

The Influence of Public Service Motivation, Self Efficacy, ASN Competence in Pad Generating OPD on Improving ASN Performance and Regional Original Revenue as a Cause of Population Welfare in South Sumatra Province

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Abstract

The 1945 Constitution of the Republic of Indonesia affirms that the main purpose of the state is to promote the general welfare and intellectual life of the nation through public services. To achieve these goals, factors such as public service motivation, individual factors, and human resource competencies play a key role in influencing employee performance and the effectiveness of public services. The purpose of this study was to determine the effect of Public Service Motivation, Self-efficacy, ASN Competence in PAD Generating OPD on Improving ASN Performance and Regional Original Revenue as a Cause of Welfare of the Population of South Sumatra Province. This study uses quantitative methods with data collection techniques through questionnaires. After the data is obtained, the data is processed with SPSS 26.0. Public service motivation has a positive and significant effect on improving ASN performance in OPDs that generate Regional Original Revenue (PAD) and positively contribute to increasing PAD itself, while self-efficacy and individual competence have no significant effect on ASN performance and PAD at the OPD level. A focus on public service motivation seems more relevant in increasing PAD and population welfare in South Sumatra Province.

Keywords: *competence, public service motivation, performance improvement, regional own-source revenue, self-efficacy.*

INTRODUCTION

The Preamble of the 1945 Constitution of the Republic of Indonesia states that one of the purposes of establishing the state is to advance the general welfare and educate the nation's life. In accordance with this mandate, the Indonesian government is obliged to meet the needs of citizens, one of which is by providing public services (Ingrams et al, 2018). The spirit of public service in many countries has decreased from year to year, so it is important to restore motivation in public services to achieve sustainable development goals (Miao et al, 2019). Public service motivation can encourage an employee to deliver the best service to citizens, because public service motivation is a tendency that arises in a person to deliver services based on meeting the interests of others and to contribute his dedication to the welfare of citizens. That way, public service motivation is very important to understand and consider about services because it can choose the success of

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a worker in carrying out tasks, especially service delivery employees in the public sector (Putri et al, 2022).

According to Mangkunegara in Novella et al (2022), performance is influenced by individual factors, psychological factors, and organizational factors. Individual factors include abilities, skills, background, and demographics. Psychological factors consist of perception, attitude, personality, learning, and self-efficacy. Self-efficacy is a form of a person's belief in his ability to carry out the assigned task. An employee who has high self-efficacy will usually prefer to imagine the success that will be achieved. The more employees perceive themselves as having the ability, the employees will always create efforts to achieve their goals, and the stronger their commitment to the goals to be achieved (Dang & Chou, 2019). In the Decree of the Minister of National Education No.45/U/2002 competence is described as a set of intelligent actions, full of responsibility that a person has as a condition for being considered capable by the community in carrying out tasks in certain fields of work. In general, the term human resource competence is the capability to perform. If the competence, attitudes, and actions of employees towards their work are high, it is estimated that the behavior formed is working hard to achieve organizational goals (Amellya et al, 2022).

Previous research conducted by Widarni & Prabowo (2021) stated that there was a partial influence of the public service motivation variable (X1) on employee performance. Public service motivation affects employee performance results. Greater public service motivation tends to perform better in public sector work.

In contrast to previous research, the novelty of this study is the addition of several new variables such as local revenue and then elaboration to achieve community welfare. Thus, this study aims to determine the effect of public service motivation, self-efficacy, and ASN competence on improving performance and local revenue that have an impact on the welfare of the population in South Sumatra Province.

LITERATURE REVIEW

Public Service Motivation

Public service motivation is a general and unique motive that is usually found in public institutions. Public service motivation can encourage an employee to provide the best service to the community because public service motivation is a tendency that arises in a person to provide services based on fulfilling the interests of others and to contribute his dedication to the welfare of society. That way, public service motivation is very important to understand and consider in relation to service because it can determine the success of a worker in carrying out tasks, especially employees providing services in the public sector (Ruslihardy, 2020).

Three motives are characterized in Public Service Motivation (PSM), namely, first, rational motives based on individual utility maximization where individuals are interested in working in the public sector because they have an interest in supporting certain private sectors when they have the authority to formulate public policy. Second, normative motives are based on a desire to serve the public interest, and loyalty to duty and government. Third, affective motives are based on emotional factors or commitment to a program based on beliefs about its social benefits and a sense of patriotism (Negara & Febrianti, 2019).

