



The Influence of Work Motivation on Bawaslu Employees in Bogor Regency on Public Satisfaction

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ABSTRACT

Motivation is a factor that encourages a person to carry out certain activities, therefore motivation is often interpreted as a factor driving a person's behavior. Motivated employees tend to work better in carrying out their duties. Public satisfaction with Bawaslu's performance is an important indicator of Bawaslu's success in carrying out its duties. People who are satisfied with Bawaslu's performance tend to have higher trust in the election process. This study uses a quantitative approach with Work Motivation (X) and Public Satisfaction (Y) as variables. It sampled 18 employees and 18 public members using observation, interviews, and questionnaires. The correlation between work motivation and p satisfaction was 0.351, indicating a weak influence. The t-test showed no significant effect (tcount = 1.486, ttable = 1.746). The coefficient of determination (R^2) was 0.121, meaning work motivation affects public satisfaction by 12.1%.

INTRODUCTION

The election is an essential pillar of democracy that influences the direction and policies of a country's development. Elections conducted honestly, fairly, and transparently will reflect the aspirations and will of the people in exercising their voting rights. Therefore, it is necessary to have an election administration that is professional, independent, and accountable, as well as effective and responsive election supervision. Bawaslu is a state institution that oversees the conduct of elections in Indonesia. Bawaslu's organization is divided into five levels: central, provincial, regency/city, sub-district, and village/ward. Bawaslu of Bogor Regency is part of the regency/city level of Bawaslu, which oversees elections in Bogor Regency, West Java.

Election supervision is a task that requires competence, integrity, and high dedication from Bawaslu employees. Therefore, the work motivation of Bawaslu employees is a crucial factor influencing the quality of election supervision. According to Edy Sutrisno (2019:146), motivation is a factor that drives someone to engage in a particular activity, and thus it is often interpreted as a driving factor for someone's behavior. The driving factor for someone to engage in a specific activity is generally a need and desire. High work motivation can improve employee performance in carrying out their duties. Motivated employees tend to perform better in their tasks. Conversely, employees with low motivation will show less optimal performance, ultimately affecting the effectiveness of election supervision. Public satisfaction with the performance of Bawaslu Bogor Regency is an important indicator of the institution's success in carrying out its duties. People satisfied with Bawaslu's performance tend to have higher trust in the election process and its results. This research aims to examine the influence of work motivation of Bawaslu Bogor Regency employees on public satisfaction.

LITERATURE REVIEW

Work Motivation

According to Bangun, as cited in Dewi and Hazmanan (2019), motivation is an action aimed at ensuring others behave orderly. Meanwhile, Manullang, as cited in Dewi and Hazmanan (2019), explains that motivation is an internal force within humans that drives the spirit to pursue certain desires or goals. Motivation is a factor that drives someone to engage in specific activities (Sutrisno, 2013). Therefore, motivation is often interpreted as a factor that drives someone's behavior. Every activity undertaken by an individual requires a factor that drives that activity.

Public Satisfaction

According to Harbani Pasolong (as cited in Sutri, S., et al., 2022), public satisfaction with public organizations is considered important because it is related to public trust. In this context, public trust will increase with the improvement of governance and the quality of employee services. From Kotler's perspective (as cited in Sutri, S., et al., 2022), satisfaction can be defined as an emotional state resulting from the comparison between an individual's

expectations and their impressions of the performance or outcomes of a product.

Priansa (2018:156) asserts that public satisfaction is the public's response to the discrepancy between their level of expectations and the actual performance they perceive after using public services. Public satisfaction is measured by considering how important each aspect is to others and the value of satisfaction itself. The implication is that an individual will adjust their contribution based on the level of fairness or satisfaction they receive.

METHODOLOGY

The method used in this research is associative research. According to Sugiyono (2022:65), associative research is defined as: 'Associative research is a formulation of research problems that questions the relationship between two or more variables.' The variables connected in this study are the influence of Work Motivation (X) on Public Satisfaction (Y). In this research, the researcher uses a quantitative approach with two variables: the independent variable (X) Work Motivation and the dependent variable (Y) Public Satisfaction. The type of research is survey-based, where the researcher will conduct a survey of the research subjects and then describe the results descriptively.

