

Assessing the Motivation of Civil Servant in Providing Public Services in Higher Education

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Abstract. This study aims to examine how the motivation of academic services for educators and education personnel in higher education. The findings of this study are expected to become recommendations in developing programs or forms of evaluation aimed at improving the performance and motivation of academic services for teaching staff and teaching staff in tertiary institutions. This research is a survey research which aims to determine the general description of the motivation for academic services for teaching staff and teaching staff at state universities. Based on the research findings obtained, it can be concluded that from the 4 dimensions of motivation for public services, the first dimension, namely the interest in making public policy, is the dimension least owned or implemented by the research respondents. While the other three dimensions can be said to be in the high category in the sense that the respondents already have and have implemented these three dimensions in the delivery of public services. Based on these data, it can be concluded that the lack of motivation for academic services by the state civil servants tends to be due to their lack of interest in public policy making.

Keywords: Public Service, Public Service Motivation, Civil Servant, Academic Affairs Public Service

INDONESIAN JOURNAL OF EDUCATIONAL STUDIES

E-ISSN: 2621-6744

P-ISSN: 2621-6736

Submitted : 10th April 2021
Revised : 22nd April 2021
Accepted : 5th May 2021



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INTRODUCTION

Public service has become one of the important topics to study because of course it is directly related to the welfare of the community (Nugraha, 2018; Rukayat, 2018; Ariyani, 2020; Siti Maryam, 2017). In general, public services can be defined as all forms of service, both in the form of public goods and public services, which in principle are the responsibility and carried out by Government Agencies at the Central, Regional, and in the environment of State-Owned Enterprises or Regional-Owned Enterprises. in order to meet the needs of the community and in the context of implementing the provisions of laws and regulations (Nugraha, 2018).

Most of the previous research on public services tended to examine how the implementation of public services in government agencies, both in the central and local governments (Djamrut, 2015; Irawan, 2017; Herizal et al., 2020). In fact, public services are not only found in governmental areas, but public services are also found in the education sector, for example at the tertiary level. Services provided by education staff to students or to lecturers can also be defined as public services (Saputra et al., 2018; Dwiyanto, 2018). Studies that focus on assessing the motivation for public services in higher education tend to be under-researched. Even though several previous studies have explained that students are sometimes not satisfied with the services provided by educational staff or educators (Saputra et al., 2018).

Public service motivation is the motivation / encouragement that a public sector employee has in devoting himself to providing excellent public services to the community (Saili, 2009; Mulyani et al., 2017). Based on this background, it is important to examine how the motivation for academic services for educators and education personnel in tertiary institutions. The findings of this study are expected to become recommendations in developing programs or forms of evaluation aimed at improving the performance and motivation of academic services for teaching staff and teaching staff in tertiary institutions

RESEARCH METHOD

Research Design

This is a survey research which aims to determine the general description of the motivation for academic services for teaching staff and teaching staff at public universities.

Data Collection

There are 3 types of data collection techniques used, namely using a questionnaire / scale, interviews, and observations. The scale used is public service motivation. This scale was developed by Perry (2016). A construct on this scale is conceptually associated with six dimensions: interest in public policy making, commitment to the public interest, civic duty, social justice, self-sacrifice, and compassion. Each instrument item uses a Likert scale. The research questionnaire was made online via the google form application.

Research Participants

Participants were civil servants who served at the university, both teaching staff and educational staff. The technique of determining respondents is by using purposive sampling method. Researchers determine several criteria that can be respondents in the study in accordance with the research problem formulation.

Data Analysis

The purpose of this research is only to know the general description of the motivation level of public services for civil servants, so the data analysis technique used is descriptive statistics using several categorizations.

FINDING AND DISCUSSION

Demographic Data of Research Respondents

There are several demographic data collected from research respondents, including the type of work in terms of teaching staff (lecturers) or education personnel (staff), the sex of the respondent, as well as data on how long it has been for the research respondent to be a civil servant. For more details, it can be seen on the following chart:

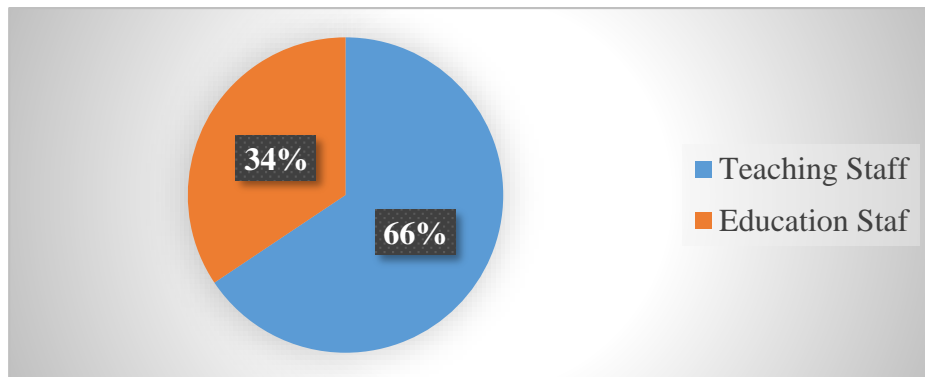


Chart 1. Kind of Civil Servant

The data on chart 1 shows that most of the research respondents were educators, in this case 66% (21 people) were lecturers. While the respondents who came from the staff or education personnel were 34% (11 people).

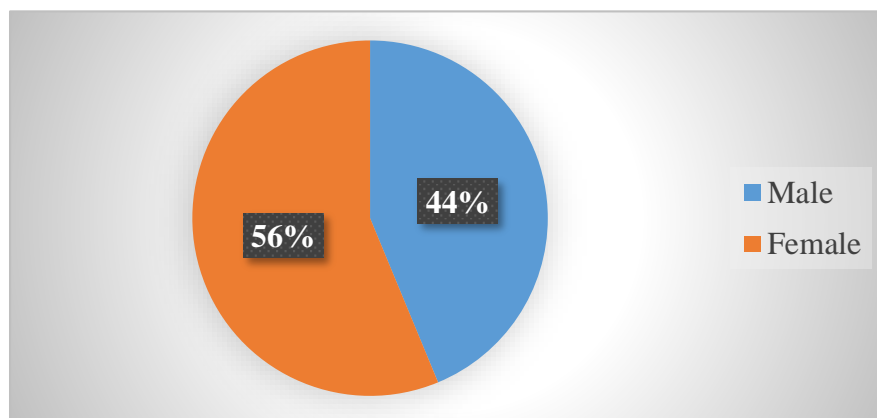


Chart 2. Sex of Research Respondents

Other demographic data is sex. This is important to note because sex has the potential to be a factor influencing the motivation of public services. The data on chart 2 shows that most of the research respondents were women, 56% (18 people). Meanwhile, male respondents were 44% (14 people).

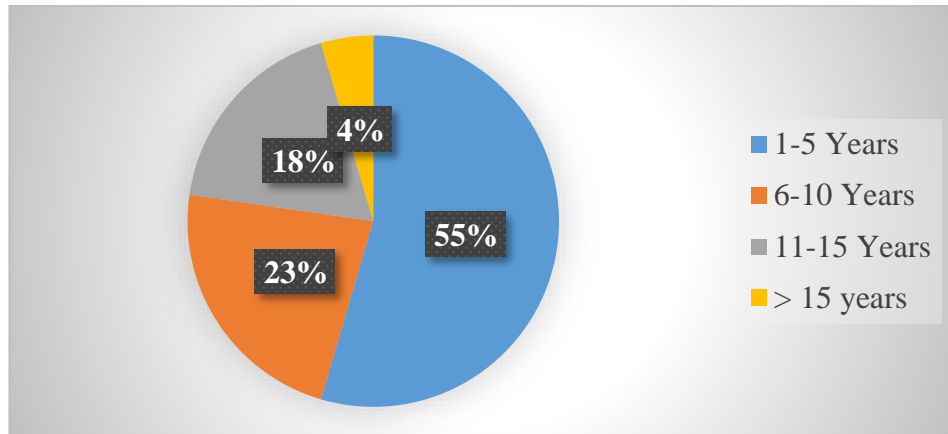


Chart 3. Experience becoming a civil servant

Another factor that could potentially affect the motivation of the academic service of state civil servants is their experience as civil servants, in terms of how long they have been civil servants. The data in chart 3 shows that most respondents have been civil servants for 1-5 years, namely 55% (12 people), and only 4% (1 person) of respondents who have work experience as civil servants over 15 years

Motivation Level of Public Service per Indicator

The level of motivation for public services is measured using 4 dimensions, namely 1) interest in public policy making, 2) responsibility for public interests and obligations as a state civil servant, 3) feelings of sympathy marked by a desire to help others, 4) self-sacrifice. includes attitudes of love and responsibility for duties and loyalty to the country. For more details regarding the level of motivation for public service in the academic field of state civil servants, it can be seen in the following chart:

