THE INFLUENCE OF WORK MOTIVATION ON THE PERFORMANCE OF PUBLIC SERVICE EMPLOYEES IN PAGELARAN DISTRICT PANDEGLANG REGENCY

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ABSTRACT
This study aims to determine the influence of work motivation on the performance of public service employees in the Performance Subdistrict, Pandeglang Regency. The sample in this study was all the village employees of Harapankarya and Surakarta in the Performance Subdistrict, Pandeglang Regency. The sampling technique used in this study was based on the census sampling method, where all members of the population were sampled. The research approach used is descriptive-quantitative. Data collection techniques using a survey method in the form of a questionnaire. The data analysis technique used is simple linear regression analysis and hypothesis testing using the SPSS for Windows Release 22 program. Based on the calculation results, if \( t_{count} > t_{table} \) is 4.133 > 2.073 and \( F_{count} > F_{table} \) is 17.085 > 4.320 with a significant level of 0.00 < 0.05, then \( H_0 \) is rejected and \( H_a \) is accepted, meaning that variable X (work motivation) has a positive effect on variable Y (employee performance). It can be concluded that work motivation partially has a significant effect on the performance of public service employees in the Performance Subdistrict, Pandeglang Regency. This shows that employee performance is determined by the level of work motivation possessed; the higher the work motivation, the higher the employee's performance.

Keyword(s):
Work Motivation
Employee Performance
Public Service

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1. INTRODUCTION
Along with the times, public services are required to continue to make efforts to make changes in order to achieve organizational goals and improve the quality of service for the community. Organizational goals can be achieved through the performance and effectiveness of employees in carrying out their duties. In fact, there are still many public services that are not optimal. Various public complaints about public services are increasing and can have an impact on the government's bad image, considering that one of the main functions of government is to serve the community and provide the best and most quality service in order to realize people's welfare. Public services are organized as an effort by the
state to fulfill the civil rights and needs of citizens for goods, services, and administrative services. Good public services must be fulfilled in every government or private work organization. In this era, service providers are required to be able to provide excellent service by prioritizing quality in order to achieve good service results. One of the efforts that can be made to produce good service is to provide training and direction to employees to improve the quality of the employees themselves, so that ultimately this quality can become the main capital for employees in improving their services to the community or the public.

The welfare of the country depends on the performance of public services, and to realize good service, proper management of human resources (SDM) must be realized (Tessema et al., 2007). Human resources make a major contribution to improving the performance of public services (Tensay & Singh, 2020). Public services are services provided by the state apparatus as civil servants to the public (Hadiprayugo, 2023). Public services are services owned and funded by the government to provide basic services to its citizens (Obiageli et al., 2016).

One form of public service is service to village communities by village apparatus or village officials. Villages form social institutions that are guided by statutory regulations and whose job it is to assist the village government and act as partners in empowering village communities (Laia et al., 2022). Village apparatus, or village officials, are public service officials to serve the community (Ariono, 2017). Village apparatus, or village government, is also a leading government organization in providing public services to the community (Ganda et al., 2017). In practice, creating employee performance in public services in villages is very difficult because there are still many employees who do not understand the skills and application of management in the workplace. This is caused by a mismatch between education level and field of work, years of service, and low employee motivation to do work as a public service in the village.

Employee performance related to the services provided is still not in accordance with the wishes of the local community; employees are not alert and responsive enough in dealing with community needs. Many complaints from the community are related to the slow performance of employees in providing services or needs that are important in nature, such as making cover letters for family cards, identity cards, certificates of incapacity, and many others, so that people often wait a long time to get services from village officials. The low performance of employees in providing services can build a negative view of the village and its employees. The higher the employee's performance in providing services, the better it will be for the local village, and the community will be satisfied with the services provided by village officials. Good service is inseparable from the performance of employees in an organizational institution (Mananeke et al., 2019).

Work motivation plays an important role in supporting the success of a job. Work motivation plays an important role in supporting the effective functioning of an organization (Locke & Latham, 1990). Work motivation is the main driver of one's persistence at work (Cerasoli et al., 2014). Work motivation is the encouragement or energy to start work efforts. (Tan et al., 2014). Motivation is used as an individual driving tool to take action in implementing performance (Kurniasari, 2018). By increasing employee motivation, employee performance will increase, and the public services provided can be better (Hu et al., 2016). This is in line with what was conveyed by Theodora (2015), motivation can make employees have enthusiasm at work and can improve their performance. Increased work motivation can provide significant performance improvements for employees in carrying out their work (Berliana et al., 2019).

