



Research Paper

The Effect Of Self-Ability And Work Motivation On The Quality Of Public Service In Cipinang Besar Utara Village, Jatinegara District, East Jakarta

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Abstract

Research objectives: 1) To determine and examine the influence of ability on the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City. 2) To determine and examine the influence of motivation on the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City. 3) To determine and examine the influence of ability and work motivation on the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

Research results: 1) The ability variable turns out to have a positive and powerful influence on the quality of public services with a correlation coefficient value, namely $r_{x1y} = 0.827$ with a determination coefficient of 0.684 which means that the Quality of Public Services is 68.4% determined by ability and the rest is influenced by other factors of 31.6%. 2) While the variable Work motivation has a very strong and positive influence on the quality of public services with a coefficient value of $r_{x2y} = 0.814$ with a coefficient of determination of 0.663, which means that the quality of public services is 66.3% determined by work motivation and the rest is influenced by other factors of 33.7%. 3) The multiple correlation between Ability and Work motivation together on the quality of public services has a very strong influence with a correlation coefficient value ($R_{x1, x2y}$) = 0.828 with a coefficient of determination of 0.686. This shows that 68.6% of the variable Quality of public services is determined by the variable factors ability and work motivation, while the remaining 31.4% is determined by other factors, which in this study cannot be studied.

Keywords: Self-Ability, Work Motivation, and Quality of Public Services

Received 15 Jan., 2025; Revised 28 Jan., 2025; Accepted 30 Jan., 2025 © The author(s) 2025.

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I. Introduction

Government organizations in their efforts to achieve their goals are largely determined by the role of all employee components involved in the dynamics of the organization. Employees as a whole are required to be able to play an active and professional role to realize both in the form of behavior and actions. Realizing work effectiveness is very important for the organization because, with work effectiveness, it is expected that work will be carried out efficiently and effectively so all of this is ultimately very necessary in achieving the goals that have been set.

In general, services are provided through several government bureaucratic organizations. These organizations are also responsible for implementing public policies designed to create public welfare. Access to the decision-making process that determines the allocation of public services, as well as access to bureaucratic organizations that divide public services, is important in realizing the goal of fair and equitable distribution.

Bureaucracy is the main vehicle for organizing the state in various areas of national life and relations between nations. In addition to managing services, the bureaucracy is also tasked with translating various political decisions into various public policies and functions to manage the implementation of these policies operationally. Therefore, it is realized that bureaucracy is a determining factor in the success of the entire government agenda, including in realizing a clean government that is free from corruption, collusion, and

nepotism (clean government). Bureaucracy, cannot always carry out its duties and functions automatically and independently and produce significant performance. The success of bureaucracy in eradicating corruption, collusion, and nepotism is also determined by many other factors.

Self-ability is the ability or skill, while self-ability means someone who has the skills and ability to do something that is manifested through his actions to increase work productivity. Self-ability can be seen from two aspects, namely intellectual self-ability and physical self-ability. Intellectual self-ability is the self-ability needed to carry out mental activities, while physical self-ability is the self-ability needed to carry out tasks according to stamina, dexterity, strength, and skills.

However, self-ability in a field can only be possessed by someone who has sufficient talent and intelligence. Talent can usually be developed by being allowed to develop knowledge through education, training, and work experience. The existence of potential talent without being given the opportunity to be developed will not turn into ability. In addition to talent and knowledge that can form self-ability, there is also an interest factor that can influence the ability to do work.

Every effort in an organization or institution always depends on humans, because the role of humans as a factor of labor or employees in an organization or institution is determined in advance. Because every effort made to make the labor factor effective in various organizations until now is still seen as the key to increasing productivity. In addition, motivation is important because motivation is the power or strength for employees, both individually and in groups to make them enthusiastic or passionate in carrying out their duties. One source of strength and source of motivation is whether or not the right needs are met. Work motivation is one of the management functions that focuses its attention on the activities of an organization or institution to provide encouragement or passion to work for employees, both individually and in groups to make them enthusiastic or passionate in carrying out their duties. One source of strength and source of motivation is the fulfillment of one source of strength and source of motivation is the fulfillment of the right needs.