In this research, a saturated sampling technique is used by taking 100% of the population at Bawaslu Bogor Regency, which amounts to 18 respondents. Furthermore, the researcher uses a non-probability sampling method with a Purposive Sampling technique. According to Sugiyono (2022:85), Purposive Sampling is a sampling technique with specific considerations. For example, it might be used for research on food quality or political conditions in a certain area. The researcher obtained 18 respondents from the community who met the criteria for filling out the questionnaire, which include being familiar with Bawaslu Bogor Regency, understanding election supervision, and understanding the duties of Bawaslu Bogor Regency as an election supervisory body, as well as having used the services of Bawaslu Bogor Regency regarding election supervision reporting.

RESEARCH RESULT

Before an assessment of the validity and reliability of each statement item of ten work motivation items (X) and ten items of public satisfaction (Y), the results of the research, including the results of data analysis, must be verified first. By using data processed through the use of the SPSS 26 program, the following validity and reliability test findings were obtained:

Table 1. Result of Validity Test on Work Motivation Variables (X)

| Statement Items | r-count | r-table | Information |
|-----------------|---------|---------|-------------|
| X1 | 0,682 | 0,468 | Valid |
| X2 | 0,682 | 0,468 | Valid |
| X3 | 0,556 | 0,468 | Valid |
| X4 | 0,595 | 0,468 | Valid |
| X5 | 0,513 | 0,468 | Valid |
| X6 | 0,508 | 0,468 | Valid |
| X7 | 0,611 | 0,468 | Valid |
| X8 | 0,543 | 0,468 | Valid |
| X9 | 0,502 | 0,468 | Valid |
| X10 | 0,564 | 0,468 | Valid |

Source: SPSS 26 Data Processing Results

Table 2. Result of Validity Test on Public Satisfaction Variables (Y)

| Statement Items | r-count | r-table | Information |
|-----------------|---------|---------|-------------|
| Y1 | 0,479 | 0,468 | Valid |
| Y2 | 0,630 | 0,468 | Valid |
| Y3 | 0,815 | 0,468 | Valid |
| Y4 | 0,528 | 0,468 | Valid |
| Y5 | 0,530 | 0,468 | Valid |
| Y6 | 0,488 | 0,468 | Valid |
| Y7 | 0,522 | 0,468 | Valid |
| Y8 | 0,542 | 0,468 | Valid |
| Y9 | 0,574 | 0,468 | Valid |
| Y10 | 0,579 | 0,468 | Valid |

Source: SPSS 26 Data Processing Results

Tables 1 and 2 demonstrate that all the correlation values for each statement item forming the Work Motivation and Public Satisfaction variables show that each calculated r-value is higher than the r-table value, thus all statement items in both variables in this study are declared valid.

Table 3. Reliability Test Results of X and Y Variables

| No | Variabel | Cronbach's Alpha | Cronbach's Alpha | Keterangan |
|----|-------------------------|------------------|------------------|-------------|
| 1 | Work Motivation (X) | 0,810 | 0,60 | Reliability |
| 2 | Public Satisfaction (Y) | 0,807 | 0,60 | Reliability |

Source: SPSS 26 Data Processing Results

Based on Table 3, it is shown that the Cronbach's Alpha for the work motivation variable is 0.810 and the Cronbach's Alpha for the job satisfaction variable is 0.807. Therefore, it can be concluded that the statement items in this questionnaire are reliable, as they have a Cronbach's Alpha (α) value > 0.60 .

Independent Variable Analysis Work Motivation Variable (X)

Table 4. Recapitulation of The Answer of Each Dimension Variable X

| Variable | Dimension | Indicator | Average | Category |
|----------------------------------|----------------------|---|-------------|------------------|
| Variable X Work Motivation | Physiological Needs | Salary | 4,28 | Excellent |
| | | Allowance | 4,06 | Good |
| | Average | | 4,17 | Good |
| | Safety Needs | Social Insurance | 4,67 | Excellent |
| | | Comfortable Work Environment | 4,44 | Excellent |
| | Average | | 4,55 | Excellent |
| | Social Needs | Relationship with Colleagues | 4,5 | Excellent |
| | | Relationship with Supervisors | 4,17 | Good |
| | Average | | 4,34 | Excellent |
| | Esteem Needs | Recognition of Work Results | 4,61 | Excellent |
| | | Recognition from Supervisor and Colleagues | 4,44 | Excellent |
| | Average | | 4,53 | Excellent |
| | Self Actualization | Opportunity to Participate | 4,56 | Excellent |
| | | Freedom to Express Opinions and Develop Oneself | 4,28 | Excellent |
| | Average | | 4,42 | Excellent |
| | Total Average | | | 4,40 |