Work motivation has a positive effect on one's performance in the work environment, such as enthusiasm for work (Chanie et al., 2023). Good employee performance can benefit an organization or company (Ngwenya et al., 2007). Employees who are happy and have
high performance can motivate themselves to work to provide good public services (Mkoji & Sikalieh, 2012). Motivated employees can maintain a high level of willingness to work because they consider work important or find personal meaning in their work assignments (Vujčić et al., 2016).

Employee performance is the most important asset because it has a major impact on the success of an organization or company (Afsana et al., 2016). Employee performance is a measure of how good or bad an employee is at carrying out the work tasks requested and fulfilling the assigned task time (Dagnew Gebrehiwot & Elanthereyany, 2023). Generally, employee performance affects how much employees contribute to agencies or organizations. The success or failure of an organization or agency depends on the performance of its employees. This is in line with what was revealed by Abdullah (2017) that the success of an organization depends on the role of HR in it. Employee performance will be good if they have high skills, the ability to work for the wages given according to the agreement, and expectations for a better future (Agustina & Adriani, 2022). To realize good performance, employee motivation is needed so that behavior at work can achieve organizational goals (Deni, 2018).

Employees with low work motivation can lack concentration at work (Liu et al., 2023). In this case, an employee who does not have work motivation cannot work optimally. As with employees in the Performance sub-district, the lack of work motivation has a less than optimal impact on service and performance for the local community. Therefore, work motivation is needed for employees who work in the Performance sub-district of Pandeglang Regency so that employee performance can have a positive impact on public services for the surrounding community. Optimal public services can create good village governance (Ali & Saputra, 2020).

Employees who do not have work motivation can have poor performance. Performance itself is influenced by external and internal factors; internal factors include, for example, having a sense of pride in their work so that employees are motivated to work and try to create good performance, while external factors can be in the form of compensation, career paths, or job placement according to their abilities. This factor becomes an external factor that affects employee performance. Ability to work, desire to work, and opportunity to work are the main factors that affect employee performance (Pusparanani, 2021). Work motivation, job satisfaction, stress levels, physical conditions at work, education, compensation systems, and economic aspects are factors that can hinder employee performance (Sulistiani, 2016).

Basically, every job requires high and strong motivation to do work and create performance that requires strong motivation to be willing to carry out work and be able to create high performance so that employees can be enthusiastic and can give their dedication properly for an organization or government agency, as is the case with providing public services to the village. The role of motivation is very important for employee performance in carrying out the work they do (Putri et al., 2019).

2. METHOD

This research is descriptive quantitative research with a survey method. The sample in this study were all employees of Harapankarya Village and Surakarta Village in the Performance Subdistrict, Pandeglang Regency. The sampling technique used is based on the census sampling method, where all members of the population (village officials) are sampled. This sample is also referred to as a saturated sample, which is a sampling technique in which all members of the population are used as samples. The samples in this study were all employees at the Harapankarya village office and Surakarta village in the Performance sub-district, for a total of 22 respondents.
The data collection technique uses a questionnaire in the form of questions that are measured using a scale with intervals of 1–5, namely: strongly agree (SS), agree (S), quite agree (CS), disagree (TS), and strongly disagree (STS). The data analysis technique used in this study was simple linear regression analysis. A simple linear regression technique is used to see the magnitude of the influence of work motivation on employee performance in the Performance sub-district, Pandeglang district. The variables to be correlated consist of the work motivation variable (X) as the independent variable and the employee performance variable (Y) as the dependent variable. In addition, hypothesis testing was also used in the T test and F test using the SPSS for Windows Release 22 program.

3. RESULTS AND DISCUSSION

Based on the results of the research that has been done, it was found that there was an effect of work motivation on the performance of public service employees in the Performance subdistrict, Pandeglang Regency. It was found that \( t_{\text{count}} \) was greater than \( t_{\text{table}} \), namely 4.133 > 2.073, then \( H_0 \) was rejected and \( H_a \) was accepted, meaning that variable X (work motivation) had a positive effect on variable Y (employee performance). It can be concluded that work motivation partially has a significant effect on employee performance. Work motivation also has an influence on the performance of public services, which can be seen from the simple linear regression test, where the variable X (work motivation) has a Standard coefficient of 0.661, or 66.1%. It can be concluded that there is an effect of work motivation on the performance of public service employees in the performance sub-district, Pandeglang regency, as much as 66.1%. Following are the results of data testing using the SPSS For Windows Release 22 program.

