



Analysis of Public Service Performance through Strengthening Employee Motivation in the Organization and Society Sub-Sector in the National and Political Unity Agency of Maluku Province



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Manuscript submitted: 18 September 2021, Manuscript revised: 27 October 2021, Accepted for publication: 09 November 2021

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Keywords

*employee motivation;
organization;
performance;
public service;
society;*

Abstract

Analysis of Public Service Performance through Strengthening Motivation of Employees of the Organization and Society Sub-Sector at the National Unity and Political Agency of Maluku Province is the core of this project. With a sample of 30 people and the technique of percentage analysis and conversion through the sociometric choice status index (ISP) in determining improvement priorities by paying attention to the relationship between strengthening employee motivation and public service performance. Strengthening employee motivation has a "strong" relationship and contribution to the performance of public services in percentage and sociometry based on the preferred status index (ISP. 0.740) or 74% with other intervention factors 26%. There is a follow-up to strengthening employee motivation and public service performance in the form of normalization of improvement, which is realized through a sociogram as the final result. The findings of this study prioritize the normalization of strengthening employee motivation and public service performance as a follow-up process that tends to lead to maximization and has implications for the development and progress of public services in the organizational and community subsectors.

International Journal of Social Sciences and Humanities © 2021.

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1 Introduction

Body Unity Nation and Politics province of Maluku as one of the government institutions are also duties organizes public services is expected to answer the demands in realizing the service the public that good. In the case of this related to motivation as one of the aspects that support the performance of services public, that the public service can encourage an employee to provide a public service of the best to the people because motivation is a tendency that arises in self somebody employees to provide services to meet the interests of the other people or many people and to donate their services to realize the welfare of the community.

Related to that point, one of the characteristics of motivating employees is to know and internalize the meaning of the work undertaken so that employees will perform the work following what it should be and employment in the government as a public servant. Then ideally, an employee should be able to work in a way serving the public interest. In addition, setting clear and clean public service goals, in which goal setting in public services can be done in various ways, one of which is by interpreting public services in terms of clear and clean and meaningful job expectations that can be realized in the public service process at Body Unity Nation and Politics province of Maluku.

In addition, employee interpersonal relationships can also improve employee performance, when each employee with complete desire, belief, and hope in making relationships at work will arise cooperation that will facilitate the completion of work tasks. According to [Ibrahim et al., \(2021\)](#), regulation is a form of delegation of authority and adjusting conditions to aspects of the bureaucratic structure. Interpersonal relationships also led to a solid bond to create a conducive working atmosphere in motivating employees to improve performance in doing the service of the public at the Agency Unitary Nation and Politics province of Maluku.

In connection with that, of the observations in particular on the Agency Unity of the Nation and Politics province of Maluku, it seems that carrying out duties and responsibilities of the organization and community is not yet fully accompanied by encouragement or strong motivation to realize the best public service. In contrast, the service performance public had not reached the expected purpose and would be the primary concern to be addressed ([Herron & Robinson Jr, 1993](#); [Sandberg & Hofer, 1987](#)). Community groups oversee implementing social assistance programs carried out by the village government ([Tuanaya et al., 2020](#)). Thus, motivation in public services as one measure in an assessment system becomes a consideration that is expected to be realized through the performance of public services and is used as an encouragement by employees to produce a good performance in public services ([Francois, 2000](#); [Epple & Romano, 1996](#)). Strengthening the motivation is needed in improving the performance of servicing the public at the Agency Unitary Nation and Politics province of Maluku.

The government system should be put forward *political authority* and prioritize *political commitment* as one of the aspects of the matter. Characteristics in motivating employees are to know and internalize the meaning of the work undertaken so that employees will perform the work following what it should be, as well as employment in the government as a public servant, and then ideally an employee should be able to work in a way serving the public interest. The existing public service reform has not changed ([Dwiyanti, 2019](#)). *The perspective of The New Public Service* has many facets and demands recognition of the complex role played by the government (bureaucrats) in contemporary governance ([Herizal et al., 2020](#)).

A motive is a need that is stimulated is oriented to the purpose of the individual in achieving a sense of satisfaction ([Sari Wijayanti, 2008](#)). Meanwhile, [Hasibuan \(2008\)](#), asserts that motivation comes from the Latin word mover, which means encouragement or the provision of a driving force that creates one's work enthusiasm so that they want to work together, work effectively, and be integrated with all their efforts to achieve satisfaction. According to [Matdoan et al. \(2021\)](#), there are still gaps in 7 districts/cities in Maluku that have life expectancy below the national life expectancy rate.