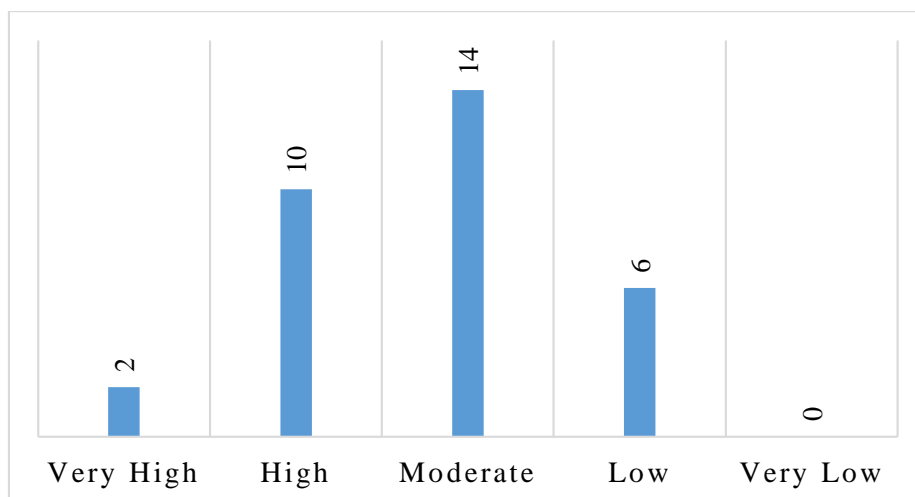


Chart 4. Interest in Public Policy Making

Data chart 4 shows that most of the respondents are in the moderate category (14 people) regarding their indicators of interest in making public policy, and there are only 2 respondents who are in the very high category. Based on these data, it can be concluded that the lack of motivation for academic services by the civil servants is due to their lack of interest in public policy making. Another indicator is how the responsibilities of civil servants are related to the public interest. For more details, see the following chart:

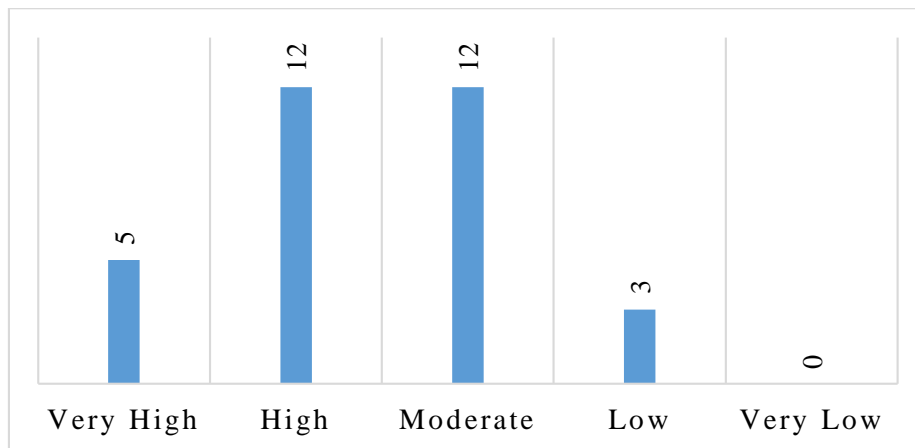


Chart 5. Responsibility to the Public Interest

Data chart 5 shows that most respondents have a high responsibility for the public interest. In general, there are 17 respondents who have good responsibilities which are divided into 2 categories, namely very high (5 people) and high category (12 people). Based on the data above, it can be concluded that one of the strengths or strengths of the state civil apparatus lies in the level of their responsibility towards the public interest. The third indicator in the level of motivation for academic services is related to feelings of sympathy for helping others. For more details, can be seen on the following chart:

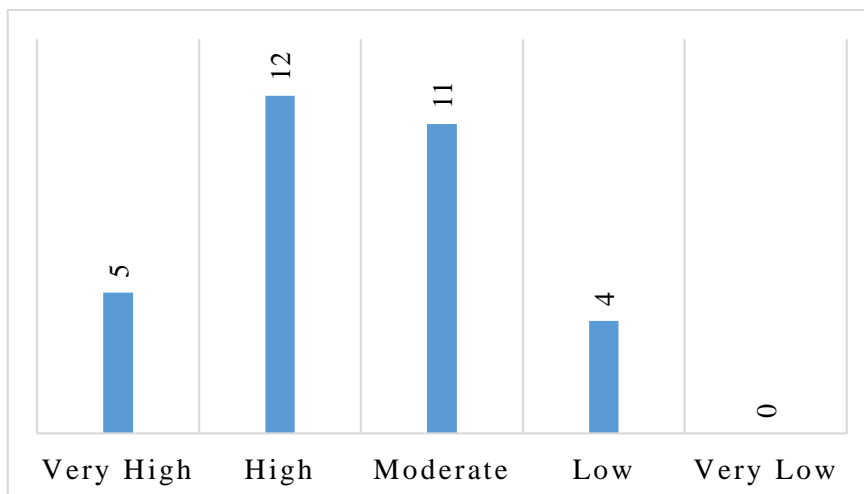


Chart 6. Feelings of sympathy for helping others

Chart 6 shows that most respondents have a high feeling of sympathy for public service delivery. Feelings of sympathy in this case are more likely to describe a condition in which a person feels attracted to another party, so that he is able to feel what other people have experienced, done and suffered. The data above also shows that there are 11 respondents who have a low level of sympathy, there are even 4 respondents who are in the low category.

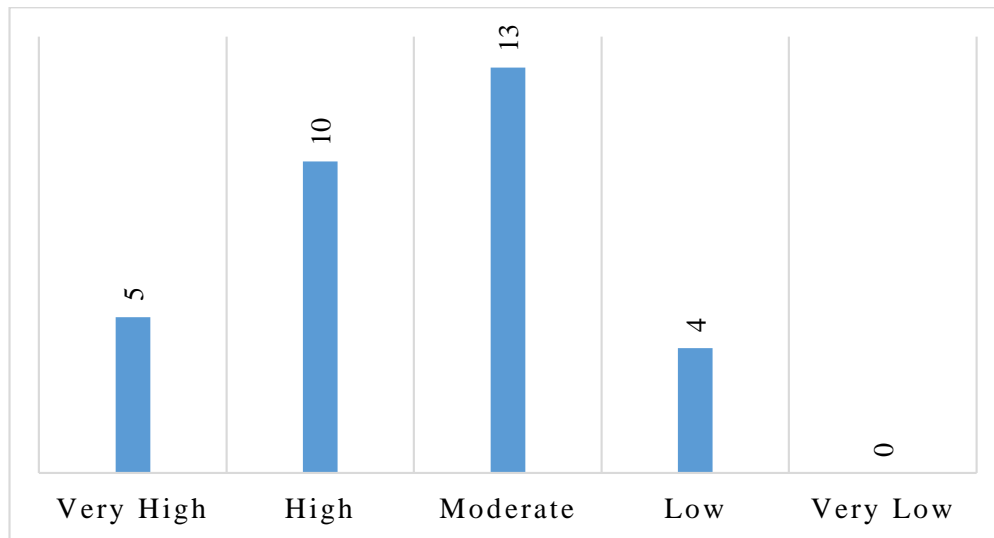


Chart 7. Self-Sacrifice as a Civil Servant

The data on chart 7 shows that most respondents have a low level of self-sacrifice. This can be seen from chart 7 which shows that 13 respondents had a low level of self-sacrifice, in fact there were 4 respondents who had a low level of self-sacrifice. The dimension of self-sacrifice in public service describes a condition where how much the respondent's willingness or desire to sacrifice his personal interests for the public interest.

Motivation Level of Respondents Public Service in General

Previous data has explained how the level of motivation of the respondent's public services per indicator. This section describes the level of motivation for public services in general. Based on table 1, it can be concluded that from the 4 dimensions of motivation for public services, the first dimension, namely the interest in making public policy, is the dimension least owned or implemented by the research respondents. While the other three dimensions can be said to be in the high category in the sense that the respondents already have and have implemented these three dimensions in the delivery of public services.

Table 1. Motivation Level of Public Service

No	Indicator	Total Score	Category
1	An interest in public policy making	104	Less/Moderate
2	Responsibility for the public interest	115	High
3	Feelings of sympathy characterized by a desire to help others	114	High
4	Self-sacrifice which includes an attitude of love and loyalty to the country.	112	High

CONCLUSION

Based on the research findings obtained, it can be concluded that from the 4 dimensions of motivation for public services, the first dimension, namely the interest in making public policy, is the dimension least owned or implemented by the research respondents. While the other three dimensions can be said to be in the high category in the sense that the respondents already have and have implemented these three dimensions in the delivery of public services. Based on these data, it can be concluded that the lack of motivation for academic services by the civil servants tends to be due to their lack of interest in public policy making.

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