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Selitubun, Y. Y. (2022). Motivation of public service at the department of population and civil registration (Dukcapil) of Merauke Regency. *International Journal of Social Sciences*, 5(4), 262-268. <https://doi.org/10.21744/ijss.v5n4.1982>

Motivation of Public Service at the Department of Population and Civil Registration (Dukcapil) of Merauke Regency

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Abstract---This study aims to analyze the motivation of public services at the Department of Population and Civil Registration (Dukcapil) Merauke Regency. The method used in this research is a qualitative research research. The results of this research show 1) The level of interest of officials in the Department of Population and Civil Registry of Merauke Regency in making public policies that make it easier for the community to provide services. 2) The commitment of all employees at the Department of Population and Civil Registry of Merauke Regency to the public interest is very good. But peru must be improved again. 3) Lack of sympathy or compassion for the employees at the Population and Civil Registry Office of Merauke Regency, because there are still many complaints from the community regarding difficulties and taking care of family cards and birth certificates and their complaints are not responded to by employees at the Population and Records Office Merauke Regency Civil. 4) The lack of self-sacrifice that is owned by the Merauke Regency Population and Civil Registration Service employees because there are many complaints from the community where in community service they feel dissatisfied.

Keywords---Merauke Regency, motivation, performance, public bureaucracy, public service.

Introduction

The concept of public service in the reform era in Indonesia is a very basic thing which is a unified whole where the level of use cannot be separated from the daily life of the community. This can be seen from the community's need for the quality of services provided, both from the government sector and the private sector.

Public service bureaucracy in Indonesia is still attached to a negative stigma. The tendency of people's assessment of the public service bureaucracy is slow, inefficient and ineffective. Public bureaucracy in Indonesia is synonymous with disease (pathology) that harms the interests of society. People often complain because of the slow performance of the government bureaucracy. The image that develops in the community is that the government bureaucracy is still rigid and unresponsive to the needs of service users (Dwianto, 2012). In addition, the implementation of public service policies is still felt to be inaccurate, inflexible and slow, and even the service process provided seems convoluted and always makes it difficult for recipients of general services. As a result of this, various stigmas arise in the community, that the services obtained are unsatisfactory which results in the public's interest in the services in question always being in a negative direction. If the percentage is withdrawn or a comparative study is conducted on the services provided by the government and the private sector, the services provided by the government are still not good. Facts in the field found that the level of public services drastically experienced a setback point, this was indicated by the many irregularities in public services that were felt to be too discriminatory which had been entrenched starting from echelon 1 level to administrative staff employees (Tosun & Howlett, 2021; Cordella & Tempini, 2015).

The Department of Population and Civil Registration (Dukcapil) is a government agency in Merauke Regency that deals with population issues such as E-KTP, birth certificates, death certificates, marriage certificates, family cards (KK), and other population matters. The vision of the Department of Population and Civil Registration of Merauke Regency is "The Realization of Modern Population and Civil Registration Administration through Excellent Service Based on Population Information and Administration Systems (SIAK). With a mission, namely realizing excellent service to the community in the field of population administration and civil registration, increasing public awareness

about the importance of the use or benefits of population documents which are the most powerful evidence in determining one's law and developing the capacity of public service resources which include Human Resources. (HR), population administration information technology and other supporting facilities.

In practice, the services provided by the Merauke Regency Population and Civil Registration Service (Dukcapil) in terms of Administrative Services still encounter many problems. This can be seen from the number of complaints submitted by the community. Related to administrative management which is often late and the process is very convoluted, such as slow service, the attitude of employees who are indifferent or indifferent to the community and the attitude of employees who are less friendly and rude. The description illustrates that the performance of the Department of Population and Civil Registration of Merauke Regency has not been maximized due to employee performance that has not been maximized and the lack of motivation for public services by all employees (Hood, 2000; Van der Voet, 2014).

For an organization, it is necessary to implement a strategy that is in accordance with the circumstances and constraints faced in order to be able to improve the performance and quality of its services. Likewise, the Dukcapil Agency of Merauke Regency requires an effort to improve the quality of service to be better than what has been provided, namely by providing services in accordance with the demands and expectations of the community. Without efficient and effective direction and change in its efforts to improve the quality of public services, the Merauke Regency Dukcapil Agency's services to the community will be static, undeveloped in the sense of not being able to adapt to current conditions (Klimesch, 1999; Zahra & Covin, 1995).

Based on the results of the explanation above, it is very important that the Population and Civil Registration Agency of Merauke Regency must develop a conducive working atmosphere, especially to support close relationships between superiors and subordinates, because these relationships can motivate employees in providing public services so as to produce better performance (Sunaryo & Suyono, 2013). Increasing employee motivation in providing public services to strengthen their role as civil servants is needed. Because success in achieving this will lead to an increase in employee performance. The importance of creating and maintaining employee performance at an optimal level can be influenced by employee job satisfaction (Wei et al., 2014).

