.com](mailto:andiuceng31@gmail.com), [sapritajuddin3@gmail.com](mailto:sapritajuddin3@gmail.com)

**Receive: 17/12/2023**

**Accepted: 15/01/2024**

**Published: 01/03/2024**

### Abstract

The aim of this research is to determine Public Service Motivation and Performance of Batu Mila Village Officials as well as the factors that influence Public Service Motivation on the Performance of Village Officials in Batu Mila Village, Maiwa District, Enrekang Regency. There were 425 families in the study population, and 43 people were sampled. Simple random sampling is the sampling method used. This kind of research is carried out using numbers. To collect data for this study, questionnaires, interviews, and literature reviews were used. By using a Likert scale and the SPSS program, the data analysis technique used is basic linear regression analysis, validity and reliability. The results showed that there is an influence between public service motivation and the performance of Batu Mila village officials is categorized as “significantly influential”, from the ANOVA test, the F count obtained was 5.355 with a significance level of 0.026. the calculated t value (2.314) > t tabel (2.019) means that public service motivation has a significant effect on the performance of the Batu Mila Village device by 11,5%.

**Keyword: Public Service Motivation and Performance**

### Abstrak

Tujuan penelitian ini adalah untuk mengetahui Motivasi Pelayanan Publik dan Kinerja Perangkat Desa Batu Mila serta faktor – faktor yang memengaruhi Motivasi Pelayanan Publik terhadap Kinerja Perangkat Desa di Desa Batu Mila Kecamatan Maiwa Kabupaten Enrekang. Terdapat 425 keluarga dalam populasi penelitian, dan 43 orang menjadi sampel. Simple random sampling merupakan metode pengambilan sampel yang digunakan. Penelitian semacam ini dilakukan dengan menggunakan angka. Untuk mengumpulkan data untuk penelitian ini, kuesioner, wawancara, dan tinjauan literatur digunakan. Dengan menggunakan skala Likert dan program SPSS, teknik analisis data yang digunakan adalah dasar analisis regresi linier, validitas, dan reliabilitas. Hasil penelitian menunjukkan bahwa terdapat pengaruh antara motivasi pelayanan publik dan kinerja perangkat desa batu mila dikategorikan “berpengaruh/signifikan”, dari uji ANOVA didapat F hitung yang diperoleh sebesar 5,355 dengan tingkat signifikan 0,026. Nilai t hitung (2,314) > t tabel (2,019) artinya motivasi pelayanan publik berpengaruh/signifikan terhadap kinerja perangkat Desa Batu Mila sebesar 11,5%.

Kata Kunci: Motivasi Pelayanan Publik dan Kinerja

## Introduction

The low capacity of human resources in public services that affect organizational performance, one of the causes is the low spirit of public service, as revealed by UNDP (2014) that the culture of Public Service in many countries is experiencing erosion every year. Therefore, it is imperative to rebuild the motivation of the public sector to meet the Sustainable Development Goals (Haris, 2018).

Public service in Indonesia is currently characterized by long-winded (delaying service), expensive (not timely service) and incompetent officers. Instead, the real face of government that can be felt directly by the public is public service. If digging deeper, it will be found that there are actually many things that lead to why the government offers substandard services supplied by the federal government. First, inadequate human resources. The quality of services provided is directly correlated with the quantity and human resources of service personnel. Inadequate human resources affect the services that will be obtained by the community. For example, an unbalanced ratio of the number of service recipients to the available human resources will have a negative impact. In addition, there are very few human resources available, including inadequate education, so it is not suitable for service needs. Second, the growth of illegal levies. Transparency is a must in excellent service. But what happens if the culture for what is made easy if it can be complicated. As consumers of public services, people need to be taught to help them break free from a money-centered society (RI, 2023).

Based on the research of Antonius Tarigan (2000), states that research on public services has found some negative culture in the work of government officials who harm the public interest. The negative culture, among others, prioritizes personal, group, or class interests over public interests and the interests of superiors. Lazy behavior with initiative outside the rules is also a major finding. Another negative culture is the tendency to wait for instructions from

superiors and a callous attitude towards the public. For example, slow in providing services, waiting for orders from superiors, ignoring public complaints, not interested in educating the public about various regulations, and so forth. This is because every public employee lacks motivation in public services, which can have an impact on their performance and cause them to pay less attention to complaints from the public and be less effective in providing or optimizing public services. One of the factors contributing to the low level of public services in Indonesia is the public service motivation of underdeveloped government officials, which means that public services in the country are usually focused only on fulfilling certain laws or interests, without considering the interests of society (Ruslihardy, 2020).

According to Mangkunegara (2017), performance is the result of an employee's ability to work both in quality and quantity in carrying out his obligations in accordance with those assigned to him. Performance is a function of motivation and ability (Silas dkk., 2019). According to Mangkunegara (2013), that the aspect that affects performance is the ability that is especially the psychological ability of the individual, which consists of potential and actual abilities. Abilities consist of actual and potential abilities. This suggests that workers with an IQ between 110 and 120 and adequate education for their role, as well as daily work experience, will more easily achieve performance goals if they have these qualities. As a result, work should be given to people corresponding to their area of competence. The motivational aspect that arises from the disposition of employees in the face of work-related situations. This motivation is a condition that moves self-directed employees to achieve organizational goals (Sellang dkk., 2019).

