Improving Performance: Motivation of Public Service Officers and their Commitment  
*Case Study of SAMSAT Mappanyukki Makassar*

Guswandi 1*, Idayanti Nursyamsi 2, Sumardi 3, Hardiyono 4

1 One-stop Administration Services Office (Samsat); guswandi19a@student.unhas.ac.id
2 Faculty of Economics and Business, Hasanuddin University; idayanti_uh@yahoo.com
3 Faculty of Economics and Business, Hasanuddin University; sumardilasise@gmail.com
4 Student in Doctoral Program, Faculty of Economics and Business, Hasanuddin University; thyonri@gmail.com

* Correspondence author: guswandi19a@student.unhas.ac.id

**Abstract**

This research aims to see the performance condition of employees who are influenced by the commitment and motivation of public service in the One-stop Administration Services Office called SAMSAT Mappanyukki Makassar in the event of Pandemic Covid-19 which demands a large-scale social restriction. This research uses a questionnaire whose data will be processed using the SmartPLS application using the path analysis method. The results found that the motivation of public service and commitment has an effect on employees’ performance amid large-scale social restrictions. The limitations in this study are that there is no discussion group forum that collects employees because conditions do not support.

**Keywords**: covid-19; employee performance; motivation for public service; work commitment

**INTRODUCTION**

At the time of pandemic Covid-19, the government imposed large-breasted social constraints. Large-scale social restriction (PSBB) is the term of health in Indonesia which refers to the restriction of certain activities of the population in an area suspected of disease and/or contaminated in such a way as to prevent the possibility of spreading the disease or contamination. PSBB aims to prevent the widespread spread of public health emergency diseases that are occurring between people in a particular region. The Status of PSBB is established by Minister of Health. The fewest PSBB covers the school and workplace, restrictions on religious activities, and/or restrictions on activities in place or public facilities (Wikipedia, 2020).

In order to prevent the spread of Corona viruses, the line of Samsat Makassar has been taking strategic efforts. One of them is by implementing the survey of prevention and screening for visitors (Http://lintasterkini.com/, 2020). This activity is simultaneously conducted in Samsat Region 1 and Region 2. This is the instruction and instruction from the then Polda Sulsel Commissioner Pol Frans Sentoe (Http://lintasterkini.com/, 2020).

Large-scale social restrictions will have an impact on the performance of government institutions officers. Jhon Soeprihanto (2008:7) who was quoted by Sudarman (2018). Now, the performance of an employee as a result of the work process of an employee both in quantity and quality based on the basic task of function at a certain period of the outcome compared to the standard, target, target or criteria set by the organization. Furthermore, the opinion of Moeheronio (2012:96) in the study Sudarman (2018). Explain performance as well as the work that can be achieved by a person in an organization, both quantitatively or qualitatively, in accordance with the authority and duties of the responsibility legally, not violate the law, and in accordance with moral or professional ethics.
A successful and effective organization is an organization with individuals who have good performance (Hardiyono, Hamid, & Yusuf, 2017). Employee performance can also be interpreted as the ability of an officer to carry out the assigned task based on quality standards as well as in quantity (Junaidin et al., 2019; Fatma et al., 2020). The performance of a public service officer is not separated from external and internal aspect (Ardian, Laba, & Aswan, 2017). In internal aspect, it include competency of human (Maharani, Maupua, & Aswan, 2020) and their motivation where the quality of public services can demonstrate the performance of after as well as the individual performance of the employees a governmental institutions engaged in community service (Pahlawan, Laba, Pakki, & Hardiyono, 2019).

Motivation of public service can encourage an employee to provide the best service to the community, because the motivation of public service is a tendency that arises in a person to provide a service based on the interests of others and to contribute their gifts to the welfare of the community (Imala, 2017). According to Kim and Vandenabeele in research Imala (2017). Motivation of public service is formed by the foundation of self-sacrifice officer in providing service so that the greater motivation of public service in the individual and the greater is also the taste and sacrifice to provide service to the community.

The next factor that affects the performance of employees in charge of serving the community is the commitment (Mustika, 2019). Employee commitment is an attitude or form of loyalty demonstrated by an employee to the organization and intends to maintain membership in the organization as an attitude, the organization's commitment is a strong desire or motive to remain a member of the organization, a desire to demonstrate a high level of effort on behalf of the organization, and a strong belief in accepting organizational values, to create a good employee performance for the organization (Mustika, 2019).