Sardiman (2020), suggests that motivation is the driving force to carry out activities to achieve goals. Motivation is a skill in directing employees and organizations to work successfully so that employees and organizational goals are simultaneously achieved (Hasibuan, 2008; Putra et al., 2020; Maesaroh et al., 2020). Maunah (2009), divides motivation into two parts, namely: intrinsic motivation and extrinsic motivation. Motivation Intrinsic motivation comes from within yourself, and extrinsic motivation is the motivation of the outer self of a person. So that organizational policy partnerships are a factor in implementing government organizational programs (Tuanaya et al., 2020).

2 Materials and Methods

This study was designed with quantitative methods, descriptive, and classified as applied research, (Phillippi & Lauderdale, 2018; Porter et al., 2016; Marshall et al., 2013; Bengtsson, 2016), which applied research is research used to solve the problems within the organization or institution that is intended to answer a particular problem (Sujarweni, 2014). The operational definition of the variable aims to explain the meaning of the studied variable, besides being an element of research that tells how to measure a variable; in other words, it is a kind of implementation guide on how to measure a variable (Singarimbun & Effendi, 2019).

Thus the operational definition of this research variable is stated as follows: Strengthening Employee Motivation (X) is a condition that moves employees to achieve the goals of their motives (Syafii et al., 2015; Rahimić et al., 2012; Leete, 2000). Measures of strengthening employee motivation include Desire (Valency), Confidence (Outcome Expectancy), and hope (Effort Expectancy) (Sobur, 2019). Improving Public Service Performance (Y) is an effort on the ability of an employee to achieve reasonable work results or, more prominently, towards achieving organizational goals in public services (Schneider, 1980). This public service performance measures results-oriented, namely Effectiveness, Productivity, Efficiency, Satisfaction, and Justice in the public service (Al-Hamid, 2021; Irfadat et al., 2020).

3 Results and Discussions

Effectiveness

Performance Public Service via Effectiveness received responses from respondents with the statement "Very Support (SM)" and Supports (M) "proved that the volume of work received by employees already following the ability to perform service to the community by 38%. Every employee in the service to the public is as quickly as big as 43%. The time given to carry out the public service is following the targets set at 41%. The employee the right time to complete each activity on the public service by 50% was essential. Each employee can deal with and pass through obstacles in service, with both at 39%. Average Achievement (CRr) of public service Performance through Effectiveness of 42.2% is in the range of 41% - 60%.

Productivity

Performance Services Public through Productivity got responses from respondents with the statement "Very Support (SM)" and Supports (M) "to prove that the employee can perform many tasks that are given service to the community by 57%. The work of each employee is increasing in service to the community by 51%. Each community service to be completed as quickly and precisely as big as 53% was essential. The employee-oriented on the achievement of the results of the service are adequate at 57%. Each employee can realize the results of quality services by 46%. Average Achievement (CRr) of Public Service Performance through Productivity of 52.8% is in the range of 41% - 60%.

Efficiency (Efficiency)

Performance of Public Services through Efficiency received responses from respondents with the statement "Very Support (SM)" and Supports (M)" to prove that the employee saves time by either in performing its duties or service to the community by 31%. Each employee uses a facility that is equipped to perform service to the community by 53%. The employees were able to meet the target of fast service to the community by 48% that always tries to minimize obstacles in service to the community by 46%. Either achieving the efficiency of work in service to the community by 47% was right. Average Achievement (CRr) of Public Service Performance through Efficiency of 45% is in the range of 41% - 60%.

Satisfaction (Satisfaction)

Public Service Performance through Satisfaction received responses from respondents with the statements "Highly Supporting (SM)" and Supporting (M)," proving that employees are aware that the community needs satisfaction with service results by 46%. Each employee continues to strive to achieve service results that satisfy the community by 47%. The employees feel satisfied with its work in giving service to the community by 48%. The community feels satisfied with the results of the service that is received by 48%. The employees continue to commit to producing the best service that satisfies the community by 55%. Average Achievement (CRr) of Public Service Performance through Satisfaction of 48.8% is in the range of 41% - 60%.

Justice (Equity)

Performance Public Service through Justice received responses from respondents with the statement "Very Support (SM)" and Supports (M) " to prove that the employee puts service that is fair to the public by 51%. Services provided justly received by both the public amounted to 53%. Not discriminatory in providing services to the community by 57%. The community feels they are treated fairly in the service by 46%. Neither the employees nor the public was satisfied with the service results achieved by 53%. Average Achievement (CRr) of Public Service Performance through Justice of 52% is in the range of 41% - 60%.