Self-efficacy

Self-efficacy is an individual's belief in their own abilities. The individual has the ability to complete certain tasks. Self-confidence is a person's belief in his own ability to face any life challenge, anytime and anywhere by taking action to do something to achieve various realistic goals in his life (Jaaffar et al, 2019).

Self-confidence or self-efficacy according to Wang et al (2020) is influenced by several things, one of which is physical and emotional conditions, if a person's emotions are strong, it can usually affect the high and low performance of a person. Emotions that arise usually such as someone experiencing acute anxiety, strong fear, or high levels of stress, allow them to have expectations regarding low self-efficacy and vice versa when someone has high self-efficacy, the anxiety, fear, and stress that a person has will be low or reduced. The higher the self-efficacy, the higher the confidence about the ability to achieve success. In difficult situations, people with low self-efficacy will easily reduce their efforts or give up (Lianto, 2019).

Competence

Competence is the ability of employees to provide the ability of personnel to work neatly and have an attitude to complete work in accordance with the expertise of the workforce in the field of work which of course has provided a level of hard work (Hewagama et al, 2019).

Benefits and advantages in competency development: Can be used as a reference for a person's initial work success. This competency model can determine exactly what knowledge and skills are needed for success in the job. Can be used as a basis for recruiting good and reliable employees. If it has been successfully determined what competencies are needed for a particular position, it can easily be used as a basic criterion in recruiting new employees. Can be used as a basis for further employee assessment and development. Accurate job competency identification results can also be used as a measure of a person's ability. Can be used as a basis for performance appraisal and compensation for outstanding employees and punishment for non-performing employees (Tjahyanti & Chairunnisa, 2020).

Employee Performance

Employee performance is the result of work such as the results of administration, system processing, material management, and so on carried out by employees in an effort to help the company achieve predetermined goals and objectives. Employee performance is generally a benchmark used by companies in assessing their employees (Chien et al, 2020). Every company tries to be able to improve the performance of its employees because increasing employee performance will affect good work results so that it can achieve the goals desired by the company (Trieminaty et al, 2019).

Regional Original Revenue

Regional Original Revenue (PAD) is one of the sources of regional revenue with a composition consisting of local taxes, local levies and other legal revenues, in addition to assistance from the central government, so far the region has shown that the percentage of local original income is still relatively small, in general, the regional revenue and expenditure budget (APBD) of a region is still dominated by contributions from the central government and other contributions regulated by law. legislation, this is very dependent on the central government so the ability of the regions to develop their potential is very limited, the low local revenue of a region is not due to the lack of sources of local revenue but rather due to the lack of exploration of potential is still very lacking because the regions are generally still very dependent on assistance from the central government (Tappi, 2021).

The sources of Regional Revenue obtained can be used to finance the implementation of Regional Government affairs. Regional expenditure is used to fund the implementation of government affairs which are the authority of the Province or Regency / City, which consists of mandatory affairs, optional affairs, and affairs that are handled in certain fields. Expenditures for organizing mandatory affairs are prioritized to protect and improve the quality of people's lives to fulfill regional obligations which are realized in

the form of improving basic services, education, health, social facilities and decent public facilities and developing a social security system (Parchet, 2019).

METHODOLOGY

This research uses a quantitative design with a survey approach. The survey method is used for the observation of a social phenomenon. Surveys can be conducted for various studies with descriptive, explanatory, and exploratory (Berndt, 2020). Meanwhile, quantitative design is a research method based on positivistic (concrete data), research data in the form of numbers that will be measured using statistics as a calculation test tool, related to the problem under study to produce a conclusion (Busetto et al, 2020). The research sample was 100 ASNs in the PAD-producing OPD who were randomly selected. Data were collected through questionnaires distributed to respondents. The data that has been collected is then analyzed using the help of the SPSS statistical program.

RESULT AND DISCUSSION

Result

Normality Test

The following are the results of statistical analysis using the normality test.

Table 1. Normality Test Results

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
X1	.141	100	.000	.936	100	.000
X2	.135	100	.000	.935	100	.000
X3	.176	100	.000	.901	100	.000
Y1	.137	100	.000	.930	100	.000
Y2	.158	100	.000	.918	100	.000

a. Lilliefors Significance Correction

The normality test serves to test whether in a regression model, confounding variables have a normal distribution (Ghozali, 2011). Researchers used the Kolmogorov-Smirnov test because the number of samples > 50.

Based on table 1, the results of the normality test with Kolmogorov-Smirnov for the variables of Public Service Motivation Development (X1), Self Efficacy (X2), Competence (X3), Performance Improvement (Y1) and PAD (Y2) obtained sig. 0.000, so it can be concluded that the four data are normally distributed.

