Analysis of Public Service Motivation theory, Public Service Performance at the Meteorology, limatology, and Geophysics Agency in Papua and West Papua, Indonesia

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Abstract: **Public service motivation is a form of motivation that civil employees should pay close attention to because it has an impact on their behavior and ability to deliver public services. The level of public service motivation can be identified through the theory proposed by James L. Perry, namely the Public Service Motivation (PSM) theory which consists of four variables, including Attraction to Policy Making (APM), Commitment to the Public Interest (CPI), Compassion (COM), and Self-sacrifice (SS). The use of quantitative research methods through filling out questionnaires and then analyzing the results with 10 indicator scales to measure the level of PSM with a total of 100 respondents.**

Research results in public Service Motivation, the Attraction to Policy Making indicator, Commitment to the Public Interest indicator, and the Compassion indicator in the Public Service Motivation theory have a positive effect on the performance of public services by 0.778 with a significance level of 0.018. The variable confidence in placing the task above myself has a very good value and has a favorable impact on how well public services are performed, while the Self-Sacrifice (SS) indicator is an indicator that has no effect on the performance of public services.

Keywords: **Public Service Motivation; Attraction to Policy Making; Commitment to the Public Interest; Compassion, and Self-sacrifice**

I. INTRODUCTION

An organization's human resources play a critical role in determining its effectiveness. The effectiveness of human resources can be demonstrated because of the processes that run within the organization. Human resources are people who contribute their energy, talent, creativity, and effort to the organization (Indarwansyah, Niswaty, and Darwis 2019).

Achieved organizational goals can indicate that employ high-performance integrity. Performance relates to the goals of an organization (Ririhena, SW, & Alexander, P. 2018). The performance of public service organizations is the outcome of actions or programs that have been or will be accomplished in connection with the usage of a budget from an agency that can be measured for quantity and quality, that provides services to the public (Arifin Andiza, 2014

Public services are in the spotlight in the administration of the Indonesian government. This does not only occur in the scope of the Central Government and Regional Governments, but also in the scope of State-Owned Enterprises and Regional-Owned Enterprises. (Eliesy et al. 2017)

Public services are said to be good if they fulfill several principles of public interest, legal certainty, equal rights, the balance of rights and obligations, professional, participatory, equal treatment/discriminatory actions, transparency, accountability, facilities, and special treatment for vulnerable groups, punctuality, and speed, convenience, and affordability (Law Number 25 of 2009 about Public Services)

Public services provide opportunities for the community, it is not an easy thing to gather facts and offer the best explanation, demonstrating that the ideal of openness has not been fully realized. d (Tjilen, Lekatompessy, and Maturbongs 2021).

The absence of legal certainty and a feeling of communal justice in action demonstrates the incomplete implementation of the legal certainty principle. (Nengsih, Adnan, and Eriyanti 2019). Therefore, the principles of the public service law must be carried out seriously, so that public services can be carried out properly and will provide unique fulfillment for the community as the recipient of the service (Syahruddin, S. 2018).

Improved performance is the consequence of a system that works well, but it also rely on a human resources strategy that is successful in attracting and keeping committed, and motivated employees (Tjilen, AP, & Oja, H. 2019).

Motivation must be owned by every individual who can be judged whether he has full will and enthusiasm in his work (Fitriani, F., Tjilen, AP, & Serano, VR 2018). Work motivation is defined as a state within the individual that encourages his desire to carry out certain activities in order to achieve goals(Rahayaan, Tjilen, and Tambajong 2019). Motivation is also defined as a model in moving and directing employees to be able to carry out their respective duties in achieving goals

with full awareness, enthusiasm and responsibility (Sidanti, 2015: 48).

Perry and other researchers view that civil servants are characterized by a motivation to serve the public interest. They strongly desire to help the community and others, and they are dedicated to serving the public interest. (Budiyanti, Patiro, and Yamin 2019). Public Service Motivation (PSM) is a theory promoted by Perry in 1990, It is explained as "a person's propensity to respond to motives grounded primarily or uniquely in public institutions and organizations". or unique to those found in public institutions and organizations". The PSM theory promoted by Perry consists of 4 (four) variables, namely Attraction to Policy Making (APM), Commitment to the Public Interest (CPI), Compassion (COM) and Self-sacrifice (SS).