Adaptation and interpretation

In the adaptation and interpretation, the result of direct conversion percentage of respondents confirmed again through the accumulation of Achievement Percentage Average (AP CRR) and Interpretation Reinforcement Motivation Employees (X) and Performance Services Public (Y) as outlined in the table as follows.

Table 1
Adapted and interpreted

Analysis of Public Service Performance Through Strengthening Employee Motivation at the National and Political Unity Agency Maluku Province		
Variable	Accumulated Percentage (AP)	Interpretation
I. Strengthening Employee Motivation (X)	50%	Enough
II. Public Service Performance (Y)	48.16%	Enough
AP CRr	49.08%	Enough

Source: Data Processing Results, 2021

The adaptations and interpretations show that Reinforcement of Motivation received positive support of 50% in the category of Enough, and Public Service Performance received positive support of 48.16% in the category of Enough. By this, it is presentation "Performance Services Public Through Strengthening Motivation Employees On Board Unity of the Nation, and Politics Maluku province were" in the categorical Accumulated Percentage Achievement Average (AP CRR) amounted to 49.08%.

Relationship between variables

The relationship between Strengthening Employee Motivation and Public Service Performance is seen through crossing the Accumulative Score (ScA), which leads to the Relationship Score (ScH) and Cross Accumulation of Relationship Score (AScH) and the percentage of Cross Relationship Score (PScH) which is totaled (PScTH) as a result of the relationship between the two variables as a percentage as stated in the table as follows.

Table 2
Relationship between variables

Analysis of Public Service Performance Through Strengthening Employee Motivation at the National and Political Unity Agency Maluku Province				
Relationship Between Variables				
Bound Variable Public Service Performance Ce (Y)	ScA:ScH:PScH		Independent Variable Strengthening Employee Motivation (X)	
ScA	173	485	112	ScA
ScH	485	AScH	485	ScH
AScH	658	560	519	AScH
	19,0312	152,25	139,5	597
PScH	63,43%	30	58,12%	PScH
PScTH		X 60,77% Y		PScTH

Source: Data Processing Results, 2021

It seemed clear that Performance Services Public Through Strengthening Motivation Employees At the National Unity and Political Maluku province of the results of crossing proven Score Accumulated Strengthening Motivation Employee of 112 and Score Accumulated Performance Services Public of 173 with scores Relation 485. While Accumulated Cross Score Relations Reinforcement Motivation Employee to Public Service Performance of 519 (58.12%). At the same time, Accumulated Cross Score Relations Performance Services Public to Strengthen Motivation Officer of 560 (63.43%).

The relationship between Strengthening Employee Motivation and Public Service Performance according to the Cross Percentage of Total Relationship Score (PScTH) of 60.77% is above the middle limit with a balanced number of 1 (one). It leads to the amalgamation of Accumulated Percentage and Cross Percentage of Relationship Scores to achieve Accumulation Percentage of Average Achievement and Cross Percentage of Total Relationship Score (PScTH2) with a balanced number of 2 (two) which will be converted sociometrically based on the Preferred Status Index (ISP) in determining the priority of follow-up.

Conversion sociometric and determination of priorities

As the final stage of the Performance Analysis Public Service Through Strengthening Motivation Employees On Board Unity of the Nation and Politics Maluku importance of conversion and prioritization aiming and useful for follow-up increase in Strengthening Motivation Employee and Performance Services Public On-Board Unit Nation and Politics province of Maluku as mentioned in the table as follows.

Table 3
Conversion sociometric and determination of priorities

Analysis of Public Service Performance Through Strengthening Employee Motivation at the National and Political Unity Agency Maluku Province					
Strengthening Employee Motivation (X)					
AP	Quantity	PScH	Decision	ISP	Priority
50%	54,06%	58,12%	Can Be Improved	0,864	I
Public Service Performance (Y)					
AP	Quantity	PScH	Decision	ISP	Prioritas
48,16%	55,79%	63,43%	Upgradeable	0,923	I
Relationship (XY)					
APCRR	Quantity	PScTH:CRrTH	Decision	ISP	Intervention Faktor
49,08%	79,46%	60,77%	No Continue	0,740	0,260
				74,%	26%