Research Method

In this study using a qualitative approach. According to Sugiyono (2018), qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior. This research was conducted at the Office of Population and Civil Registration of Merauke Regency, which is located on Jl. Missi-Merauke. Sources of data using primary data and secondary data with interviews as data collection techniques. For research validation using 1). Credibility (internal validity); 2). Transferability (external validity); 3). Dependability (reliability); and 4). Confirmability (objectivity).

Result and Discussion

Interest in public policy making

Based on the results of the researcher's interview with the YRK informant who served as the Acting Head of the Merauke Regency Population and Civil Registration Office when the researcher asked whether you were always interested in making public policies and the answer was as follows: "In carrying out the work as the Acting Head of the Merauke Regency Population and Civil Registration Service, one of the policies we carry out is to continue to provide services on Sundays/holidays if needed. Because many people really need data related to their population administration" (interview on 6 February 2022).

The researcher also asked the same thing about whether you were always interested in making public policies to the informant with the initials TS who served as Secretary of the Merauke Regency Population and Civil Registration Office, and the results of the interview were as follows: "We have also made a policy, namely recording population data for people in remote villages and it is difficult to obtain ID cards and birth certificates, due to the high cost to go to the city to get their population data" (interview on 6 February 2022).

Related to the policies taken, the researchers also asked the informant with the initials YTR who served as Head of the Population Registration Division, whether there were policies related to services to the community and the results of the interviews were as follows: "We as the Head of the Population Registration Division make a policy that work or population administration services for the community must be completed today, so that people are not made to wait too long even though they have passed normal office operating hours. Otherwise, the work will pile up the next day and result in large queues of people." (Interview on 6 February 2022).

In addition, the researcher also asked the same thing about whether you have always been interested in making public policies to the informant with the initials THA who served as a staff employee and the results of the interview were as follows: "I am a staff in the field of population registration services, of course, it is very helpful if there are policies related to this. With services on Sundays/holidays, working past office hours as well as population administration services to villages because it really helps our people who really need it. But as staff we only follow what is decided by the leadership and when necessary, we can only provide input to the leadership regarding this matter." (Interview on 6 February 2022).

Based on the results of the interviews above, the interest in public policy making by officials within the Department of Population and Civil Registration of Merauke Regency is very large.

Commitment to the public interest

Based on the results of the researcher's interview with the informant AA who served as Head of the Population Administration Information Division at the Department of Population and Civil Registration of Merauke Regency when the researcher asked whether you provided the maximum possible service to the community because it was a top priority and the answer was as follows:

The population service system is already application-based with the Population Administration Information System (SIAM) which is applicable throughout Indonesia. The advantage of this system is that updating population data can be carried out quickly, but the problem is that it depends on electricity and internet networks. If the electricity goes out, the system cannot be accessed, as well as if the internet network is interrupted, then the population data input cannot be carried out. Another obstacle is that because the SIAM system is accessed throughout Indonesia, the critical time for using this system is above 10.00 WIT because all operators have access. For this reason, we at the Merauke Dukcapil usually access it first, which is below 10.00 WIT because in other places we have not started work and above 14.00 WIT because in other places we take lunch. However, we remain committed to providing good service to the community (interview on 7 February 2022).

The researcher also asked the same thing about whether you provided the maximum possible service to the community, to the informant with the initials DRT who served as Head of the Population Identity Section at the Population and Civil Registration Office of Merauke Regency, and the results of the interviews were as follows:

Providing good service to the community is our goal, although sometimes there are delays. What we do is if there are a lot of people queuing for their population data services, then we will work past office operating hours so that the interests of the community for today will be resolved. We have discussed this with the Head of Division, Head of Section and Staff so that it has become a shared commitment (interview on 7 February 2022).

In addition, the researcher also asked the same thing about whether you provided the best possible service to the community, to the informant with the initials AS who served as staff at the Merauke Regency Population and Civil Registration Service, and the results of the interview were as follows: "In my work I always provide the best service to the community, but there are some people who are impatient in managing documents so they get angry with the officers who work" (interview on 7 February 2022). Based on the results of the interview above, the commitment to the public interest of officials in the Population and Civil Registry Office of Merauke Regency is very good.

Feelings of empathy or compassion (compassion)

Based on the results of the researcher's interview with the informant AA who served as Head of Population Administration Management at the Department of Population and Civil Registration of Merauke Regency when the researcher asked whether you felt empathy and tried to solve problems that occurred if the community took care of their population documents and the answer was as follows:

People who come to the Office of Population and Civil Registration of Merauke Regency to take care of matters related to documents such as obtaining ID cards, family cards, birth certificates, marriage certificates and so on. However, in managing these files, people tend not to complete the requested supporting documents, so people are encouraged to re-complete the requested documents. But because they have been waiting in line for a long time, many can't accept it and start taking actions of dissatisfaction such as getting angry and so on (interview on 7 February 2022).