Research on service motivation at the Meteorology, Climatology and Geophysics Agency (BMKG) is an LPND (Non-Departmental Government Institution) whose task is to handle all matters concerning weather, climate, air quality, earthquakes and tsunamis, in to promote both public security and the achievement of national development, and play an active role at the international level. Poor performance will result in low quality of public services, which is very crucial for BMKG which is engaged in data and information services. BMKG is considered a very important agency because Indonesia is a country prone to natural disasters such as earthquakes, tsunamis, floods, hurricanes, droughts, tidal waves, and others.

II. LITERATURE REVIEW

The level of public service motivation can be identified through the theory proposed by James L. Perry, 1990, namely the theory of Public Service Motivation which consists of four variables, including: Attraction to Policy Making (APM), Commitment to Public Interest (CPI), Compassion (COM), and Self-sacrifice (SS).Apart from Perry, another researcher who plays an important role in the construction of PSM theory along with its variables and indicator scales, especially regarding the adjustment of its application in Asian countries, is Sangmook Kim. According to Sangmook Kim (2015) that PSM can be applied in Asian countries with some modifications, because there are cultural differences between Western culture (United States and Europe) and Eastern culture (Asia). Kim (2009 & 2011) in his research in Korea, tried to answer these doubts and developed a new indicator scale to measure NER, and then tested the revised PSM 14 indicator scale, and modified it again to 12 indicator scales, by removing PSM 10 and PSM 11 .

Hety Budiyanto et al. (2019) conducted a research on the PSM scale in Indonesia using the locations of big cities, namely Jakarta, Surabaya, Semarang, Makassar, and Medan. The results show that the data obtained from civil servants taken from various positions in five provinces confirms the relevance and validity of the four PSM variable scales with 10 indicator scales by removing PSM8 and PSM12, which is reflected in good overall face and construct validity, reliability, and adequate discriminant validity. Thus PSM with 10 indicator scales can serve as a a useful technique for obtaining empirical

data on crucial parts of public administration, particularly the factors that motivate people to serve.

Performance is a general term used for part or all of an organization's actions or activities over a certain period of time with reference to several standards such as past costs or projected costs, based on effectiveness, accountability or responsibility of directors, and so on (Bahrul, 2015). According to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform No. 1 of 2015 concerning Guidelines for Evaluation of the Performance of Public Service Providers which states that the performance indicators of public services can be seen from:

1. Public service standards are measures that indicate the presence or absence of standards that are used as guidelines for the execution of public standards and services for assessing service quality such as obligations and promises to the community of community service providers in the perspective of excellence, simplicity, and affordability and measurable services;

2. Service statement is a measure of whether the service organization has a complete written statement of obligations and promises in public service standards;

3. Community Satisfaction Survey is a measure that shows service provider organizations periodically (annually) conduct community satisfaction surveys with service providers who provide community;

4. Complaint Management is an indicator that measures the presence or absence of units and staff specifically dealing with complaints management in service organisations, complaint handling and mechanisms for resolving problems or monitoring improvement progress made towards various community courts;

5. Public Service Information System is a measure that shows the existence of systems and mechanisms of the public service information system (SIPP) and the accuracy and actualization of public service information provided by public service providers.

There is a claim that individuals with higher PSM also produce high performance (Kim, S. 2011). There is a positive relationship PSM can be expected on performance, because public service employees will be highly motivated and identified with the performance of their duties at work in a public context, will be more committed to achieving common goals, will be classified as producing good performance with high PSM (Awan, Sahar & Bel, Germa & Esteve, Marc. 2020).

The research framework model that explains the relationship between public service motivation on public service performance is as follows.

