

Analysis of Public Service Motivation and Professionalism on Employee Performance Through Discipline of State Civil Apparatus in Jeneponto Regency

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Abstract

This study aims to analyze and determine the effect of public service motivation and professionalism on employee performance through the discipline of state civil servants (ASN) who work in the Jeneponto Regency. This study using a path analysis tool (Path Analysis), with a population of all State Civil Apparatus Officers at the Jenepontan Regency Government Office with a sample of 162 employees. This study found that public service motivation, professionalism, and discipline were positive and significant on employees' ability at the Jeneponto district government office. Improve the performance of employees/ASN employees at the Jeneponto Regency Government Office.

Keywords:

Public Service Motivation, Professionalism, Discipline, Employee Performance

1. Introduction

The State Civil Apparatus (ASN) is the most critical asset for the government. The development of the State Civil Apparatus in the government environment has contributed to qualified and professional Human Resources in handling their work.

Government Organizations must create or adopt new strategies to stay ahead of the competition. This change in the process directly affects every function's system, including the human resource management function. So that it can support the implementation of the overall organizational strategy, in this case, the process of integrating systems and management practices occurs.

Sundarso expressed his ideals and thoughts that the current condition of society demands simple services, clarity and certainty, and fast and accurate, guaranteed security, convenience, openness, efficiency, effectiveness and economy, and the current ecosystem justice and punctuality (Pramusinto et al., 2020). This has an impact on the performance of the government bureaucracy, which should continuously improve itself. If it doesn't improve its

appearance, people will be disappointed, and if other services are available, it is sure that people will take these services.

Ruslihardy (2020) found that service motivation to the public did not significantly affect employee performance. From the findings of this study, it is deemed necessary to re-examine the effect of public service motivation, professionalism, and work discipline on employee performance in the Jenepono Regency Government as the object of research (Rachman et al., 2019). This study was conducted to analyze the relationship between public service motivation, professionalism, and work discipline on the performance of the Jenepono Regency government.

2. Literature Review

One of the opinions about motivation conveyed by Burhani that some people seek to fulfil human needs simultaneously, so that: So that a condition is not met, it will increase the level of desire to satisfy it. The story of the desire to help the "higher" need is more significant if the lower demand is successfully satisfied; conversely, if the degree of difficulty satisfies the needs of the more influential the level, the greater the desire to meet what we need fundamentally (Burhani et al., 2016). It seems that this is based on the nature of pragmatism caused by individuals. Because aware of his incompetence, man can adapt to an objective state following what he faces, which is to focus his activities on something that will be achieved. In the holistic view of the ministry, it is explained that to fulfil his wishes, the activities carried out by the person will affect the intention and something specific.

If the student's goals are not achieved, and his needs or desires are not channelled, he will feel sad or, in psychology, usually frustrated. According to his mindset or reasoning, the effect of a person is frustrated or sad will vary in shape, according to his mindset or reasoning, intelligence. If the attitude can accept reality, the individual can adapt well or rationally (well adjustment). However, if his mindset does not work correctly, then his behaviour will be more regulated by his nature. In this study, there are two possibilities, fulfilled or not such goals. If fulfilled, indeed, the person will feel happy and gain self-balance or homeostasis. And on the contrary, emotionally, he will experience misadjustment or maladjustment in doing an activity.

Various inappropriate behaviour or *maladjustment*, namely: 1) aggressive emotions; 2) helpless concerns; 3) depression or lack of morality; 4) obsession; 5) repression or suppression; 6) rational or reasoning; 7) projection or leave the error to the person around; 8) sublimation or exerting pressure desire on the same objectivity; 9) compensation or conceal its failure or its weak level by succeeding in other parts; 10) fantasize or dream as if he can achieve his desire.

Another theory shows how to increase the motivation of workers in the public service. The individual is good to be given clear work direction in a short, medium, and long period. Each group desires that work completed, the next task to be worked and the next. This stage, as well as the next stage, will further make the individual improve performance.

Motivating employees can be done in a variety of ways. Furthermore, Rustamto stated that a wise leader could increase the basis of his workers with the following basics. The need for a clear goal or direction of achieving work for a person in each sub-job; Encourage the individual to be with his task and give encouragement so that he wants to explore the strong potential to achieve the goal or direction of work until successful; Explain in detail and the usefulness if the target is achieved or the work goal is for personal, team and organization, and the results achieved by individuals who work well and correctly; Encourage or develop a pride attitude towards the work or the results; Or the success achieved in the implementation of the work. Teach every subordinate always to be grateful for whatever work they accomplish; Create opportunities, opportunities, and desires to enjoy and enjoy the work environment for everyone; Create a strong want from every individual to be oriented towards achievement and success.