The researcher also asked the same thing about whether you felt empathy and tried to solve problems that occurred when the community came to take care of their documents to the informant with the initials MHB who served as staff at the Merauke Regency Population and Civil Registration Office, and the results of the interview were as follows: "In the service there are some people who want to take care of their ID cards and family cards as soon as possible, but the files are not complete so we don't want to serve the community as soon as possible so sometimes they get angry with the officers" (interview on 07 February 2022).

In addition, the researcher also asked the same thing about whether you felt sympathetic and tried to solve problems that existed in the community to the informant with the initials LN who served as staff at the Merauke Regency Population and Civil Registration Office, and the results of the interview were as follows:

We always sometimes lack sympathy for the community, who in managing document files such as ID cards, family cards and so on sometimes get angry because they feel the queue is very long and ask for the files to be taken care of as soon as possible. Sometimes we and the community argue with each other and lead to acts of violence (Interview on 22 January 2022)

Based on the results of the interviews above, it shows that the feelings of sympathy or pity for the employees at the Population and Civil Registry Office of Merauke Regency are not too good.

Self-sacrifice (Self-sacrifice)

Based on the results of the researcher's interview with the SA informant who served as staff at the Merauke Regency Population and Civil Registration Office when the researcher asked whether she remained faithful to her service duties if there were people who needed fast service but with a tempting offer of money and the answer was as follows:

It is undeniable that we all work to survive at a cost. Here it has been agreed that population document services to the community are provided free of charge or free of charge. However, our culture, namely the culture of gratitude in the form of money, is still happening today. Let alone that, sir, the practice of brokers still exists in the administration of population documents at the Dukcapil, both from outsiders on behalf of Dukcapil employees and the Dukcapil internal employees themselves. So back to the mentality of each individual employee himself (Interview on 07 February 2022).

The researcher also asked the same thing about whether you are willing to take risks for the benefit of others to the informant with the initials YKN who serves as a staff at the Merauke Regency Population and Civil Registration Office, and the results of the interview are as follows: "I am in service sometimes I find problems experienced by the community, not all problems that I can help, so to take the risk of helping the community in managing documents, I have not been able to dare for fear of violating the rules at the office" (Interview on 07 February 2022).

In addition, the researcher also asked the same thing about whether you are willing to take risks for the benefit of others to the informant with the initials ST who serves as a staff at the Merauke Regency Population and Civil Registration Office, and the results of the interview are as follows: "I have not been able to fully take risks for the benefit of others in document processing services because there are many people who must be served so that it must be fair to all people who come to the Merauke Regency Population and Civil Registry Office" (Interview on 7 February 2022). In addition, the researcher asked one of the people with the initials SK related to services to the community at the Merauke Regency Population and Civil Registration Office, and the results of the interview were as follows:

Because I was afraid that there would be a lot of queues, I came late to the office but the staff had not yet arrived. Sometimes we want to ask our employees too, we get scared because just seeing your face doesn't feel good to us, not to mention you sit down and play on your cellphone. So yes, we have to adjust it to dorang, if we want to talk loudly again, we will get angry again. Keep on making a promise to us, tomorrow you'll come and get the files, eh, we'll come tomorrow, the goods haven't been finished yet (Interview on 7 February 2022).

Furthermore, the researcher asked other people with the initials MN related to services to the community at the Merauke Regency Population and Civil Registration Office, and the results of the interviews were as follows: "Indeed, now the service is rather fast, not like before because you said you already used the application, but we usually go to the employee's office, don't come yet" (Interview on February 8, 2022).

Furthermore, the researcher asked other people with the initials CR related to services to the community at the Merauke Regency Population and Civil Registration Office, and the results of the interviews were as follows; "Before going to the office, I telephoned one of the staff in this office to make an appointment, it was okay but I came and he was out, so we have to adjust, sit down and wait again" (Interview on February 8, 2022).

Based on the results of the interview above, it shows that the attitude of self-sacrifice (self-sacrifice) of the employees at the Population and Civil Registration Office of Merauke Regency is not good.

Interest in public policy making (attraction to public policy making)

Based on the results of the study, it shows that the interest in making public policies by officials within the Department of Population and Civil Registration of Merauke Regency is very large. Policies made at the Population and Civil Registration Office of Merauke Regency, namely continuing to provide services on Sundays/holidays, providing population document services to villages and working past office operating hours solely aimed at providing good service to the community or the public. The Department of Population and Civil Registration is an important institution that makes population documents starting from a person's birth to death, all of which are recorded in a population document issued by the Department of Population and Civil Registration.