Figure 1. Thinking Framework Model
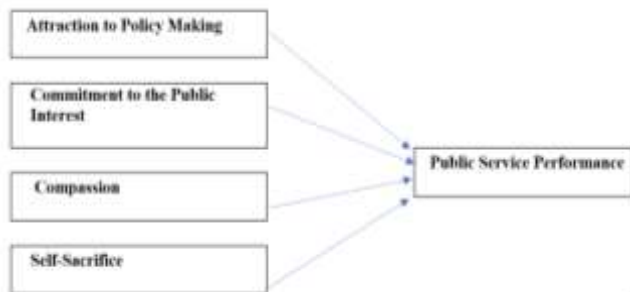
The hypothesis is a temporary answer whose truth must be tested, or a summary of theoretical conclusions, the hypothesis in this study is:

H01 = There is no influence betweenvariable Attraction to Policy Making in the theory of Public Service Motivation on public service performance

Ha1 = There is an influence betweenvariable Attraction to Policy Making in the theory of Public Service Motivation on public service performance

H02 = There is no influence betweenCommitment to the Public Interest variable on the theory of Public Service Motivation on public service performance

Ha2 = There is an influence betweenCommitment to the Public Interest variable on the theory of Public Service Motivation on public service performance

H03 = There is no influence between Compassion variable in Public Service Motivation theory on public service performance

Ha3 = There is an influence between Compassion variable in Public Service Motivation theory on public service performance

H04 = There is no influence between Self-Sacrifice variable in Public Service Motivation theory on public service performance

Ha4 = There is an influence between Self-Sacrifice variable in Public Service Motivation theory on public service performance

III. RESEARCH METHODS

The method used in this research is quantitative research. Quantitative research is research that focuses on analyzing data in the form of numbers, which are then analyzed using statistical methods. (Sugiyono, 2011) The type of quantitative research used is causality research (cause and effect). Causality research is a study used to examine and explain the causal relationship between independent variables and the dependent variable in a study (Sekaran and Bougie, 2013, 98). Causality research uses empirical methods by controlling for independent variables that will affect the dependent variable in the expected situation.

The population in this study came from all employees within the scope of BMKG in Papua and West Papua. There are 23 BMKG work units in the Papua and West Papua regions, consisting of 1 (one) BMKG Center, 15 Meteorology Stations, 3 (three) Climatology Stations, 3 (three) Geophysics Stations, and 1 (one) Global Atmospheric Station. Watch (Global Atmosphere Monitor). The sampling technique in this study is to use the purposive sampling technique, namely sampling by limiting it to certain criteria. The purpose of using this technique is to be able to provide representative results in the study population. In this study, a sample with the following criteria will be used:

1. Active employees from 23 BMKG work units in Papua and West Papua (population).
2. Employees who are directly involved in public services.

According to Sugiyono (2011) the dependent variable is influenced by the independent variable, whereas the independent variable influences the dependent variable. . The independent variables in this study are the variables in the theory of Public Service Motivation, namely Attraction to Policy Making (APM), Commitment to the Public Interest (CPI), Compassion (COM), and Self-Sacrifice (SS). While the dependent variable in this study is the performance of public services. The research variable indicators are described in the following table.

Table 1. Indicators of Research Variables

	Variable	Source	Indicator
Independent Variable	Attraction to Policy Making	Hety Budiati et al. (2019)	1) I am interested in making a public program that is useful for my country or the agency where I am 2) Sharing my views on public policy with others is an interesting thing for me 3) Seeing people benefit from public programs in which I am deeply involved gives me great satisfaction
	Commitment to the Public Interest		4) I consider public service as my civic duty 5) Public service means a lot to me. 6) I prefer to see public officials do what is best for the whole society even though it does not benefit him, even tends to harm him

			7) It's hard for me to contain my feelings when I see people in distress 8) I feel sympathy for the suffering of the underprivileged
	Compassion		
	Self-Sacrifice		9) I am ready to make great sacrifices for the good of society 10) I am confident in putting the task above myself
Dependent	Public	Jafar (2018)	1) I always try to work according to the quality standards that have been set. 2) I always try to complete tasks with full sense of responsibility to achieve maximum results. 3) I always give ideas for the progress of the institution. 4) Knowledge of work can help me in overcoming problems that arise at work. 5) In completing my work, I always take the initiative to ask for directions from my superiors. 6) I have a good leadership spirit. 7) I always try to finish work ahead of time so I can do the next job. 8) Lateness affects the quality of my work. 9) I am able to communicate well between co-workers 10) I am able to cooperate well in completing work
Variable	Service Performance	Andi Kafrawi	

IV. RESULTS AND DISCUSSION

Respondents in this study came from all employees within the scope of BMKG in Papua and West Papua. The following is an illustration of the identity of the respondents from the origin of the work unit.