Reliability Test

The results of statistical analysis using the normalization test can be seen in the following table.

Table 2. Reliability Test Results

Cronbach's Alpha	N of Items
.770	5

According to Sujarweni in Pratama & Permatasari, (2021) explains that the reliability test can be carried out jointly on all items or question items in the research questionnaire. The basis for decision making in the reliability test is if the Cronbach's Alpha value > 0.60, the questionnaire or questionnaire is declared reliable or consistent and if the Cronbach's Alpha value < 0.60, the questionnaire or questionnaire is declared unreliable or inconsistent.

Based on table 2, the reliability test results obtained a Cronbach Alpha value of 0.770 which is greater than 0.600 so that the questionnaire is declared to have a good level of consistency and reliability for use in further research.

Multiple Linear Regression Test

Regression analysis/test is a study of the relationship between one variable, namely the explained variable with one or more variables (Yuliara, 2016). The results of statistical analysis using the normalization test can be seen in the following table.

Table 3. Multiple Linear Test Results on Y1

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
	(Constant)	-1.197	2.302		-.520	.604
1	X1	.324	.108	.366	2.983	.004
	X2	.290	.142	.240	2.047	.043
	X3	-.067	.210	-.037	-.319	.002

a. Dependent Variable: Y1

Sujarweni in Pratama & Permatasari, (2021) explains that the reliability test can be carried out jointly on all items or question items in the research questionnaire. The basis for decision-making in the reliability test is if the Cronbach's Alpha value > 0.60, the questionnaire or questionnaire is declared reliable or consistent, and if the Cronbach's Alpha value < 0.60, the questionnaire or questionnaire is declared unreliable or inconsistent.

Based on table 3, the results of the regression test of the public service motivation development variable obtained a significance value of 0.004 < 0.05, 0.043 < 0.05 for the Self Efficacy variable, and 0.02 < 0.05 for the competency variable which means that public service motivation, self-efficacy, competence have a positive and significant effect on Performance Improvement.

Table 4. Linear Test Results on Y2

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	-.081	4.285		-.019	.985
1	X1	.631	.202	.411	3.125	.002
	X2	.263	.263	.125	.997	.321
	X3	-.521	.390	-.166	-1.334	.185

a. Dependent Variable: Pendapatan Asli Daerah

Based on Table 4, the results of the regression test of the Public Service Motivation variable obtained a significance value of $0.002 < 0.05$, which means that public service motivation has a positive and significant effect on local revenue. Meanwhile, Self-efficacy obtained a significance value of $0.321 > 0.05$ and a significance value of $0.185 > 0.05$ for competence, which means that there is no effect of self-efficacy and competence on Local Revenue.

Discussion

The Effect of Public Service Motivation on Improving ASN Performance in PAD-Generating OPDs

Based on the research results, it is found that the significance value in the regression test is $0.004 < 0.05$, which means that public service motivation has a positive and significant effect on performance improvement.

The results of this study are also supported by research by Paais (2020) which states that shows that work motivation has a significant effect on employee performance, this shows that motivation has a direct effect on employee performance. To improve public services, it is necessary to take steps that are Tangible (Real, Tangible), Reliability, Responsiveness (Quick response), Assurance, and empathy. The components of quality public services must be wrapped in a public service motivation that prioritizes competition, competence, and consistency (Wiska et al, 2022).

Employee performance is the ability of employees to perform certain skills. Employee performance is very necessary because with this performance it will be known how far the employee's ability to carry out the tasks assigned to him (Suhartini & Nurlita, 2019). Thus, public service motivation affects the performance of ASN in the PAD Generating OPD. The more frequent the provision of motivation, the more performance will increase so that with an increase in performance the institution's goals will be quickly achieved.

The Effect of Self-Efficacy on Improving ASN Performance in PAD Producing OPDs

Based on the research results, it is found that the significance value in the regression test is $0.043 < 0.05$ for the Self Efficacy variable, which means that public service motivation has a positive and significant effect on Performance Improvement.

These results are supported by Albrecht & Marty (2017) which shows that there is a positive and insignificant effect on employee performance variables. So the higher the self-efficacy of employees, it does not necessarily improve employee performance, it can

increase but in a low percentage. If an employee has high self-efficacy, it will also make the employee's performance high. This happens because the employee believes that he is able to complete his duties and responsibilities so that employees will work better (Demir, 2020).

In contrast to the results of research by Granziera & Peres (2019) which states that self-efficacy has no effect on employee performance. So the higher the self-efficacy of employees, it affects employee performance.