This is in accordance with the theory put forward by [Perry & Wise \(1990\)](#), which says that the interest of civil servants in public policy making is expected to have an impact on the services provided to the community. Motivation to achieve achievement that allows an individual to obtain inner/personal satisfaction. This motive departs from a rational perspective that describes individuals in the public service process with the opportunity (opportunity) they have to participate in the formulation of public policies ([Amrai et al., 2011](#); [Pessoa, 2009](#)).

Commitment to the public interest

Based on the results of research at the Department of Population and Civil Registry of Merauke Regency, it shows that the commitment of all employees to the public interest is very good. Commitment to the public or community interests continues to be pursued by the Population and Civil Registration Office of Merauke Regency. Talking about commitment, of course, talking about service to the public interest whatever the reason. One form of commitment to service to the community is through the use of the Population Administration Information System (SIAK). The Population Administration Information System (SIAK) is a population service system that is nationally implemented in Indonesia, centered in Jakarta, in this case the Ministry of Home Affairs and accessed by all Population and Civil Registration Offices in Provinces and Districts/Cities in Indonesia. This application-based system provides fast service for population documents but is constrained if the internet and electricity networks experience problems. This system also requires adequate supporting equipment, so that this service can be carried out properly ([Francois, 2000](#); [Ashraf et al., 2014](#)).

This is in accordance with the theory put forward by [Perry & Wise \(1990\)](#), which says that the commitment that an employee should have is not only a commitment to the organization but must have a commitment to the public interest. The organization or institution where you work may be committed to all positive things, but no matter how good the commitment is, it is a commitment to the public interest which is one of the basic needs of the community.

Feelings of empathy or compassion (compassion)

Based on the results of the study, it shows that the feeling of sympathy or pity (compassion) of the employees at the Department of Population and Civil Registry of Merauke Regency is not good, because there are still many complaints from the community regarding difficulties and taking care of family cards and birth certificates and their complaints are not responded to by employees at Department of Population and Civil Registry of Merauke Regency. This is not in accordance with the theory put forward by [Perry & Wise \(1990\)](#), which says that in the context of employees as public servants, empathy is when they are able to understand the state of people's feelings or thoughts for what they need. The sense of empathy that should be possessed by an employee is not only a feeling of empathy for the closest people, family and group but also a feeling of empathy for the whole community because in essence they are public servants who are tasked with providing services according to the needs of the community. Awareness that we are interdependent on each other and realizing that to realize his love for his homeland Indonesia must begin with compassion and a desire for the welfare of the community.

Self-sacrifice (Self-sacrifice)

Based on the results of the study, it shows that the attitude of self-sacrifice has not been owned by the employees of the Population and Civil Registry Office of Merauke Regency because there are many complaints from the community where in service to the community they are not satisfied. This can be seen from the public's complaints that the employees are late in attending the office, which they should have been there before the public came. When the employee becomes the service, then the king is the people who get the service (Hasanah et al., 2021).

This is not in accordance with the theory put forward by Perry & Wise (1990) which says that self-sacrifice is a dimension that represents service as an emotional response to humanity, including an attitude of love for the homeland (patriotism). Responsibility to the task (duty) and loyalty (loyalty) to the state. In the self-sacrifice of an employee, it is explained that one of the important points that an employee should have is the awareness that he (the employee) is a public servant whose life is financed and facilitated by the community so that he must carry out his duties properly for the welfare of the community. A sense of responsibility and loyalty to the state is an absolute attitude that must be possessed by every State Civil Apparatus or employee, where loyalty to the state is faithful to serve the interests of the people. But sometimes that loyalty disappears when there is a tempting offer that provides material benefits, then people will forget the promise and oath of allegiance that he made when he was appointed as a civil servant.

Conclusion

Based on the discussion of research results related to the formulation of problems regarding the motivation of public services at the Population and Civil Registration Office of Merauke Regency, the following conclusions can be drawn:

- 1) The magnitude of the interest of officials in the Population and Civil Registration Office of Merauke Regency in making public policies that make it easier for the community to provide services;
- 2) Commitment of all employees at the Merauke Regency Population and Civil Registry Service to the public interest has been very good. But it needs to be improved again;
- 3) Lack of sympathy or compassion for employees at the Merauke Regency Population and Civil Registration Office, due to public dissatisfaction with the information submitted;
- 4) The lack of self-sacrifice that is owned by the employees of the Population and Civil Registry Office of Merauke Regency because there are many complaints from the community where in public services they feel dissatisfied.

Acknowledgments

Thank you and the highest appreciation to everyone who has helped me, so that this research journal can be published.

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