Source: Research Questionnaire Processed, 2024

As presented in Table 4 above, Work Motivation shows varied results across each dimension and indicator. The overall average result of the employee respondents for all indicators and dimensions is 4.40, categorized as 'Very Good' for the Work Motivation variable (X). The dimension of the Need for Security has the highest value, which is 4.55, categorized as 'Very Good,' with employee respondents rating highly on the indicators of social security and a comfortable working environment, both of which can enhance work

motivation. This indicates that employees receiving social security and working in a comfortable environment can increase their motivation to perform better. The lowest value is 4.17, categorized as 'Good,' with employee respondents from Bawaslu falling under the Physiological Needs dimension and the Salary and Benefits indicator. This shows that some employees feel that their salary and benefits do not match the workload they undertake.

Dependent Variable Analysis Public Satisfaction Variable (Y)

Table 5. Recapitulation of The Answer of Each Dimension Variable Y

| Variable | Dimension | Indicator | Average | Category |
|--------------------------------------|--|--|-------------|------------------|
| Variable Y Public Satisfaction | Service Procedure | Simplicity of Procedures | 4,33 | Excellent |
| | | Clarity of Procedures | 4,33 | Excellent |
| | Average | | 4,33 | Excellent |
| | Service Requirements | Uncomplicated Requirements | 4,33 | Excellent |
| | | Alignment of Requirements with The Type of Service | 4,22 | Excellent |
| | Average | | 4,28 | Excellent |
| | Discipline of Staff | Timeliness of Staff | 3,56 | Good |
| | Average | | 3,56 | Good |
| | Responsibility of Service Staff | Completion of Task | 4,55 | Excellent |
| | | Compliance with Standard Operating Procedures | 4,39 | Excellent |
| | Average | | 4,47 | Excellent |
| | Capability of Service Staff | Suitability for the Job | 4,61 | Excellent |
| | | Able to Provide Accurate and Clear Information | 4,55 | Excellent |
| | Average | | 4,58 | Excellent |
| | Politeness and Friendliness of Staff | Politeness When Interacting with The Public | 4,66 | Excellent |
| | | Receiving Complains and Feedback from The Public | 4,28 | Excellent |
| | Average | | 4,47 | Excellent |

| Variable | Dimension | Indicator | Average | Category |
|----------------------|----------------------------|---------------------|-------------|------------------|
| | Comfort of The Environment | Adequate Facilities | 4,44 | Excellent |
| Average | | | 4,44 | Excellent |
| Total Average | | | 4,30 | Excellent |

Source: Research Questionnaire Processed, 2024

As presented in Table 5 above, Public Satisfaction shows varied results across each dimension and indicator. The overall average score of the respondents for all indicators and dimensions is 4.30, categorized as 'Very Good' for the Public Satisfaction variable (Y). The dimension of Service Officer Capability has the highest value, which is 4.58, categorized as 'Very Good,' with public respondents rating highly on the indicators of job suitability and the ability to provide accurate and clear information. This indicates public satisfaction with Bawaslu Bogor Regency employees. It shows that the public is satisfied with the employees' job suitability and their ability to provide accurate and clear information. The lowest value is 3.56, categorized as 'Good,' with public respondents rating the Discipline of Officers dimension and the punctuality of the officers. This indicates that some public members had to wait for Bawaslu officers, whether at the office or while traveling to the reporter's location.