Work motivation is one of the management functions that focuses its attention on the activities of an organization or institution to provide encouragement or enthusiasm for work to employees so that they can carry out and be happy. In an individual work atmosphere for employees like this, the goals and objectives of the organization or institution and individual employees will automatically be achieved well. In this regard, it can be said that the function of motivation is essentially an activity related to the field of employment as one of the determining factors for the success of management itself. Factors that can encourage or improve the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City are the ability to work and the work motivation possessed by employees. This is quite reasonable because the ability to work and the motivation to work are factors that can reflect a person's attitude and character in carrying out their main tasks and functions. With a high ability to work and work motivation, employees will carry out their duties well according to expectations. The factors of self-work ability and work motivation possessed by employees will be able to increase work enthusiasm so that they will be able to improve the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

II. Literature Review

Self-Ability

One of the factors that greatly influences employee effectiveness and performance is the employee's ability to work. Ability comes from the basic word capable (adjective) in carrying out tasks/work to produce goods or services as expected based on existing provisions, (Riyanto, 2000). Psychologically, ability consists of potential ability (IQ) and ability. This means that employees who have an IQ above average (IQ 110-120) with adequate education for their positions who are skilled in doing daily work, will find it easier to achieve the expected performance so that good work effectiveness is also achieved. Therefore, employees need to be placed in jobs that are following their expertise, (Riyanto, 2000).

Sukmadinata (2004) said that ability is a construct, which consists of several behaviors, roles, tasks, and occupations in a vocation or profession. Behavior in a role, task, or occupation is generally based on knowledge, understanding, and skills. Thus, the ability also contains knowledge, understanding, and skills. A person's knowledge and understanding of something cannot be observed, but skills can generally be observed except for intellectual skills. The role or task in the ability can be specific, directed at tasks in a specialization. Some tasks or roles are quite broad and general such as analysis, production systems, and marketing systems.

Devito (2000) further explains that "creativity" is an ability that is possessed by everyone born with creative potential and this potential can be developed and nurtured in the same tone. Creative work is not only by chance but through a creative process that requires strong skills, skills, and motivation. The indicators are: knowledge, responsibility, group, and concept.

Work Motivation

Motivation is one of the very important factors in carrying out an activity or job. Motivation is also very important to understand because through motivation humans are driven to do their work so that they can encourage someone to act, or do something, differences in motivation make each person behave, act, and react to their tasks and the high and low motivation of a person will affect their work performance.

Given that humans are the most important element for smooth management in achieving its goals, then matters related to motivation need to get the attention and every leader to create success in achieving previously set goals. This is because work motivation is closely related to a person's attitude and behavior in carrying out their duties.

A stimulant given by an organization to its employees is a driver so that each employee wants to do their job as well as possible. Many factors influence employee work performance. Employee productivity depends on work motivation, job satisfaction, stress levels, physical conditions of work, compensation systems, job design, economic aspects, technical aspects, and behavior.

According to Berrien and Bash in Effendy (2002), motive is a person's condition that encourages them to seek a goal. It can also be said that motive is the driving force that drives someone to do something. From the opinion above, motivation means generating motives, generating a driving force, or moving someone or oneself to do something in order to achieve satisfaction or goals.

According to Handayani (2005), motivation is an inner statement in the form of power, to act or move, and even directly or through behavioral channels towards the target. Terry quoted by Zainun (2003) stated that: "Motivation is a desire that exists in an individual that stimulates him to take action". The indicators are: level of need, material intensive, non-material intensive, and success.

Service Quality

Service is one of the main tasks of the government, namely providing public services to the community. As we know the community in general expects excellent service from the government. Therefore, the quality of service provided must always be improved. Service means providing a service needed by the community in all fields; service activities to the community are a task and function of the government bureaucracy.

Tjosvold (2003) said that serving the community both as an obligation and as an honor, is the basis for the formation of a humane society. Tjosvold (2003) further added that for an organization, serving the community is a "decisive moment" (moment of truth), an opportunity for the organization to demonstrate its credibility and capability. Services carried out by government agencies are socially and politically motivated, namely carrying out main tasks and seeking support. While public services by the private sector are economically motivated, namely seeking profit.

