

The Effect of Motivation, Job Satisfaction and Work Ability on the Performance of Civil Servants at the Office of Population and Civil Registration of East Kutai Regency

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ABSTRACT

The purpose of this study is to determine the significant influence of: (1) Motivation on ASN performance at the East Kutai Regency Office of Population and Civil Registration, (2) Job Satisfaction on ASN performance at the East Kutai Regency Office of Population and Civil Registration, and (3) Work Ability on ASN performance at the East Kutai Regency Office of Population and Civil Registration Service. A total of 36 employees from the East Kutai Regency Office of Population and Civil Registration made up the study's population. The sample used in this study was a saturated sample (census), meaning that the full population was taken into account. The analysis method combines the classical assumption test with multiple linear regression. The analysis's findings were as follows: (1) Questionnaire variables for motivation, satisfaction, aptitude, and ASN performance were deemed valid. The results of the reliability test are reliable, (2) the multicollinearity test passes the test, passes the heteroscedasticity test, passes the autocorrelation test, and passes the normality test. The results of the analysis show: motivation, satisfaction and work ability partially have a significant effect on ASN performance at the Office of Population and Civil Registration of East Kutai Regency.

Keywords: motivation, satisfaction, work ability and ASN performance

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I. INTRODUCTION

The period of globalization in the information, telecommunications, trade, industry, and other sectors increases the significance of human resources since the future is no more a sequence of linear lifetimes. In the future, everything that people currently consider to be impossible will become a reality. The growth of human resources is crucially important, along with the development and improvement of technology. As the market for goods and services becomes more competitive, qualified human resources are required to be able to predict these changes as effectively as feasible.

Human resource management, according to Ardana (2012: 5), is the process of successfully and efficiently using human resources through the planning, activation, and control of all values that develop into human strengths. Based on this definition, it can be inferred that human resource management is the use of human resources within the organization. This is accomplished through the activities of human resource planning, recruitment and selection, development of human resources, career planning and development, compensation and welfare, safety and occupational health, and industrial relations.

With societal advancement comes a need for government agencies to offer more services. It is necessary for government employees working in bureaucratic organizations to be able to materialize themselves as top-tier human resources. Given that public personnel are both servants of the State and of the community, and that the community expects outstanding service from them, this is absolutely necessary. Employee motivation and capacity for labor are just two of the many variables that affect employee performance. These human resources are known as civil servants (PNS) in government organizations. In the era of regional autonomy, it is important to have officials who can serve the community.

The definition of work motivation, according to Malayu S.P Hasibuan (2017: 143), is "giving a driving force that develops passion for someone's work so that they desire to work together, work successfully, and integrate with all their efforts to attain fulfillment." It is obvious that the major reason someone joins different groups as a means of making a living is to satisfy a variety of requirements, including increasingly complex political, economic, social, and other needs.

Work motivation has a favorable and considerable impact on employee performance, according to the findings of earlier studies on the topic conducted by Natalia Susanto (2019), Samsul Arifin et al. (2018),

Nurhaedah et al. (2018), and Imam Ghozali (2017). Emilda Dwi Pratiwi (2018), Yuliana (2017), and Garry Surya Changgriawan (2017) claim that the three researchers came to different conclusions, determining that there is no discernible relationship between employee performance and motivation.

Job satisfaction is a reflection of a person's attitudes or feelings toward his or her work, regarding prospects for advancement, regarding relationships with coworkers, regarding management, and regarding feelings of satisfaction with the work itself (Titisari, 2014:18). Instead of behavior, job satisfaction reflects character. When employees perform their particular jobs, Handoko (2012: 193) explains that job satisfaction is a positive emotional state. Therefore, if an employee is happy with the outcomes of his work, so will his performance.

This has been demonstrated by studies done by Natalia Susanto (2019), Indra Suryadi (2018), Samsul Arifin et al. (2018), Imam Ghozali (2017), and Garry Surya Changgriawan (2017), the results of which all state that there is a positive and significant influence between the level of job satisfaction and employee performance, i.e., the higher the level of job satisfaction felt by employees, the higher the performance will be. The findings of research by Erline Kristine (2017) indicate that job satisfaction has a negative and significant impact on employee performance, whereas research by Noer Hanifah (2016) indicates that job satisfaction does not have a significant impact on employee performance. This means that as job satisfaction rises, performance will also fall.