Correlation Between Variable X and Y Rank Spearman

A statistical application called SPSS 26 is used to process data. It is possible to obtain the correlation values listed below:

Table 6. Results of The Spearman Rank Correlation Test

| Correlations | | | | |
|---------------------|---------------------|-------------------------|-----------------|---------------------|
| | | | Work Motivation | Public Satisfaction |
| Spearman's rho | Work Motivation | Correlation Coefficient | 1.000 | .351 |
| | | Sig. (2-tailed) | 0.000 | 0.154 |
| | | N | 18 | 18 |
| | Public Satisfaction | Correlation Coefficient | 0.351 | 1.000 |
| | | Sig. (2-tailed) | 0.154 | 0.000 |
| | | N | 18 | 18 |

Based on Table 6, the significance value is 0.154. Since the significance value of 0.154 is greater than 0.05, it means there is no significant relationship between the Work Motivation variable and Public Satisfaction. The obtained correlation coefficient is 0.351, indicating that the level of correlation between the work motivation variable and the public satisfaction variable is 0.351, which

is considered low. Therefore, it can be concluded that while an increase in work motivation is associated with an increase in public satisfaction, the relationship is not very strong.

Partial Hypothesis Test (T-Test)

Table 7. Hypothesis Test Result

| | | Coefficients^a | | | | |
|-------|-----------------|---------------------------------|------------|---------------------------|-------|-------|
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 31.823 | 13.804 | | 2.305 | .035 |
| | Work Motivation | 0.419 | 0.282 | 0.348 | 1.486 | 0.157 |

a. Dependent Variable: Public Satisfaction

Based on the results of the t-test, the tcount value = 1.486 and ttable (df=16) is 1.746 (α ; 0.05), then the tcount < ttable which means that Ho is accepted and Ha is rejected means that there is no significance of the Influence of Work Motivation of Bogor Regency Bawaslu Employees on Public Satisfaction.

Coefficient of Determination

The results of the determination coefficient test are follows:

Table 8. Determination Coefficient Test Results (R²)

| Model Summary | | | | |
|----------------------|--------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | 0.348 ^a | 0.121 | 0.066 | 4.382 |

a. Predictors: (Constant), Work Motivation

Based on the results in Table 8, the correlation coefficient (R) is 0.348. From this output, the coefficient of determination (R²) is 0.121, which means that the effect of the independent variable, work motivation, on the dependent variable, job satisfaction, is 12.1%, while the remaining 89.9% is influenced by other factors. This calculation indicates that work motivation has a weak and insignificant positive effect on public satisfaction.

DISCUSSION

From this calculation, it can be determined that work motivation has a weak and insignificant positive effect on public satisfaction. This means that other factors not included in this study, such as service quality, institutional performance, or other aspects, have a much greater impact on the level of

public satisfaction. In other words, although employee motivation is a factor that can influence public satisfaction, its effect is very small. This indicates that efforts to improve public satisfaction cannot focus solely on increasing employee motivation but must also consider other, more dominant factors. This is reinforced by interviews conducted by the researcher, where several questions were asked to Bawaslu Bogor Regency employees and one respondent from the community. They provided answers related to the following questions:

- How is Employee Work Motivation at Bawaslu Bogor Regency?

"The work motivation of employees at Bawaslu Bogor Regency is quite high and is influenced by several factors. There is a commitment to duties and responsibilities in overseeing a fair and transparent election process. Employees have an important role in maintaining democracy, which gives a sense of purpose and pride in work. In addition, a supportive work environment and good relationships with fellow employees and leaders create a positive work atmosphere and motivate employees to give their best in every task assigned."

From the answer given by one of the employees, it can be concluded that there are several factors that influence the increase in work motivation of Bawaslu Bogor Regency employees, namely good relationships with fellow employees and leaders. Good employee motivation will definitely encourage employees to be more committed to the tasks assigned so as to produce good work results.

- How is public satisfaction with the Bawaslu Bogor Regency?

"Public satisfaction with Bawaslu Bogor Regency is quite good. I appreciate Bawaslu's efforts in carrying out election supervision tasks in a transparent and accountable manner. The steps taken by Bawaslu Bogor Regency in following up on election violations can be seen and understood by the public to increase public trust. In addition, Bawaslu Bogor Regency is also active in providing education and socialization about the importance of public participation in elections and how to report violations, so that the public becomes more involved and aware of its role in maintaining election integrity. However, there are still some things that need to be evaluated such as the addition of human resources to handle the high workload."

From these answers, it can be concluded that public satisfaction with Bawaslu Bogor Regency is quite good, supported by active education, and responsiveness to complaints. Although there are still things that need to be evaluated, it is hoped that this can further increase public satisfaction with the performance of Bawaslu Bogor Regency.