Table 3.1.1: Coefficient of Determination of Variable X on Variable Y

<table>
<thead>
<tr>
<th>Model Summary</th>
<th></th>
<th>Adjusted R</th>
<th>Std. Error of the Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>R</td>
<td>R Square</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>.861a</td>
<td>.437</td>
<td>.412</td>
</tr>
</tbody>
</table>

a. Predictors: (Constant), Motivasi Kerja
Source: SPSS Processed Data, 2023

Based on the output model summary table above, the correlation value (R) is 0.661, or 66.1%, meaning that the magnitude of the influence value (R) is 6.1%. The magnitude of the influence of variable X on variable Y is also evidenced by the coefficient of determination R squared (R2) of 0.437, which means that the influence of work motivation variable (X) related to employee performance variable (Y) is 43.7%. The output results are at a good level, as evidenced in the standard column. Error of the Estimate with the number 1.106, and the closer the number is to zero (0), the more accurate the number obtained. This shows that good work motivation can improve the performance of good employees so that the public services provided are maximized. Vice versa, if the motivation to work is not good, then the performance of public service employees will not be optimal.

Table 3.1.2: T-test Results (Output Coefficients)

<table>
<thead>
<tr>
<th>Coefficients a</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 (Constant)</td>
<td>26.888</td>
<td>5.069</td>
<td>5.28</td>
<td>.000</td>
</tr>
<tr>
<td>Motivasi Kerja</td>
<td>.681</td>
<td>.116</td>
<td>.661</td>
<td>.413</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Kerja Pemegawai
Source: SPSS Processed Data, 2023
Based on the coefficients table above, a $t_{\text{count}}$ of 4.133 is obtained, with the test criteria being $t_{\text{count}} > t_{\text{table}}$, namely $4.133 > 2.073$, then $H_0$ is accepted and $H_a$ is rejected, meaning that partially the work motivation variable ($X$) has a positive effect on the employee performance variable ($Y$). While in column B the constant row (a) obtained a value of 20,888 and a value of work motivation (b) of 0.481, a simple linear regression equation can be written as $Y = 20,888 + 0.481X + e$, where the value $H_0 = 20,888$ indicates that variable $X$ is constant (0), then the employee performance value is 0.481, while the $H_1$ value is 0.481, which means that the $X$ variable increases by 1 unit or 1%, then the $Y$ variable will increase by 0.482. This shows that work motivation has a positive influence on the performance of public service employees in the Performance Subdistrict, Pandeglang Regency. It can be said that if work motivation increases or goes up, the employee's performance will also increase.

**Table 3.1.3: F-test Result**

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>df</th>
<th>Mean Square</th>
<th>$F$</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>26,959</td>
<td>1</td>
<td>26,959</td>
<td>17.085</td>
<td>0.000</td>
</tr>
<tr>
<td>Residual</td>
<td>17,085</td>
<td>22</td>
<td>775.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>44,044</td>
<td>23</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*a. Dependent Variable: Kinerja Pemangku*

*b. Predictors: (Constant), Motivasi Kerja*

Source: SPSS Processed Data, 2023

Based on the ANOVA table above, $F_{\text{count}} > F_{\text{table}}$ is obtained, namely $17,085 > 4,320$, with a significant level of $0.00 < 0.05$. It can be concluded that there is a positive and significant influence between the work motivation variable ($X$) and the employee performance variable ($Y$). Decision-making in this F-test refers to: if the significant value is $\leq 0.05$, then variable $X$ has an influence on variable $Y$ ($H_a$ is accepted). Meanwhile, if the significant value is $\geq 0.05$, then variable $X$ has no effect on variable $Y$ ($H_0$ is rejected). Thus, it can be seen that $H_0$ is rejected because the significant value is less than 0.005. In other words, it can be said that work motivation has a significant effect on the performance of public service employees in the Performance Subdistrict, Pandeglang Regency.

4. **CONCLUSION**

Based on the results of research data analysis and statistical tests, or hypothesis testing, it can be concluded that work motivation has a significant effect on the performance of public service employees in the Performance sub-district of Pandeglang Regency. Obtained $t_{\text{count}} > t_{\text{table}}$, namely $4.133 > 2.073$, which means that there is an effect of work motivation ($X$) on employee performance ($Y$) in the Performance sub-district, Pandeglang district, and the higher the work motivation, the employee performance is increasing. While the results of the simple linear regression test variable ($X$) have a value of 0.661, or 66.1%, and the coefficient of determination $R^2$ is 0.437, which means that the influence of work motivation variable ($X$) related to employee performance variable ($Y$) is 43.7%, in the calculation of the F-test, the value of $F_{\text{count}} > F_{\text{table}}$ is obtained, namely $17,085 > 4,320$. So that the results of this study can be concluded, work motivation has a positive influence on the performance of public service employees in the Performance Subdistrict, Pandeglang Regency.

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