The quality of Human Resources (HR) of an organization can be determined by looking at how well its personnel perform in providing services. A civil servant or a government official must always be ready to carry out their duties properly and be ready to serve the

community well. A government employee or civil servant must always be ready to do his job well and help the community. In order not to look lethargic, a government employee must continue to work passionately for the community he serves.

Public service motivation is a term used to describe the tendency of people to act on primary incentives or institutionally specific incentives. The term motive used here means a lack or psychological need that makes a person feel that they must eliminate it. Knoke and Wright-Isak in this discussion recognize that motives are divided into three different analytical categories, namely rational, norm-based, and affective. Goal-driven behavior to optimize one's own utility is a sign of rational motivation. Actions that stem from an attempt to follow a norm are referred to as Norm-based motives. Behavioral triggers known as affective motives come from emotional reactions to different social contexts. The rational motive that some people think attracts individuals to public service is the opportunity to participate in the formulation of Public Policy (Kelman, 1987 dalam Perry 1996). According to the theory, those who are more motivated to serve the public interest usually work and perform more effectively in government institutions. This theory states that moral and affective motivations underlie individual behavior other than as a result of personal and logical decisions. Normative and emotional motivation underpin rational and individual decisions (Christensen et al., 2017; Perry et al., 2006 dalam Agustina dkk., 2021).

Public service is defined as an activity or series of actions undertaken to meet the needs of the community for a good, service, and/or administrative services in accordance with the legislation in Law No. 25 of 2009 on public services. The Public Service Act provides guarantees to the public for public services from the state. Based on Public Service Law No. 25 of 2009, the state is obliged to provide public services to the public and the public has the right to do so. According to the Unitary State Government, a village is a legally recognized Community Association and has certain boundaries that

have the power to plan and manage government affairs, local community interests based on community initiatives, rights of origin, and/or customary rights that are respected.

Government / Village officials as organizers of government affairs and the interests of local communities, including in terms of serving the community. As one of the public service institutions in Enrekang District, Maiwa District, precisely in Batu Mila Village. Batu Mila Village office serves the village community consisting of four hamlets. In carrying out service duties, the Batu Mila Village Office has several staff.

Based on observations made by prospective researchers on September 19, 2023 in Batu Mila Village, prospective researchers found several problems, such as the service of village officials to the community that was not optimal, some village officials who arrived late, namely arriving around ten or eleven in the morning and only a few officers who were active in serving the community at the office, even doing services not in accordance with working hours. One of the surrounding communities also said that the service performed by the Batu Mila Village office was unsatisfactory because the village officials served in a convoluted manner.

## Research Methods

The research approach used is quantitative research. The population in this study is a community of 445 families, then the sample is part of the population to be studied as many as 43 people. The data collection techniques used were observation, interview, literature study and questionnaire then analyzed using likert scale, validity test, reliability test and linear regression with the help of SPSS program.

## Result and Discussion

1. Motivation indicators of Public Service in Batu Mila Village Office
  - a. Interest in public policy making

Based on the theoretical indicators used in this study, interest in policy making is related to the motivation of

the Batu Mila Village apparatus in making or implementing policies for the benefit of the community. From the results of research conducted, the interest of Batu Mila village officials in making / implementing policies is in the very good category. This is because the village apparatus carries out policies related to the interests of the community well.

b. Responsibility for the public interest

Based on the theoretical indicators used in this study, the responsibility to the public interest or the community is related to the motivation/desire of the village of Batu Mila in serving the interests of the community. From the results of research conducted, the responsibility of the Batu Mila village apparatus in serving the interests of the community is in the very good category. This is because village officials serve the community both in the form of programs that are run and in certain services.

c. Sympathy

Based on the theoretical indicators used in this study, sympathy for the community is related to the motivation of the village of Batu Mila in helping the community and giving importance to the interests of the community. From the results of research conducted, the sympathy of the Batu Mila village apparatus in helping and prioritizing the interests of the community is in the very good category. This is because the village apparatus serves / helps the community if there are difficulties faced, especially if there are people who take care of correspondence.

d. Attitude of self sacrifice

Based on the theoretical indicators used in this study, the attitude of self-sacrifice is related to the motivation of the Batu Mila Village apparatus in sacrificing for the benefit of the institution/community. From the results of research conducted, the

attitude of self-sacrifice of Batu Mila village officials for the benefit of the agency or community is in the very good category. This is because the village apparatus carries out tasks for the public interest at the expense of energy or time such as the attitude of helping people who are in difficulty.