LITERATURE REVIEW

Employee Performance

Employee performance can be made as achievement and result of implementation of a series of tasks (Hardiyono et al., 2017). An employee performs well when able to complete the same work or exceed the standards or criteria set together in the organization. A successful and effective organization is an organization with a well-performing individual.

Employees who work in an organization with good performance then the effectiveness or success of an organization will be achieved. To know the success in carrying out the work needs to be done performance assessment. The goal is to provide even as an effort to increase organizational productivity. Employee performance is an important aspect of human resource management (Sari, Sjaharuddin, & Razak, 2016).

Kumorotomo (1996) in Zulaikah (2019) use several criteria to be used as guidelines in assessing the performance of public service organizations, among others are efficiency, effectiveness, justice, responsiveness.

Motivation for Public Service

Motivation of public service can encourage an employee to provide the best service to the community, because the motivation of public service is a tendency that arises in a person to provide a service based on the interests of others and to contribute their gifts to the welfare of the community (Imala, 2017). Motivation will be an encouragement in a person to perform or work on something activities or tasks with the most to achieve achievement (Fatma et al., 2020).

According to Kim and Vandenabeele in research Imala (2017), motivation of public service is formed by the foundation of self-sacrifice officer in providing service so that the greater motivation of public service in the individual and the greater is also the taste and sacrifice to provide service for the welfare of the people. Premo (2018) explaining that the motivation of public service can also be definable as a set of motives that can move an employee to be able to benefit others with motives...
such as rational motive, motif based norms, affective motif.

Did Negara et al., (2012) public service motivation (PSM) public sector officials in four dimensions, consisting of:

1. Interest in making public policy (attraction to public policy making), this dimension relates to the motivation to achieve achievements that allow individuals to achieve inner or personal satisfaction.
2. Responsibility to the public interest and obligations as a citizen (commitment to public interest and civic duty), this dimension relates to the desire to serve the public that is driven by sincere belief and compassion on social interests.
3. Sympathy (compassion), this dimension is characterized by the desire to help others, the nature of the importance of others, the attitude of feeling other people's feelings, and other social desires.

Self-sacrifice, this dimension relates to the attitude of love towards homeland, responsibility to duty, and loyalty to the state, high awareness to share and sacrifice for the sake of the organization's survival

Commitment

Strong organizational commitment in individuals will cause individuals to strive to achieve organizational objectives and willingness to exert efforts on behalf of organizations to improve managerial performance (Chairunnisa, 2019).

The sense of employee commitment is the sense of identification, involvement and loyalty expressed by an employee of the organization. Employee commitment is a condition where employees are very interested in their objectives, values, and organizational goals. A commitment to the organization means more than just a formal membership, as it includes an attitude of liking to organizations and a willingness to strive for a high level of effort for organizational purposes for the achievement of objectives.

Employee commitment is the level in which a person identifies with the company and its objectives and is one of the attitudes that reflects the feelings or dislikes of an employee in the company where he or she works and wishes to maintain membership in the organization, because the employee's commitment is a dimension of important behavior that can be used to assess the employee's tendency, identification and involvement of a relatively strong (Joko, 2007). John Meyer and Natalie Allen in Kreitner and Kinicki (2014:165) and research Erawati & Wahyono (2019) i.e. affective commitments, normative commitments, ongoing commitment.

RESEARCH METHOD

This research is a quantitative study conducted by spreading the questionnaire using a five Likert Scale to 37 civil state apparatus which served in the scope of SAMSAT Mappanyukki Makassar when the condition of pandemic Covid-19 and social restriction of large-scale as a form of government program. This scale has been widely used by researchers, including (Aswan, 2017). Data of the questionnaire was processed using SmartPLS software with methods of analysis to know the relationship between the variables studied. In addition to the questionnaire, data was obtained from the study of the Library of previous research journals and online news that became the supporting data of this research

RESULT AND DISCUSSION

From 37 of the distributed questionnaire, 36 charged questionnaire and then carried out the validity exam and reusability with the following results.
Makassar has a significant impact on the commitment and implications on employee performance. Where commitment can be a variable of mediation with significant influence. This shows that the motivation of public service has a significant impact on employee performance caused by large-scale social restriction conditions making the service not running normally as usual. Further, that is commitment to performance. Testing of the theorized hypothesis is the influence of mediation commitment from the motivation of public service to employee performance where commitment can be a variable of mediation with significant influence. This shows that the motivation of public service owned by the employees of SAMSAT Mappanyukki Makassar has a significant impact on the commitment and implications on employee performance.