- Is there an influence between the work motivation of Bawaslu employees in Bogor Regency on public satisfaction?

Based on the t test that has been carried out, it shows that the Work Motivation variable does not have a significant influence on Public Satisfaction. This can be seen from the results of the t test hypothesis test, the significance value of $t_{count} = 1.486$ and $t_{table} (df = 16)$ is 1.746 ($\alpha; 0.05$), then $t_{count} < t_{table}$ which means H_0 is accepted and H_a is rejected.

The implications of the results of this study are in line with Abraham Maslow's theory, that the fulfillment of each level of need can increase employees' work motivation, which in turn can improve their performance. Employees whose basic needs are met tend to be more focused, while social needs are required to be more engaged and committed. Ultimately, those who achieve self-actualization usually deliver the highest performance because they are fully motivated and feel satisfied with their work.

This is also reinforced by the results of interviews conducted by researchers by asking questions to Bogor Regency Bawaslu employees, staff of the Violation Handling and Dispute Resolution Division, he said that: "Of course work motivation affects public satisfaction. However, this is not too influential, because the community will definitely only judge the results of the work or performance of Bawaslu. Work motivation is only as a support to produce better Bawaslu performance."

In addition, the researcher also conducted an interview with Mr. Saipul, he said: "As a member of the community, I judge not in terms of employee work motivation alone. However, what is assessed is the results of work and how the performance of the Bogor Regency Bawaslu in carrying out its duties as an election supervisor. Indeed, motivation has an effect, but if seen from the public's perception, it will only assess the end result, not how the work motivation of Bawaslu employees."

CONCLUSIONS

Based on the results of the research and analysis carried out, descriptions and tables are obtained which are described in the form of a discussion of the Effect of Work Motivation of Bogor Regency Bawaslu Employees on Public Satisfaction, which can be concluded as follows:

1. Based on the data obtained from the results of respondents' answers through questionnaires with Abraham Maslow's theory on Work Motivation has been done well, with an average value of 4.40 in the "Very Good" category. The highest value is obtained from the dimension of the Need for a Sense of Security, namely 4.55 with the category "Very Good" in this case it can be seen that employees get social security and work in a comfortable work environment can increase their work motivation to work even better. Meanwhile, the lowest average value is 4.17 in the "Good" category with Bawaslu employee respondents who are in the Physiological Needs dimension with the Salary and Allowances indicator.

2. Based on the data obtained from the results of respondents' answers through questionnaires with Priansa's theory on Public Satisfaction, it has been done well. In the respondent's answer the average value was 4.30 with the category "Very Good". The highest value is obtained from the dimension of Service Officer Ability, namely 4.58 with the category "Very Good" in this case it can be seen that the public is satisfied with the suitability of employees with their jobs and is also satisfied with employees who can provide accurate and clear information. Meanwhile, the lowest average value is 3.56 in the "Good" category with public respondents who are in the Officer Discipline dimension and the indicator of officer punctuality.
3. Based on the results of the Rank Spearman correlation analysis, the correlation between work motivation and public satisfaction is obtained with a value of 0.351. Thus it can be concluded that there is an influence between work motivation variables on public satisfaction but is included in the weak category. Meanwhile, based on the results of the t-test formula, the t-count value is obtained = 1.486 and the t-table (df = 16) is 1.746 (α ; 0.05), then $t\text{-count} < t\text{-table}$, which means H_0 is accepted and H_a is rejected, meaning that there is no significance in the effect of work motivation of Bawaslu Bogor Regency employees on public satisfaction. The test results with a sample of 18 respondents on each variable with a total employee population of 18 people, and the public population was selected using certain criteria. Meanwhile, the extent to which the work motivation variable (X) affects the public satisfaction variable (Y) in this study obtained a coefficient of determination (R^2) of 0.121, which means that there is an influence of the independent variable, namely work motivation on the dependent variable, namely job satisfaction is 12.1%.

ADVANCED RESEARCH

It is recommended that further research be carried out on other factors that may have a significant effect on public satisfaction. To identify these factors, the researcher suggests that further research be carried out on other causes that affect public satisfaction in assessing the Bogor Regency Bawaslu.

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