2. Device performance indicators in Batu Mila Village Office

a. Quality Of Work

Based on the theoretical indicators used in this study, the quality of work is the quality produced in the work or the ability of village officials in Batu Mila Village office in satisfying the community. From the results of research conducted, the ability of village officials in satisfying the community has not been maximized. This is because there are still village officials who are late or lack discipline.

b. Quantity Of Work

Based on the theoretical indicators used in this study, the quantity of work is related to the volume or number of completion of work in accordance with the specified schedule. From the results of research conducted, village officials in Batu Mila Village office in completing the amount of work is in the good category. This is because there are also Village officials who come on time so that they carry out their duties well, especially in terms of serving.

c. Timekeeping

Based on the theoretical indicators used in this study, timeliness is to carry out work in accordance with a predetermined time. From the results of research conducted, the timeliness of village officials in carrying out their duties is in the good category. This is because the village apparatus that serves the community is done as soon as possible as when the people who come to take care of the Batu Mila Village Office are served quickly

d. The need for Supervision

Based on the theoretical indicators used in this study, the need for supervision is the ability of village officials in Batu Mila Village Office to ask for help or instructions to superiors to avoid mistakes in carrying out their duties. From the results of research conducted, the ability of village officials to ask for help to superiors is in the good category.

e. Interpersonal relationships

Based on the theoretical indicators used in this study, interpersonal relationships are the ability of village officials in the Batu Mila Village office in conducting cooperation between fellow village officials. From the results of research conducted, the ability of the village apparatus in working together is in the category of very good so that it affects the performance of the village apparatus in the Batu Mila Village Office.

3. Indicators of factors affecting the motivation of Public Services in the Village Office of Batu Mila

a. Factors from within

Based on the theoretical indicators used in this study, factors from within are motivating factors that come from within an employee/ village apparatus in the Batu Mila Village office, such as dedication, desire to be useful to others, and interest in public issues. From the results of research conducted, the motivation factor from within the village apparatus is in the very good category. This is because the spirit of the village apparatus in helping/serving the community even on holidays and without expecting anything in return.

b. Factors from outside

Based on the theoretical indicators used in this study, external factors are motivating factors that come from outside an employee/ village apparatus in the Batu Mila Village office, generally economic factors, such as incentives, compensation, salaries, and

various other awards. From the results of research conducted, the driving factors that come from outside an employee / village apparatus in the Batu Mila Village Office are in the good category.

### Conclusion

Based on the results of research and discussion, it can be concluded that the percentage value of Public Service motivation indicators in the Batu Mila Village Office is 89% in the very good category. The percentage value of the performance indicators of the village apparatus in the Batu Mila Village Office is 79% in the good category. The effect of Public Service motivation on the performance of Batu Mila Village apparatus is 11.5% which is categorized as "influential/significant". The factors that affect the motivation of Public Service to the performance of the Batu Mila Village apparatus are, factors from within have an effect of 86% and factors from outside have an effect of 80%. So that the overall accumulation of factors that affect the motivation of Public Service Batu Mila village apparatus is 84% with the most influencing factors are factors from within with a percentage of influence of 86%.

### Reference

- Agustina, I., Pradesa, H. A., & Putranto, R. A. (2021). Peran Dimensi Motivasi Pelayanan Publik Dalam Meningkatkan Komitmen Afektif Pegawai. *Jurnal Ekonomi, Manajemen Akuntansi Dan Perpajakan (Jemap)*, 4(2), 218. <https://doi.org/10.24167/jemap.v4i2.3237>
- Haris, R. A. (2018). Motivasi Pelayanan Publik (Public Service Motivation) Dalam Peningkatan Kinerja Sektor Publik. *Public Corner*, 34–51.
- Perry, J. L. (1996). Measuring public service motivation: An assessment of construct reliability and validity. *Journal of Public Administration Research and Theory*, 6(1), 5–22.

<https://doi.org/10.1093/oxfordjournals.jpart.a024303>

RI, O. (2023). *Pelayanan Publik Kita Masih Buruk*.

<https://ombudsman.go.id/artikel/r/pwkinternal--pelayanan-publik-kita-masih-buruk>

Ruslihardy. (2020). Pengaruh Motivasi Pelayanan Publik terhadap Kinerja Pegawai pada Dinas Tenaga Kerja Kabupaten Pelalawan. *Jurnal Niara*, 13(1), 155–166.  
<https://doi.org/10.31849/niara.v13i1.3994>

Sellang, K., Ahmad, J., & Mustanir, A. (2019). *Strategi dalam peningkatan kualitas pelayanan publik*. August, 1–168.  
[https://play.google.com/store/books/details/Kamaruddin\\_Sellang\\_S\\_Sos\\_M\\_AP\\_STRATEGI\\_DALAM\\_PENIN?id=U06rDwAAQBAJ](https://play.google.com/store/books/details/Kamaruddin_Sellang_S_Sos_M_AP_STRATEGI_DALAM_PENIN?id=U06rDwAAQBAJ)

Silas, B., Adolfini, & Lumintang, G. (2019). Pengaruh Motivasi, Pengembangan Karir, Dan Kompensasi Finansial Terhadap Kinerja Karyawan Pt. Marga Dwitaguna Manado. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis Dan Akuntansi*, 7(4), 4630–4638.