Source: Data Processing Results, 2021

The results of the conversion and determination of priorities in question show that the performance of public services through strengthening employee motivation at the National Unity and Political Agency of Maluku Province focuses on the percentage of 54.06% of Strengthening Employee Motivation can be increased by the Preferred Status Index (ISP: 0.864) as Priority I and from Public Service Performance is 55.79% with Preferred Status Index (ISP: 0.923) as Priority II by combining the Accumulated Percentage of Average Achievement and Cross Percentage of Total Relationship Score (P ScTH2) of 79.46 % with Status Index Choice (ISP:0.740) or 74% as a contribution to be followed up by considering the intervention of other factors outside the Percentative and Sociometric Relationship Model of 26%. Analysis of Public Service Performance Through Employee Motivation In the National Unity and Political Maluku Province are discussed following the findings of the study are concrete which includes the strengthening of motivation Employees (X) and Public Service Performance (Y) as well as the relationship between the two variables (XY) within the scope of Sosiometrik.

Strengthening employee motivation (X)

Strengthening Motivation Employees In the Form of Interest (*Valency*) have the support they are optimistic that the employees are driven by a will that is high in advance of service and accompanied by a strong desire to achieve the purpose of serving as driven by a great desire realizing and following the service change. They carry out tasks with responsibilities high in service and continue to strive to provide the best service. The concrete facts can be seen from the Average Achievement of Reinforcement of Employee Motivation in the Form of Desire of 51.8% in the range of 41% - 60% in the "Enough" category.

Strengthening Motivation Employees In Shape Confidence (*Outcome Expectancy*) support that is positive, i.e., the employees are sure to apply the rules of service is appropriate and sufficient, which is where they continue to build confidence in carrying out and executing the assignment. Besides, they can fulfill the promised service because a strong belief drives them to achieve service goals that can provide satisfaction from service results. Fact concrete look of achievement average (CRR) Strengthening Motivation Employees In Shape Confidence at 49.8% is in the range 41% - 60% categorized "Enough."

They are strengthening Motivation Employees In Shape Hope (*Effort Expectancy*) support that is positive, that the employees hope that the firm will speak of success in carrying out the service following their needs and effort embody hope in concrete in service. They continue to build pleasing cooperation in service to achieve expectations and remain consistent in carrying out service tasks as expected, and they are expected to be able to face and resolve problems that arise in service. The concrete facts can be seen from the Average Achievement (CRr) of Strengthening Employee Motivation in the Form of Expectations of 48.4% in the range of 41% - 60% in the "Enough" category.

Public service performance (Y)

Performance Services Public In Shape Effectiveness gets the support that positively proves that the volume of work that the employee receives is already following the ability to perform services to the public. They do a service to the public quickly, and the time given to carry out the public service follows the targets set. The employee has the right time to complete each activity on the public service, and they can face and pass the barriers in service. The concrete facts can be seen from the Average Achievement (CRr) of Public Service Performance in the Form of Effectiveness of 42.2%, which is in the range of 41% - 60% in the "Enough" category.

Public Service Performance In The Form Of Productivity (*Productivication*) gained the support, which positively proves that the employee can perform many duties that provide services to the public. Their work is increasing in service to the community and can be completed quickly and precisely. The employee-oriented on the achievement of the service results are adequate, and they were able to realize the service results are qualified. The concrete facts can be seen from the Average Achievement (CRr) of Public Service Performance in the Form of Productivity of 52.8%, which is in the range of 41% - 60% in the "Enough" category.

Performance Services Public In Shape Efficiency obtain the support that positively proves that the employee saves time by carrying out duties and service to the community and using the facilities that are equipped to perform service to the community. The employees can meet the target of fast service to the community, and they always try to minimize obstacles in service to the community so that work efficiency in service to the community is achieved correctly. The concrete facts can be seen from the Average Achievement (CRr) of Public Service Performance in the Form of Efficiency of 45% in the range of 41% - 60% categorized as "Enough."

Performance Services Public In Shape Satisfaction gained the support which positively proves that the employees realize that satisfaction will result from the vital service community, and they continue to realize the results of services to satisfy the public. The employee is satisfied with his work in providing services to the public, and people are satisfied with the results of the service received so that they continue to build commitment to producing the best services that satisfy the community. Fact concrete look of achievement average (CRR) Performance Services Public Satisfaction in the Form 48.8% is in the range 41% - 60% categorized "Enough."

Performance of services the public through Justice gained the support, which is optimistic that the employees put forward the fair service to the community and are given relatively well-received by the community. They are non-discriminatory in giving service to the community, and people feel treated relatively in the ministry; that is, both the employees and the community feel satisfied with the service results are achieved. Visible concrete Accomplishment average (CRR) Performance Services Public In the Form of Justice of 52% is in the range of 41% - 60% categorized "Enough."