It is believed that it can impact employee performance, namely work ability, in addition to motivation and job satisfaction. Ability, according to Robbins and Judge (2011: 67), refers to a person's capacity to carry out a variety of job-related duties. Ability is the potential a someone has to perform something, which determines whether they will be able to do the task or not. The effectiveness of employees in a company is determined by their work competence. The performance of an organization's personnel has a big impact on how well and competently it handles its work. Therefore, a worker's capacity to do the job well depends on their capacity to do so.

Employee performance has a substantial impact on employee performance, according to research by Nurhaedah at el. (2018) and Imam Ghozali (2017). Responsible employees can alter the quality of their work to meet expectations and are more responsible in their fields of work. Alan Hidayat Setiawan at al. (2017) found no evidence of a significant relationship between work ability and employee performance, however Ni Luh Sekartini (2016) found a negative and substantial relationship between work ability and employee performance.

The government is still working to organize public services today. However, it is believed that the outcomes are still subpar and that public services are still not being implemented as intended in a number of service areas, particularly those that deal with the fulfillment of civil rights and societal demands. The existence of different public complaints distributed through the media serves as evidence of this. The collusive nature, lack of information, constrained facilities, and opaque service mechanisms still exist, along with the complex, opaque service procedures and mechanisms. Public goods and services, which are in theory the responsibilities and obligations of the government that must be carried out and achieved, can both be viewed as forms of public services. The primary responsibility and task of the government is to carry out and realize public service.

The performance and image of the bureaucracy, which has not been able to grant the wishes of many people, are directly tied to a number of issues in the current bureaucratic environment. The need for a more efficient, effective, and KKN-free state apparatus, as well as a system that is transparent, accountable, and participatory, still calls for a unique answer. This is related to the declining public faith in government as well as the bureaucracy's declining reputation and performance. Furthermore, public service is defined by Ridwan and Sudrajat (2010: 19) as "a service offered by the government as a state organizer for its people in order to meet the needs of the community itself and has the goal of increasing people's welfare."

Ensuring that citizens who visit the Dukcapil Office have brought the necessary documentation and can process their issuance right away by disseminating all application forms/blanks and requirements for obtaining population and civil registration documents to sub-districts, villages, and district office. Additionally, socialization is necessary for initiatives to raise the caliber of population services. Every year, activities are carried out to directly socialize population policies in all sub-districts with the goal of raising public awareness of the importance of having population documents. Participants in the socialization activities include sub-district officials, District Office/Village leaders, and heads of neighborhoods/hamlets. Good performance from the governmental apparatus is necessary to improve public services. This is consistent with studies by Makkasau (2019) and Wowor et al., (2019), the findings of which demonstrate a strong correlation between employee performance and the caliber of public services.

As an administrative body responsible for managing civil registration and population registration, the Office of Population and Civil Registration of East Kutai Regency provides operational public service. The implementation of population registration and civil registration is governed by Regional Regulation Number 51 of 2012. The East Kutai Regency's Department of Population and Civil Registry must be prepared to support government and development initiatives through institutional support that is in line with the requirements of

population development itself. Because of this, employers require people who can handle providing high-quality public services.

According to the study, confusing services and a lack of community support for maintaining demographic data are to blame. Users of services are never made aware of the timeliness or price of services. This occurs because service policies never set forth the responsibilities of service providers or the rights of customers. In the meanwhile, all preparations and the issue of population documentation are free of charge in accordance with Article 79A of Law 24 of 2013 about Amendments to Law 23 of 2006 concerning Population Administration (free). Procedures often solely govern citizens' responsibilities while dealing with service units. Residents are encouraged to pay extortion to officers in order to gain service certainty right away because of the extremely high uncertainty. Uncertainty may also influence citizens' decisions to outsource their service needs rather than handle them themselves. In addition to uncertainty, service discrimination is another issue that can be easily identified in practically every public service. Even bureaucratic officials confess that while offering services, they always take friendship, political affiliation, ethnicity, and religion into account.

