

ABSTRACT

THE EFFECT OF PUBLIC SERVICE MOTIVATION, INCENTIVES, PERCEIVED ORGANIZATIONAL SUPPORT, AND ORGANIZATIONAL JUSTICE ON PERFORMANCE

(A Study of Civil Servants in the Public Service Sector at the BLUD UPTD Pataruman III
Community Health Center in Banjar City)

By:

Irma Sepiani

223402178

Guide I : Gusti Tia Ardiani, S.E., M.M.

Guide II : Dian Kurniawan, S.E., M.Si.

The purpose of this study is to determine the extent of the influence of public service motivation, incentives, perceptions of organizational support, and organizational justice on the performance of civil servants in the public service sector at the BLUD UPTD Pataruman III Community Health Center in Banjar City. The research method used was a survey with a quantitative approach, while the sampling technique employed a total sampling method. Data collection for primary data was conducted via a questionnaire; secondary data was obtained from literature reviews, internal documents, and brief interviews with relevant parties. Path analysis was used as the analytical tool. The research results indicate that: (1) public service motivation has a significant effect on performance, (2) incentives do not affect performance, (3) perceived organizational support does not affect performance, (4) organizational justice has a significant effect on performance, and; (5) public service motivation, incentives, perceived organizational support, and organizational justice significantly influence the performance of civil servants in the public service sector at the BLUD UPTD Community Health Center Pataruman III in Banjar City.

Keywords: motivation in public service, incentives, perceived organizational support, organizational justice, civil servant performance.

ABSTRAK

PENGARUH MOTIVASI PELAYANAN PUBLIK, INSENTIF, PERSEPSI DUKUNGAN ORGANISASI DAN KEADILAN ORGANISASI TERHADAP KINERJA

(Penelitian pada ASN Bidang Pelayanan Publik di BLUD UPTD Puskesmas Pataruman
III Kota Banjar)

Oleh:

Irma Sepiani

223402178

Pembimbing I : Gusti Tia Ardiani, S.E., M.M.

Pembimbing II : Dian Kurniawan, S.E., M.Si.

Tujuan penelitian ini untuk mengetahui besarnya pengaruh motivasi pelayanan publik, insentif, persepsi dukungan organisasi dan keadilan organisasi, terhadap kinerja ASN bidang pelayanan publik di BLUD UPTD Puskesmas Pataruman III Kota Banjar. Metode penelitian yang digunakan adalah metode survei dengan pendekatan kuantitatif, sedangkan Teknik penarikan sampel menggunakan metode sensus. Teknik pengumpulan data yang digunakan untuk data primer dilakukan melalui kuesioner, data sekunder diperoleh dari kajian pustaka, berkas internal dan wawancara sederhana pihak lain yang relevan. Alat analisis menggunakan analisis jalur. Hasil penelitian menunjukkan bahwa: (1) motivasi pelayanan publik berpengaruh signifikan terhadap kinerja, (2) insentif tidak berpengaruh terhadap kinerja, (3) persepsi dukungan organisasi tidak berpengaruh terhadap kinerja, (4) keadilan organisasi berpengaruh signifikan terhadap kinerja, dan; (5) motivasi pelayanan publik, insentif, persepsi dukungan organisasi dan keadilan organisasi berpengaruh signifikan terhadap kinerja ASN bidang pelayanan publik di BLUD UPTD Puskesmas Pataruman III Kota Banjar.

Kata kunci: motivasi pelayanan publik, insentif, persepsi dukungan organisasi, keadilan organisasi, kinerja ASN.