Performance-based management is one part of public sector orientation reform or also known as New Public Management. The central point of management is based on measuring the workgroup of general features that measure the final result or outcome. Public orientation based on purpose is also known as ROM or result-oriented management. Management strategy based on work results is seen by the theories of organization and management, namely classical organization theory model, scientific management, zero-based budgeting, management by objectives and reinventing government. Public sector organizations are required to create a performance-based accountability system (results-based accountability system) to improve public sector performance accountability to provide performance information to the public and other stakeholders.

Factors affect performance in both government and non-governmental organizations (NGOs). Mahmudi (Kanto et al., 2020; Mu'adi et al., 2020; Nuraini et al., 2019) expressed and explained his opinion if performance is a

multifaceted arrangement that includes many causes that can move it. The following factors that can impact performance are: Individual or personal factors include insight, reliability or *skill*, energy, strength, determination, and obligations owed by the individual; Leadership Factors, Leadership Factors and Leadership, are: excellence in providing encouragement, encouragement, guidance, and managers provide protection and *team leader (leadership)*; Team factors, namely: the advantages of protection and energy boost channelled by group friends, trust between groups, compact and cooperation of fellow groups; System factors, the form of obligations, work equipment/facilities are allocated by the organisms, group techniques, and the working tradition of the group; Contextual or situational factors include repression and replacement in the external and inner environment.

In conservative performance estimation systems, performance is only associated with individual factors. Still, performance is often caused by other factors rather than individual factors, such as shape, circumstance, or team. According to Simamora (2000), finding income and ideas towards performance considerations or *Performance appraisal* is a technique used by organizations to test worker activities. In this case, the value is seen to impact workers in a group for some time. Performance feedback seen can allow workers to know the level of success if paired with group standards. Organization work standards.

Husain Umar argues that performance is management or workers need feedback about their work. Providing the value of work performance commonly called *performance appraisal*, workers can improve individual decisions and give feedback to all workers about implementing their work (Lionardo et al., 2020).

For the understanding of performance, according to Sianipar (in Ananto Yodono with Grace 2000) describes that performance is a reaction of the usefulness of an obligation and a definitive work during curing time in a particular era. From the definition, three aspects that must be understood by workers or leaders of a group or part of work are as follows: Apparent authority or responsibility is in an activity; The results are precise and in line with what is expected of the work; The length of time is used in handling a job so that what is desired can be manifested.

Based on the definition, performance is inferred from work or workability shown by individuals or groups or organizations or at work with a specified time that can be the final result. While Sutisna (2001:11) argues that employee performance is a combination of motivations in individuals and their ability to get the job done, the power is strongly influenced by experience and education. While Soeprihanto (1988:7) a form or way used to provide value and measure whether the worker has carried out each of them thoroughly. The assessment of the work can be demonstrated by developing the program realization, the frequency of the visits, the counselling number, innovation, imitation and adoption, directed and targeted in improving effective and productive human resource performance.

2.1. Overview of Work Discipline

Veithzal Rivai, in his book "human resource management", stated a discipline is a tool used by managers to have a dialogue with their workers. The person can change attitudes and ways to increase awareness and willingness to apply existing social rules further.

The seven supporting factors above One, one of them can be the cause of an employee does not have a high level of discipline, at least scientifically that the needs of one's life are not the same. So there is no denying that employees ignore their responsibilities. The insistence on the necessity of life forces a person to seek something outside of his status as a Civil Apparatus of the State. Can significantly affect the establishment of discipline. A State Civil Apparatus will endeavour to comply with all the rules outlined in the organization when it receives adequate compensation. Conversely, when an employee receives compensation with inadequate value, it will trigger an employee not to enforce discipline in terms of work fully. Second, conscientiousness is something that a leader must own so that subordinates can benefit from the leader. One example of why the Islamic ummah positions the Prophet Muhammad Saw to be an example of the ummah because the Prophet Muhammad saw either a family leader or the ummah leader in decision-making. He never harms anyone, including those who are not Muslims.