In practically every public service unit, it is still extremely simple to uncover a variety of unethical behaviors in the provision of public services, including service insecurity, extortion, and disregard for the rights and dignity of service users (Tjokroamidjojo, 2001: 107-108). Situations like this are undoubtedly depressing because political reforms have not improved the standard of public services, despite community expectations that regional autonomy would do so. These expectations, however, are still a long way from becoming a reality.

II. LITERATURE REVIEW

Business Performance

Wibowo (2014: 7) claims that the term "performance" derives from the words "job performance" or "real performance," which refers to someone's actual work performance or accomplishment. The definition of performance, also known as "work achievement," is the outcome of quality and quantity of work completed by an employee while performing the duties assigned to him/ her. Job performance relates to how individuals perform in their job duties. In addition to training and natural ability (like dexterity or an inherent skill with numbers), job performance is impacted by workplace environment factors including physically demanding tasks, employee morale, stress levels, and working extended hours. Overall, business performance can be defined as the ability of a business to implement a strategy to achieve organizational objectives and is considered as an important tool for businesses to analyze how effective management is at achieving business goals.

Motivation

According to Hasibuan (2013: 141) "Motivation comes from the Latin word *movere* which meaning encouragement or movement," according to some academics. The exclusive focus of motivation in management is on employees in general and subordinates in particular. Motivation concerns how to focus the strength and potential of subordinates to encourage them to collaborate effectively in order to succeed in accomplishing and fulfilling set goals. Finally, motivation (motivation) is defined by Danim (2012: 2) as "strength, encouragement, need, enthusiasm, pressure, or psychological mechanisms that motivate a person or group of individuals to achieve certain objectives according to what they want." A general definition of motivation is the psychological force that generates complex processes of goal-directed thoughts and behaviors. These processes revolve around an individual's internal psychological forces alongside external environmental/contextual forces and determine the direction, intensity, and persistence of personal behavior aimed at a specific goal(s). In the work domain, work motivation is "a set of energetic forces that originate within individuals, as well as in their environment, to initiate work-related behaviors and to determine their form, direction, intensity and duration". As mentioned, work motivation is derived from an interaction between individual differences and their environment (e.g., cultural, societal, and work organizational). In addition, motivation is affected by personality traits, needs, and even work fit, while generating various outcomes and attitudes, such as satisfaction, organizational citizenship behaviors (OCBs), engagement, and more.

Job satisfaction

Job satisfaction, in Handoko's words (2013: 193), is a positive emotional state in which workers view their employment. Job satisfaction is a reflection of how someone feels about their employment. Employees' positive attitudes regarding their jobs and everything else experienced at work are indicative of their job satisfaction.

Additionally, "an effectiveness or emotional response to many areas of work" can also be used to define job satisfaction (Kreitner and Kinicki, 2010: 136). "Emotional states that are favorable or unfavorable with regard to how employees view their employment" (Handoko, 2013: 166). Job happiness is "a method to

actualize oneself, so that employees will reach psychological maturity.” In the event that contentment is not attained, there is a chance that employees would become irritated (Handoko, 2013: 166).

Work ability.

Ability is “an individual capacity to accomplish multiple activities in a career,” according to Robbins (2015: 46). This work capacity typically takes the shape of knowledge, which encompasses all that has ever been learned, competence, which is based on specific work procedures, and attitude, which is how one reacts to other people. Work Ability is a comprehensive and contemporary approach to understanding and managing wellbeing in the workplace. Work Ability goes beyond traditional workplace interventions by assisting individuals to manage their own wellbeing, now and in the future, to make sure workers are able to work at their best and retire healthy.

Additionally, Mangkunegara (2011: 67) claims that psychologically, ability (ability) comprises of prospective ability (IQ) and actuality (knowledge and skill), i.e., employees have above-average IQs, have received the necessary training for their positions, and are skillful in their everyday work. Today, achieving peak performance is simpler. The words "ability" and "capable" are derived from the same root and denote strength, competence, and aptitude respectively.