Research Methods

The population in this study were people who needed services to take care of letters of need in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City, totaling 100 people. Determination of sample size using the simple Random Sample method, namely sampling from population members randomly and stratified proportionally, this is done if the population members are heterogeneous (not the same). The research sample was 50 samples. The data analysis technique used by the author in this study is a form of regression with the help of the SPSS 13.0 for Windows program, in this case by using validity and reliability testing, classical assumption testing, and a simple regression formula to determine the contribution of X to variable Y.

III. Research Results

Hypothesis Testing

The results of each hypothesis test are as follows:

Table 1. F Calculation of Self-Ability Variables (X1) and Work Motivation (X2) together on the Quality of Public Service (Y)

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1602.179	2	801.089	51.251	.000 ^a
Residual	734.641	47	15.631		
Total	2336.820	49			

Based on the SPSS calculation, the F-count is 51.251 while the critical value of the F-table with a degree of freedom of numerator 2 and denominator 47 at α (0.05) is 3.20. Thus, F-count (51.251) > F-table

(3.20), so it is clear that Ho is rejected and Ha is accepted. This shows that together Self-ability and Work motivation can improve the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

Table 2. t count of Self-ability Variable (X1)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (constant)	4.038	.088		14.178	.000
X ₁	5.729	.562	.785	10.194	.000

From the SPSS calculation, the t-count obtained is 10.194 while the table with a degree of freedom of 47 at α (0.05) is 1.684. Thus, t-count (10.194) > t-table (1.684), so it is clear that Ho is rejected and Ha is accepted. This shows that self-efficacy has a significant effect on the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

Table 3. t count of Work Motivation Variable (X2)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (constant)	4.038	.088		14.178	.000
X ₂	5.639	.581	.057	9.706	.000

From the SPSS calculation, the count obtained is 9.706 while the table with a degree of freedom of 47 at α (0.05) is 1.684. Thus, t-count (9.706) > t-table (1.684), so it is clear that Ho is rejected and Ha is accepted. This shows that work motivation has a significant effect on the quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

IV. Discussion

1. Implementation of Self-Ability in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

Self-ability is a result of work that comes from work behavior and a certain conducive work environment. In determining the assessment factors for individual employees, the work environment as an opportunity to excel can be influenced by the presence of work equipment, materials, fiscal work environment, work behavior of other employees, leadership patterns, organizational policies, information, and overall income will be considered constant because it is given, comes from outside the employee and is not employee behavior.

All of an individual's self-ability is essentially composed of two sets of factors, namely intellectual self-ability and physical self-ability. Intellectual self-ability is the self-ability needed for mental activities. The seven dimensions that form intellectual self-ability are numeracy skills, verbal understanding, perceptual skills, inductive reasoning, spatial visualization, and memory.

Jobs vary in their demands for job holders to use their intellectual self-ability. The more information processing demands in a job, the more general intelligence and verbal self-ability are needed to do the job successfully. Intellectual self-ability plays a greater role in complex jobs that require information processing requirements. Specific physical self-ability has an important meaning for successfully performing less skilled and more standardized jobs. Basic physical self-ability involved in performing physical tasks, namely dynamic strength, body strength, static strength, strength, extension flexibility, dynamic flexibility, body coordination, balance, and stamina. Individuals differ in terms of the extent to which they have each of these self-ability.

The coefficient of determination (r^2) of the Self-ability variable (X1) on the Quality of Community Service (Y) is 0.684. This means that 68.4% of the variation that occurs in the Quality of Community Service variable (Y) can be predicted by the Self-ability variable (X1) or in other words the Self-ability variable as a predictor variable can be relied on to predict the Quality of Community Service variable in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City as much as 68.4%. The calculation results obtained the t-value of the Self-ability variable (X1) of 10.194, while the t-table with a degree of freedom of 47 at α (0.05) was 1.684. Thus, t-count > t-table, so it is clear that Ho is rejected and Ha is accepted. This shows that Self-ability has a positive and significant influence on the Quality of Public Service in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

2 Implementation of Work Motivation in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

Motivation questions how to direct the power and potential of subordinates, so that they are willing to work together productively, successfully achieve and realize predetermined goals. Motivation is important because motivation is what causes, channels, and supports human behavior so that they are willing to work hard and enthusiastically to achieve the desired results. Motivation is an interactive concept and is interrelated with several variables. Motivation is formed because of the existence of beliefs, values, and attitudes, as well as the possibilities (opportunities) that will be received by an employee. This motivation will later be reflected in the daily behavior of employees.