In the table above, you can see that all of the variable composition indicators have been declared valid. The variables studied are also in the reliability category so that further can be done hypothesis testing with the following results:

### Table 1. Validity and Reusability Test

<table>
<thead>
<tr>
<th>Construct</th>
<th>Loading Factor</th>
<th>Description</th>
<th>Variables</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1.1 &lt;-- Motivation for Public Service</td>
<td>0.870</td>
<td>Valid</td>
<td>Motivation for Public Service</td>
<td>Reliable</td>
</tr>
<tr>
<td>X1.2 &lt;-- Motivation for Public Service</td>
<td>0.836</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X1.3 &lt;-- Motivation for Public Service</td>
<td>0.752</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X1.4 &lt;-- Motivation for Public Service</td>
<td>0.744</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y1.1 &lt;-- Commitment</td>
<td>0.664</td>
<td>Valid</td>
<td>Commitment</td>
<td>Reliable</td>
</tr>
<tr>
<td>Y1.2 &lt;-- Commitment</td>
<td>0.882</td>
<td>Valid</td>
<td>Employee performance</td>
<td>Reliable</td>
</tr>
<tr>
<td>Y1.3 &lt;-- Commitment</td>
<td>0.698</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y2.1 &lt;-- Employee performance</td>
<td>0.795</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y2.2 &lt;-- Employee performance</td>
<td>0.892</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y2.3 &lt;-- Employee performance</td>
<td>0.632</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y2.4 &lt;-- Employee performance</td>
<td>0.834</td>
<td>Valid</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: SmartPLS (2020)

According to table 2 above, it can be seen that out of the four hypotheses, three of which were accepted with significant influential conditions while a hypothesis was rejected that influence the motivation of public service to employees' performance.

The motivation of public service has a significant impact on the commitment that when the condition of pandemic Covid-19 and large social restrictions give not an obstacle for employees to keep their organizational commitments. The results of the subsequent hypothesis testing the motivation of public service to employee performance.

The motivation of public services owned by employees has not been able to have a significant impact on employee performance caused by large-scale social restriction conditions making the service not running normally as usual. Further, that is commitment to performance. Based on the results of interviews conducted on the head of the administration of Samsat Mappanyukki Makassar that the employee continues to have motivation service but with a condition that is less conducive to influence their performance when compared with normal conditions but it does not mean that the performance of the current employees is worse because they still give the best to the organization.

With a good commitment and wakefulness will have a significant impact on employee performance because of the maintained commitment can help employees to maximize their performance despite being in a condition that does not support. Testing of the theorized hypothesis is the influence of mediation commitment from the motivation of public service to employee performance where commitment can be a variable of mediation with significant influence. This shows that the motivation of public service owned by the employees of SAMSAT Mappanyukki Makassar has a significant impact on the commitment and implications on employee performance.

### Table 2. Hypothesis Test

<table>
<thead>
<tr>
<th>Hypothesis</th>
<th>Coefficient</th>
<th>T Statistic</th>
<th>P Values</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motivation for public service =&gt; Commitment</td>
<td>0.738</td>
<td>10.285</td>
<td>0.000</td>
<td>Accepted</td>
</tr>
<tr>
<td>Motivation for public service =&gt; Employee Performance</td>
<td>-0.384</td>
<td>1.532</td>
<td>0.126</td>
<td>Rejected</td>
</tr>
<tr>
<td>Commitment =&gt; Employee Performance</td>
<td>0.845</td>
<td>2.665</td>
<td>0.008</td>
<td>Accepted</td>
</tr>
<tr>
<td>Motivation for public service =&gt; Commitment =&gt; Employee Performance</td>
<td>0.624</td>
<td>2.433</td>
<td>0.015</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

Source: SmartPLS (2020)
CONCLUSION

Based on the results of data processing dissemination of the questionnaire, the conclusion that can be withdrawn from the results of the research is the motivation of public service can have a significant impact on the commitment but not directly to the enhancement of performance in the middle of the pandemic condition Covid-19. As for the commitment to impact performance and increase the time as a variable of mediation from the motivation influence of public services to employees' performance.

REFERENCE