Hypothesis

To achieve something wanted, a person needs to be motivated by a power that can come from within or from the outside (Daft, 2010: 373). According to Kasmir (2016: 190), if employees receive significant encouragement from within or outside of themselves (for example, from the company), they will be encouraged to do a better job in order to improve their performance. This is corroborated by studies by Natalia Susanto (2019), Indra Suryadi and Sugito Efendi (2018), Samsul Arifin et al (2018), Nur Haedah et al (2018), Imam Ghozali (2017), and Ni Luh Sekartani (2016), all of which found a strong correlation between job motivation and employee performance. The concept of motivation has a central position across the field of psychology. Motivation is about our choices: where we expend energy and how we prioritize. These choices are especially relevant in the world of work. Being highly motivated at work means we try harder to do our best. Sometimes we are motivated by external factors such as how much we're being paid, the benefits we are receiving through work, or whether we receive recognition from a supervisor or positive feedback. Work motivation has a direct impact on our performance. The following assumptions were developed based on past research, work motivation theories, and studies on the relationship between work motivation and employee performance:

H1: motivation has a significant effect on the performance of civil servants at the Office of Population and Civil Registration of East Kutai Regency.

Job satisfaction is described by Sutrisno (2017: 74) as “an employee's attitude toward work connected to cooperation, work settings, as well as rewards/bonuses earned at work, and matters relating to physical and psychological components.” When workers perform their particular professions, they are said to be in a happy emotional state, according to Handoko (2012: 193). As a result, an employee's performance will rise if he is happy with the outcomes of his labor. This is corroborated by studies done by Natalia Susanto (2019), Emilda Dwi Pratiwi and Tri Palupi Robustin (2018), Indra Suryadi and Sugito Efendi (2018), Samsul Arifin et al (2018), Imam Ghozali (2017), and Garry Surya Changgriawan (2017), all of which found a significant correlation between job satisfaction and worker performance. Employee effort is an important factor that determines an individual performance will be. When an employee feels a satisfaction about the job, he/she is motivated to put greater effort to the performance. Then it tends to increase the overall performance of the organization. In other words, a satisfied individual employee and his effort and commitment are crucial for the successfulness of the organization. The following hypothesis is derived from prior studies on the relationship between employee performance and work satisfaction:

H2: Job satisfaction has a significant effect on the performance of civil servants at the Office of Population and Civil Registration of East Kutai Regency.

Paul Hersey and Blanchard (1986:68) proposed three sorts of fundamental talents that must be held, both as managers and as executors, in relation with the concept of ability, skills, or employee expertise, including: (1) Technical skills (technical skills) are those that can be acquired via experience, education, and training that allow a person to use the information, methods, procedures, and equipment necessary to perform a particular job. (2) social abilities (social skills) comprise the capacity to work with others, including the application of successful leadership and a comprehension of motivation, (3) Conceptual skills The capacity to comprehend the complexity of the organization as a whole is referred to as conceptual skills. These skills enable one to operate in agreement and harmony with the organization's objectives as a whole as opposed to solely on the basis of the objectives and integrity of the group itself. Ability is the capacity of a person to master competence in carrying out numerous activities in a work, so that a person with high ability will perform better. Research by Nur Haedah et al., (2018) and Imam Ghozali (2017), which asserts that job ability has a major impact on employee

performance, supports this claim. The following hypothesis is derived from the relationship between work ability and employee performance and earlier research:

H3: Work ability has a significant effect on the performance of civil servants at the Office of Population and Civil Registration of East Kutai Regency.

Research Design

This study's methodology employs an associative type and a quantitative approach. The purpose of quantitative associative design is to identify the associations that exist between different variables. The population in this study consisted of all 36 employees of the East Kutai Regency's Office of Population and Civil Registration. The population of this study, which consisted of 36 employees, was not very big, thus samples were obtained from the entire population using the census approach.

Data Analysis

In this study, multiple linear regression with the intervening model is used to analyze data to understand how company strategy affects boosting business value through a competitive advantage approach. The use of the regression model with the intervening model as a research model is known as regression analysis with the intervening model.

III. RESEARCH RESULT

Results Of Multiple Linear Regression Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.198	2.758		.434	.000
Motivation (X1)	.457	.118	.394	3.878	.000
job satisfaction (X2)	.738	.535	.672	1.379	.007
Work ability (X3)	.238	.361	.052	1.105	.017

a. Dependent Variable: ASN Performance (Y)

Source: Primary data processed, 2022.

The results showed that motivation has a significant effect on ASN performance with a p value of $0.006 < 0.05$, then H_0 is rejected so that H_1 which states motivation has a significant effect on ASN performance at the East Kutai Regency Population and Civil Registration Service is accepted.