Relationship between strengthening employee motivation and public service performance (XY)

Research is managed to describe the operational concept of theory Strengthening Motivation Employees of Sobur (2019), as well as theoretical concepts Performance Public Service of Mukarom & Laksana (2016), which is practically proven that the performance of Public Service Through Motivation Employees At the National Unity and Political Maluku have done quite well. The accumulation Cross relationship Percentage Score Silang relations illustrate the relationship between Motivation Employees with performance Services Public amounted to 60.77%.

Relationships that are positive as fairness which proceed in achieving the best results in terms of strengthening Motivation Employee and Performance Public Service, which has been proven from the merger to make sure that the Reinforcement Motivation Employees give contributions that "Strong" with the value of the conversion is Sosiometrik ISP 0.740 or by 74% for public service performance, though still there is another factor intervention by 26% beyond presentation relationship model and sociometric.

In terms of prioritization, improvement is still needed in strengthening employee motivation because the A P P ScH score is 54.06% compared to an increase in the ISP value of 0.864 (84.6%). Likewise with Performance Services Public also requires an increase because the value of A P P Sch 55.79% also rose compared with the value ISP 0.923 (92.3%). In the sense that the normalization of the increase that needs to be done for Strengthening Employee Motivation is 30.54%, and the normalization of the increase that needs to be done for the Public Service Performance is 36.51%. While the value of A P C Rr & P ScTH 79.46% decrease compared with the value ISP 0.740 (74%), which means that the normalization of Strengthening Motivation Employees with consideration of 5% of the value of A P C Rr & P ScTH provide contribute for Performance Services Public by 74%.

More further described in the model Persentatif and Sosiometrik relationship Strengthening Employee Motivation and Performance of Public Service following the study results were achieved as follows. It seems that the relationship Persentatif (P) and Sosiometrik (ISP) which positively contributes to the normalization of Improvement (NP), which focuses on strengthening motivation Employees and Performance Public Service, which is where the normalization of the increase is intended for Strengthening Motivation Employees focus on Desire (Valency), Confidence, Hope (Effort Expectancy) as a priority I (First) and performance Services Public focus on effectiveness, productivity, Efficiency, Satisfaction, and Justice (Equity) as Priority II (Both) through the follow-up process.

4 Conclusion

Underlie the results and discussion of appropriate analysis performance Services Public Through Strengthening Motivation Employees On Board National Unity and Political Maluku province can put forward some conclusions as follows:

- a) Performance Services Public through Strengthening Motivation Employees are revealed Desire, Confidence (Outcome Expectancy), and Hope (Effort Expectancy) support Effectiveness, Productivity (Productivication), efficiency (Efficiency), Satisfaction (Satisfaction), and Justice (Equity).
- b) Desire, Confidence (Outcome Expectancy), and Hope (Effort Expectancy) are very decisive in strengthening Motivation Employees and can provide the impact that is favorable for the performance of public service includes Effectiveness, Productivity, Efficiency, Satisfaction, and Justice.
- c) Desire (Valency) dominates Confidence (Outcome Expectancy), and Hope (Effort Expectancy) in Strengthening Motivation Employees and Productivity (Productivication) dominate Effectiveness (Effectiveness), efficiency, Satisfaction (Satisfaction), and Justice in Performance Services Public.
- d) Strengthening Motivation Employees are dominated by the desire (Valency), which can be done with good and coupled with Confidence (Outcome Expectancy) and Hope (Effort Expectancy) will improve the performance of Services Public which is dominated by Productivity and followed with Effectiveness, Efficiency, Satisfaction, and Justice.
- e) Strengthening Employee Motivation has a "Strong" relationship and contribution to Public Service Performance Percentative and Sociometric based on the Preferred Status Index (ISP: 0.740) or 74% with 26% other factor interventions.
- f) The follow-up Strengthening Employee Motivation and Performance Service Public in the form of normalization of the increase which is realized through sociogram as a result that is sketched in hopes accomplished and achieved in the maximum.
- g) It was proven that the findings of this study give priority to the normalization of the increase in Employee Motivation and Performance Strengthening the Public Service as a follow-up process with a trend that will lead to the maximization and the implications for the development and advancement of services of public On-Board Unit Nation and Politics province of Maluku.

Acknowledgments

The authors appreciate all support and contributions both academic and financial support so that this project can be done as expected. Without that support, we will not be able to complete as intended before.

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Biography of Author