Table 2. Research Results

Model	B	Std. Error	Beta	t count	Sig.
☐	0.778	0.323			0.018
APM	0.133	0.058	0.200	2.315	0.023
CPI	0.238	0.078	0.317	3.039	0.003
COM	0.242	0.075	0.282	3.209	0.002
SS	0.090	0.050	0.144	1,795	0.076
R = 0.691 R2 = 0.478 AdjustedR2 = 0.456				Sig. F count = 9,305 x 10-13	

The magnitude of the correlation coefficient (R) is 0.691, then the relationship between the two variables is classified as a strong relationship level. The value of the coefficient of determination (Adjusted R²) is 0.456, it means that the ability of the independent variables in this study to affect the dependent variable by 45.6%, while the remaining 54.4% is explained by variables other than the independent variables in the study.

1. The influence of the Attraction to Policy Making (APM) variable on the performance of public services
    The results showed that the Attraction to Policy Making (APM) variable in the theory of Public Service Motivation had a positive and significant effect on the performance of public services with a regression coefficient of 0.133 and a significance level of 0.023. This shows that the indicators in this variable will positively improve the performance of public services in the scope of employees at the BMKG in the Papua and West Papua regions.
2. The influence of the Commitment to the Public Interest (CPI) variable on the performance of public services

The results showed that the variable Commitment to the Public Interest (CPI) in the theory of Public Service Motivation had a positive and significant effect on public service performance with a regression coefficient of 0.238 and a significance level of 0.003. This shows that the indicators in this variable will positively improve the performance of public services in the scope of employees at the BMKG in the Papua and West Papua regions.

3. The effect of the Compassion (COM) variable on the performance of public services
    The results showed that the variable Compassion (COM) in the theory of Public Service Motivation had a positive and significant effect on the performance of public services with a regression coefficient of 0.242 and a significance level of 0.002. This shows that the indicators in this variable will positively improve the performance of public services in the scope of employees at the BMKG in the Papua and West Papua regions.
4. The influence of the Self-Sacrifice (SS) variable on the performance of public services
    The results showed that the self-sacrifice (SS) variable in the theory of Public Service Motivation was the only variable that had no effect on public service performance with a regression coefficient of 0.090 and a significance level of 0.076.

Table 3. Research on the SS. variable

PSM Variable SS	t table	t count	Sig.
PSM9	1988	1.154	0.251
PSM10	1988	3.805	2.48 x 10-4

Further research on this variable shows that the PSM9 indicator in this variable is not suitable to be applied in the scope of BMKG employees in the Papua and West Papua regions. This variable will have a positive and significant impact on the performance of public services if the PSM9 indicator is removed. This is because the PSM10 indicator has a very good value and has a positive effect on the performance of public services.

V. CONCLUSION

The theory of Public Service Motivation promoted by James L. Perry can represent how much influence the motivation of public services has on the performance of public services in the scope of employees in Papua and West Papua. Overall, the theory of Public Service Motivation has a positive effect on the performance of public services by 0.778 with a significance level of 0.018.

The variables of Attraction to Policy Making (APM), Commitment to the Public Interest (CPI), and Compassion (COM) have a positive and significant effect on the performance of public services. Meanwhile, the Self-Sacrifice (SS) variable is a variable that has no influence on the performance of public services. However, further research shows that if the PSM9 indicator (I am ready to make great sacrifices for the good of society) on the Self-Sacrifice (SS) variable is removed,this variable will have a positive and significant influence on the performance of public services. This is because the PSM10 indicator (I am confident in placing the task above myself) has a very good value and has a positive effect on the performance of public services.

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