The findings of this study are consistent with those of studies by Natalia Susanto (2019), Indra Suryadi and Sugito Efendi (2018), Samsul Arifin et al., (2018), Nur Haedah et al., (2018), Imam Ghozali (2017), and Ni Luh Sekartani (2016) that found a strong correlation between motivation and performance.

The results showed that job satisfaction has a significant effect on ASN performance with a p value of $0.007 < 0.05$, then H_0 is rejected so that H_2 which states job satisfaction has a significant effect on ASN performance at the Office of Population and Civil Registration of East Kutai Regency is accepted.

Research by Natalia Susanto (2019), Emilda Dwi Pratiwi and Tri Palupi Robustin (2018), Indra Suryadi and Sugito Efendi (2018), Samsul Arifin et al (2018), Imam Ghozali (2017), and Garry Surya Changgriawan (2017) is supported by the findings of this study. Garry Surya Changgriawan's research from 2017 also found a significant relationship between work discipline

The results showed that work ability has a significant effect on ASN performance with a p value of $0.017 < 0.05$, then H_0 is rejected so that H_3 which states work ability has a significant effect on ASN performance in the Office of Population and Civil Registration of East Kutai Regency is accepted.

This study backs up other studies by Imam Ghozali (2017) and Nur Haedah et al., (2018) that found a substantial connection between the work environment and employee performance.

The results of this study explain that there is a significant influence between motivation, satisfaction and work ability on the performance of ASN at the Office of Population and Civil Registration of East Kutai Regency. Work motivation is an attitude that develops in a person from both the inside and the outside, encouraging them to take action using their talents and abilities to accomplish the planned goals. ASN in the

Population and Civil Registration Office of East Kutai Regency must pay more attention to intrinsic gifts in the form of completion and achievements/achievements that make me satisfied at work if they want to boost their motivation. Motivated employees are an asset to an organization, they are directly proportional to an organization's success. Therefore, employee motivation is intangible, difficult to measure, and extremely difficult to control, but very easy to facilitate if done right. It's all about intention, intensity, and perseverance.

Employment satisfaction refers to how someone feels about their job in terms of possibilities for career progression, job stability, rewards for accomplishments, and workplace amenities. The goal of this study is to develop a work environment where there is harmony and mutual support among ASNs in order to promote job satisfaction among ASNs at the East Kutai Regency Population and Civil Registration Office. Employee satisfaction is a broad term used by the HR industry to describe how satisfied or content employees are with elements like their jobs, their employee experience, and the organizations they work for. Employee satisfaction is one key metric that can help determine the overall health of an organization, which is why many organizations employ regular surveys to measure employee satisfaction and track satisfaction trends over time. A high satisfaction level indicates that employees are happy with how their employer treats them.

Work ability is the ability to perform tasks in accordance with a person's formal education, technical training, ability to master the task, and technical instructions for the task. By enhancing ASN capabilities and mastery of their job responsibilities so that they can complete their work properly, this research has implications for improving the work ability of ASN at the Population and Civil Registration Office of East Kutai Regency. This is because, as can be seen from the lowest score from the description of the respondents' answers, the majority of ASN still do not feel they have the ability to complete their work.

IV. CONCLUSION

At the East Kutai Regency Office of Population and Civil Registration, motivation has a big impact on ASN performance. As a result, if ASN motivation rises, their performance will as well. Motivated employees are an asset to an organization, they are directly proportional to an organization's success.

At the East Kutai Regency's Office of Population and Civil Registration, job satisfaction significantly affects ASN performance. This implies that if ASN satisfaction rises, so will its performance.

At the East Kutai Regency's Office of Population and Civil Registration, work ability has a considerable impact on ASN performance. This implies that as ASN's productivity grows, so will its effectiveness.

V. SUGGESTION

It is intended that the East Kutai Regency Head of the Population and Civil Registration Service would be able to improve the East Kutai Regency Population and Civil Registration Service's motivation, job satisfaction, and ASN capabilities.

For scholars who want to undertake additional research, a number of things could be utilized as a foundation of reference, including the following: In order to generalize the findings of this study, future research should use a larger sample. It is also preferable to broaden the research's focus. It is preferable to increase the research variables that can impact ASN performance in future studies.

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