Part Three, there is no definite rule that will be used as a handle. Any organization, either private or government, has its laws that apply in their respective environments. After the leader must understand the organization's rules, it will facilitate taking actions or decisions when subordinates make a mistake. Fourth, the courage of the leadership in acting is reasonable if the action is based on regulations that companies or government organizations have established and following the level of mistakes committed by subordinates, not based on coercion or persuasion. Fifth, whether supervision of the leadership to assistants is needed to see, know what things assistants do while in the scope of the office and management also serves to give subordinates complete the work on time and the same as the established. Sixth, whether caring attitude to employees because workers need a high salary

but more than that an employee is in desperate need of attention from the leadership so that there will appear a closeness between the leader and the employee itself.

Seventh, creating an excellent organizational climate with the habits that support the establishment of discipline, such as mutual respect. The leader always give praise for the success achieved by the subordinate, often include the bottom in terms of travelling these simple things that will give rise to the enforcement of discipline in the organization that begins with self-discipline.

2.2. Professionalism

The concern about professionalism displays individual behaviour with his work. In short, professionalism means the attitude, manner, and effectiveness that become typical of a job. Individuals are said to be professionals if their job has an essential technical or ethical characteristic. (Oerip and Otomo, 2000). Professional understanding is described as something related to the profession, requires special knowledge to complete it, and requires it to do dues to do so. Professional is also explained as a form of efforts to carry out work according to the individual's knowledge. Based on the job, the individual gets rewarded according to what he or she is doing.

A professional job is a job that can only be done by those who are specially prepared for it and not activities done by those who do not get other activities or tasks. Oxford Dictionary describes a professional as someone who does something and earns a wage, and another without being paid. The individual will have a professional attitude if he has skills and knowledge following his field of work. Professionalism is an insight into specific abilities applied in a particular work, where the advantage can only be achieved by conducting an exclusive education or conducting individual training. So, professionalism leads to workers' obligation in a field so that the increase in expertise that is owned professionally and occurs in a way that is used to complete tasks that are as human as the knowledge they have.

3. Method

The type of research used in this research is drifting quantitative analysis that intends and aims to obtain objective, valid, and reliable data to find, proven, and developed knowledge so that it can be used to understand, solve, and anticipate problems that occur. This type of research is associative research, which aims to determine the relationship between two or more variables. With this research built a theory that can explain, predict, and control a symptom, this study will be conducted tests on the influence of public service motivation, professionalism on the performance of ASN with work discipline as an intervening variable.

The research was conducted at the local government office in the Jeneponto district. The research time for 3 (three) months is September 2020 to December 2020. The population in this study is the overall employees who work in local government offices in the Jeneponto district. The number of employees who became the population in this study was 271 people. Based on the research population presented, the determination of samples in this study can be determined by the Slovin formula (Sujarweni, 2016) as many as 162 respondents.

4. Result and Discussion

This study aims and provides theoretical implications in understanding the meaning and role of Public Service Motivation based on respondents' responses to employee performance at the Jeneponto District Government Office. Based on the test and research results, it was proven that Public Service Motivation significantly affects the performance of employees at the Jeneponto District Government Office with a positive influence direction. That is, it shows that the views and perceptions of employees towards the Motivation of Public Service Jeneponto District Government Office that is getting better will be able to improve the performance of employees in the Jeneponto District Government Office.

Table 1. Direct influence Public Service and Discipline on Performance

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.
		B	Std. Error			
1	(Constant)	7.121	3.020		2.305	.022
	Public service	.105	.122	.066	.855	.022
	Discipline	.305	.045	.434	4.512	.000
	Employee	.321	.122	.234	2.471	.022
a. Dependent Variable: Performance						

Based on table 1, the findings of this study strengthen the position and, at the same time, provide support for previous research and significance. Among others, Jatmiko et al. (2018) raised the issue of Employee Performance / ASN Jenepono Government, where the findings prove the quality and motivation of public services have a positive and significant effect on the Performance of Employees ASN. Maryati District Government et al. (2018), in their research, revealed that if the hospital improves the quality or motivation of public services or services to the community, this will affect its employees' performance so that it will get a better assessment of the community. Other research also proves that improving Employee Performance can be done by paying attention to aspects of Public Service Motivation (Cahyoadi et al., 2018; Tekwana, 2019).

This research provides meaning, meaning and theoretical implications in understanding the role of professionalism based on respondents' responses to the Performance of Employees / Civil Servants (ASN) employees at the Jenepono District Government Office. Based on the research results, it is proven that professionalism significantly affects the Performance of Employees / ASN in the Jenepono District Government Office with a positive influence direction. This shows that the perception of employee performance towards the professionalism of the Jenepono District Government Office will be better able to improve the Performance of Employees / ASN from the Jenepono District Government Office.