Humans work because of the limitations of humans themselves. Therefore, humans work with others to meet their needs by entering an organization. If the most basic needs have been met, humans will increase higher needs, for example, the need for security and material wealth.

The coefficient of determination (r^2) of the work motivation variable (X2) on the quality of public service (Y) is 0.663. This means that 66.3% of the variation that occurs in the variable of Quality of Public Service (Y) can be predicted by the variable of Work Motivation (X2) or in other words the variable of work motivation as a predictor variable can be relied on to predict the variable of Quality of Public Service in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City as much as 66.3%. The calculation results obtained the t-value of the Work Motivation variable (X2) of 9.706, while the t-table with a degree of freedom of 47 at α (0.05) was 1.684. Thus $t\text{-count} > t\text{-table}$, so it is clear that H_0 is rejected and H_a is accepted. This shows that Work Motivation has a positive and significant influence on the Quality of Public Service in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

3 Implementation of Quality of Public Service in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

In essence, service quality is a comparison between the service expected by the community and the service received. Perceived quality is the public's assessment of the overall performance of employees. Quality as a subjective assessment of the public is largely determined by the public's perception of the service, this perception can change due to the influence of this assessment. Service quality can be expressed as a comparison between the service expected by consumers and the service they receive, perceived quality is the consumer's assessment of the overall superiority of the product, while perceived service quality is a global consideration related to the superiority of the service.

The expected service and the demands of public services by public organizations, namely the government, are more directed at providing more professional, effective, efficient, simple, transparent, open, timely, responsive, and adaptive public services. Professional public service means service that has accountability and responsibility from the service provider (government apparatus) to the service recipient (the public). Along with the development of public understanding of their rights in obtaining maximum service, the demand for public services that are oriented towards public satisfaction and the professionalism of the service itself is applied in the government bureaucracy.

The coefficient of determination (r^2) of the variables Self-ability (X1) and Work motivation (X2) on the quality of public service (Y) is 0.686. This means that 68.6% of the variation that occurs in the Y variable can be predicted by variables X1 and X2 or in other words, the variables Self-ability and Work motivation as predictor variables can be relied on to predict the variable Quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City as much as 68.6%. The results of F-count (51.251) $>$ F-table (2.47), so it is clear that H_0 is rejected and H_a is accepted. This shows that together Self-ability and Work motivation have a significant effect on the Quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City.

V. Conclusion and Suggestions

From the results of the study, the following conclusions were obtained:

1 The Self-ability variable has a positive and very strong influence on the Quality of Public Service in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City with a correlation coefficient value of $r_{x1y} = 0.827$ with a determination coefficient of 0.684, which means that the Quality of Public Service is 68.4% determined by Self-ability and the rest is influenced by other factors by 31.6%.

2 The Work Motivation variable has a very strong and positive influence on the Quality of Public Service in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City with a coefficient value of $r_{x2y} = 0.814$ with a determination coefficient of 0.663, which means that the Quality of Public Service is 66.3% determined by Work Motivation and the rest is influenced by other factors by 33.7%.

3 Multiple correlations between Self-ability and Work motivation together on the Quality of public services in Cipinang Besar Utara Village, Jatinegara District, East Jakarta Administrative City has a very strong

influence with a correlation coefficient value $(R_{x1, x2y}) = 0.828$ with a determination coefficient of 0.686. This shows that 68.6% of the variable Quality of public services is determined by the variable factors of Self-ability and Work motivation, while the remaining 31.4% is determined by other factors, which in this study cannot be studied.

VI. Suggestions

Based on the results of the study, the conclusions above can be put forward the following suggestions:

1. To improve self-ability, employees or organizations should be able to encourage creativity and HR initiatives to produce services that follow the desires and needs of consumers that continue to develop and increase from year to year.
2. The level of unmet employee needs is a trigger for employees in weakening their work motivation, therefore leaders must be able to understand what their employees need.
3. To improve the quality of service, it is expected that there will be efficient and effective training from the leadership, provision of facilities and infrastructure for services, and it is expected that services can comply with the regulations in force within the organization carefully so that the service has a high level of responsibility in working.

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