Thus, the results of this study can conclude that self-efficacy has an effect on improving the performance of ASN in the PAD Generating OPD. Self-efficacy is a construct that focuses on an individual's evaluation of their capacity to do something successfully in a given situation (Waddington, 2023). According to Wilde & Hsu (2019), The general self-efficacy of an individual affects their cognitive behavior in several ways, including on one's performance. The higher the self-efficacy, the more performance will increase.

The Effect of Competence on Improving ASN Performance in PAD-Generating OPDs

Based on the research results, it is found that the significance value in the regression test is $0.02 < 0.05$ for the competency variable, which means that public service motivation has a positive and significant effect on performance improvement.

These results are supported by research by Saffar & Obeidat (2020) which states that competence has a significant effect on employee performance. It is necessary to pay attention to indicators that each employee must have adequate skills and education to improve performance as well as be supported by facilities and various facilities and infrastructure to improve maximum employee performance (Swanson et al, 2020).

The concept of competence at a higher level is ability, which refers to cognitive abilities and is distinguished by domain specificity. The concept of ability is logically related to other concepts that are at the same level (Schneider, 2019). So it can be concluded that competence influences on improving the performance of ASN in the PAD Generating OPD. This competency is related to ability, the higher the competence possessed, it will be an ability that arises from within the individual. Thus, the higher the competence that ASN has, the higher its performance will be.

The Effect of Public Service Motivation on Local Revenue

Based on the research results, it is found that the significance value in the regression test is $0.002 < 0.05$, which means that public service motivation has a positive and significant effect on local revenue.

Supported by research conducted by Octaviani et al (2021) which states that tax services have a positive effect on local revenue (PAD) of 27.5%, but tax services have not had a significant effect on local revenue.

In its definition, motivation is something that makes people act or behave in certain ways. This is related to employees who have high motivation tend to have good performance compared to employees who lack motivation (Maharani et al, 2023). The motivation given to employees can make employees enthusiastic while carrying out work duties obtained from the leadership supported by the work environment (Medah et al, 2023). High public service motivation affects local revenue by improving service quality, building public trust, encouraging tax compliance, and increasing administrative efficiency. Better services and strong motivation from the state civil apparatus in providing services to the community can create a favorable environment for economic growth, and investment, and increase local revenue through increased tax and levy revenues and efficiency in managing tax administration.

The Effect of Self-Efficacy on Local Revenue

Based on the research results, it is found that the significance value in the regression test is $0.321 > 0.05$, which means that there is no effect of self-efficacy on local revenue.

Self-efficacy is a person's belief in his ability to complete a job. The higher the self-efficacy that a person has, the higher a person's interest in doing an activity (Wardani & Woli, 2021). There is no effect of self-efficacy on Regional Original Revenue (PAD) because self-efficacy is a concept related to individual beliefs in facing personal tasks or challenges, while PAD is a source of income that comes from various economic factors, tax policies, community economic activity, and so on, which do not directly depend on individual beliefs.

The Effect of ASN Competence in PAD-Generating OPD on Regional Original Revenue

Based on the results of the study, it was found that the significance value in the regression test was $0.185 > 0.05$ for competence, which means that there is no effect of competence on Regional Original Revenue.

There is no effect of competence on Regional Original Revenue (PAD) because competence is the ability of individuals or organizations to perform certain tasks, while PAD is a source of income that comes from various economic factors, tax policies, community economic activity, and other factors at the regional level that are not directly related to the level of competence of individuals or organizations.

CONCLUSIONS

The results showed that public service motivation, self-efficacy, and ASN competence in Regional Apparatus Organizations (OPD) that generate Regional Original Revenue (PAD) have different influences on improving ASN performance and Regional Original Revenue. Public service motivation significantly influences the improvement of ASN performance in OPDs that contribute to PAD. High motivation encourages quality public services, builds public trust, and increases tax compliance, and administrative efficiency, which in turn can affect the increase in Regional Original Revenue. This proves the importance of motivation in improving ASN performance and has a positive impact on PAD and population welfare in South Sumatra Province.

Meanwhile, self-efficacy does not have a significant influence on ASN performance and Regional Original Revenue. This shows that individual confidence in facing personal tasks or challenges (self-efficacy) does not directly impact the performance of ASN or PAD at the OPD level that generates revenue. In addition, individual competence also does not have a significant influence on Regional Original Revenue. External factors such as taxation policy, community economic activity, and structural factors have a more dominant role in determining Regional Original Revenue. Therefore, to improve ASN performance and Local Revenue, focusing on high public service motivation seems more relevant and has a significant impact.

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