The findings of this study strengthen and, at the same time, provide support for previous research, including Hamid (2010). Alauddin (2015) and Ikbal (2017) showed that physical professionalism by a hospital is considered able to significantly affect the improvement of the Performance of State Civil Servants (ASN). Then, in the study Abdulhaji & Yusuf (2017), in 2017, presented his idea revealed that professionalism plays an essential role in achieving quality results, one of which is where the performance of employees / ASN is getting better due to professionalism also given the better. Similarly, research conducted by (Suroso 2011; Rahab and Alisa, 2012) that professionalism has a positive and significant effect on improving the country's Performance of Employees / Civil Apparatus.

This study provides theoretical objectives and implications in understanding the role of Public Service Motivation based on respondents' responses to the performance of Jenepono District Government employees. Based on the research results, it was proven that public service motivation significantly affects the performance of Jenepono District Government employees with a positive influence direction. That is, it shows that the perception of employees towards the Motivation of Public Service Jenepono District Government Office that is getting better will improve the performance and satisfaction of the community for the services of Jenepono District government employees.

The findings of this study explain and strengthen and at the same time provide support for previous research, including Marson & Elwindra research (2016) that the Motivation of Public Service services is considered to improve the performance of employees of the Jenepono District Government Office. This will affect the satisfaction of public services and the implementation of employees / Civil Servants of the State of the employees. Al Rasyid (2019) also revealed in research that many employees or communities do repetitive activities because of the clinic's excellent quality of public services. It means that the community or employees' quality of service can be felt starting from before they come until they leave home, so this affects the desire to deal with the Jenepono district government. Thus, and in other research that finds that the better the Motivation of Public Service services it will be a consideration for someone in re-utilizing a service (Prasetya & Suhita 2017; Faaghna et al., 2019; Lydia & Endang, 2020).

This study aims and provides theoretical implications in understanding the role of professionalism variables based on respondents' responses to employee performance. In principle that the Jenepono District Government. Based on the research results, it was proven that professionalism has an insignificant effect on the discipline of Jenepono District Government employees with a positive influence direction. That is, it shows that the perception of employees towards the Professionalism of the Jeneponoyang District Government Office is getting better relatively small influence in improving the discipline of Jenepono District government employees.

The findings of this study strengthen and, at the same time, provide support for previous research, including Parmin (2017) found that professionalism has an insignificant effect on the disciplinary of hospital employees dr. Soedirman Kebumen. In this case, professionalism is considered not one of the factors that affect the interest in re-treating employees, so it is better to consider other factors that affect the discipline of employees in work. This study provides theoretical implications in understanding the role of the State Civil Apparatus and based on respondents' responses to the performance of Jenepono District Government employees. Based on the data processing with the results of this research, employee performance proved to significantly affect the performance of Jenepono district government employees with a positive influence direction. That is, the findings of this study

shows that the perception of employees to the disciplinary of Employees / ASN Jeneponto District Government Office is getting better contribution members and will be able to improve the performance of Jeneponto district government employees.

In the theory of Employee Discipline initiated and the idea of Bryan from Gronroos (1990) in Jatmiko et al. (Rumaolat et al., 2019) found that an Employees disciplinary is something that can be remembered and well recognized from what is shown by an organization. It is an asset for the organization because it will impact employee performance so that public perception of the performance and operation of the organization itself. Furthermore, this is affirmed in Smith's view (1996) in Jatmiko et al. (Rumaolat et al., 2019) that Employee Discipline as follows Employee Performance and one's perception of a company can arise when the person touches or feels experience in using products, customer service, commercial environment and corporate communication. It can be formed from products/services that include the quality of customer products and services.

The findings of this study strengthen and, at the same time, provide support for previous research, including research Al Rasyid (2019) revealed in his study. That Employee Discipline is well-formed so that it has a good reputation. That causes the community or employees to motivate the Public Service always to perform public service services and repeatedly give and receive layana if needed. Similarly, in Faaghna research et al. (Nawawi et al., 2020; Romlah et al., 2020; Yusuf et al., 2019), one of the factors that affect the performance of employees to specialist polyclinics RSI Ibnu Sina Makassar is influenced by the discipline of the hospital.

5. Discussion

The influence of economic conditions on household nutrition management is in the working area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, the study's findings are supported by research (Burhani et al., 2016; Nilakesuma et al., 2015; Roficha et al., 2018; Sebataraja et al., 2014; Wandani, 2021). The excellent economic condition of the family can meet all needs, including the fulfilment of nutrition, so it is undeniable that a sound economic level can be demonstrated by improving education and, of course, better understanding a healthy lifestyle and how to meet it.

Influence of Community Habits on Household Nutrition Management in The Working Area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, the study's findings are supported by research (Fitriana et al., 2021; Gaspersz et al., 2020; Masrikhiyah, 2020; Wati & Priastana, 2020). People's habits become commonplace every day and can impact their health, especially for pregnant women with good habits such as physical activity, setting pregnancy distance, sleep patterns, and maintaining health implications on the better nutrition management level.

The Effect of Economic Conditions on The Incidence of Anemia in the Working Area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, the findings of this study are supported by research (Hartati & Wahyuni, 2018; Mariza, 2016; Purwaningtyas & Prameswari, 2017; Septiasari, 2019). The community's economic condition is a condition that allows them to meet daily needs and has an impact on their level of well-being and health. An excellent financial condition will improve a person's condition physically and psychologically, avoid pressure and stress, and meet all his needs such as nutrition and others. It can prevent anemia, which is a risk factor for pregnant women who lack adequate nutritional intake. Good economic conditions will be able to lower the incidence of anemia.

Influence of Community Habits on The Incidence of Anemia in the Working Area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, supported by research (Mariana et al., 2018; Purwaningtyas & Prameswari, 2017; Rimawati et al., 2018; Septiawan & Sugerta, 2016). People's habits are routines and lifestyles commonly done daily, and most of these habits can impact public health. Pregnant women can avoid anemia as an expected occurrence because of the negative impacts that can be caused. Creating good habits in the family can prevent the occurrence of anemia and its risks. Thus, good habits of society in his life will decrease the incidence of anemia.

The Effect of Nutrition Management on The Incidence of Anemia in the Working Area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, supported by research (Anggraini et al., 2018; Najdah & Yudianti, 2020; Parulian, 2018; Purwati, 2020; Simbolon, 2018). Nutrition management is a form of nutritional management shown by the fulfilment of good nutrition to compensate for the condition when pregnancy occurs. The need for adequate nutrient intake becomes an important consideration when pregnancy occurs. The goal is to avoid adverse effects such as anemia so that good nutrition management can encourage a decrease in the incidence of anemia.

The Effect of Economic Conditions on The Incidence of Anemia Through Nutrition Management in the Working Area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, economic condition is a condition where the fulfilment of needs becomes more accessible, especially in health conditions. Good economic conditions will encourage the completion of suitable nutritional needs to avoid various risk factors of disease. Influence of Community Habits on Anemia Events Through Nutrition Management in the Working Area of Salugatta Health Center, Central Mamuju Regency. Positive and significant, people's habits are daily routines carried out continuously to give the impression of mandatory. Still, good public habits in maintaining health, especially for pregnant women, will influence habits in regulating nutrition intake to meet health standards. It will undoubtedly be able to minimize various diseases and other adverse effects such as anemia events.

6. Conclusion

Based on the results of data processing, findings and discussions on public service motivation and professionalism to the satisfaction of Jeneponto district government employee services through the ability of employees at the Jeneponto District Government Office, it can be drawn some conclusions of this research as follows: The motivation of Public Service services has a positive and significant effect on the ability of employees in the Jeneponto District Government Office. This means the better the Motivation of Public Service public services conducted by the State Civil Apparatus. In the Jeneponto Regency Government, this will improve the Performance of Employees / ASN employees to the Jeneponto District Government Office; Professionalism has a positive and significant effect on the performance of exceptional employees of the State Civil Apparatus, employees in the Jeneponto district government office. This means the better professionalism owned by the Jenepontomaka District Government Office will be able to improve the performance of employees / Civil Apparatus (ASN), employees against the Jeneponto District Government Office; Service Motivation has a positive and significant effect on the satisfaction of the services of Jeneponto employees at the Jeneponto District Government Office. This means that the better the Public Service Motivation of services owned by the Jeneponto District Government Office, it will increase employee services' satisfaction to the Jenepon District Government Office.

Professionalism has a positive and insignificant effect on the satisfaction of the services of Jeneponto district government employees at the Jeneponto District Government Office. This means that the better professionalism in the Jeneponto District Government Office, the better the service satisfaction of Jeneponto District Government employees, where more efforts are needed to further improve the professionalism of services at the district Government Office; The performance of State Civil Servants has a positive and significant effect on the satisfaction of the services of Jeneponto district government employees at the Jeneponto District Government Office. It means that the better the Performance of Employees / Civil Apparatus (ASN) owned by the Jeneponto District Government Office, this will improve the satisfaction of services by employees at the Jeneponto District Government Office.

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