

Pengaruh public service motivation terhadap job satisfaction dan organizational citizenship behavior studi kasus pada pegawai di Satuan Kerja Pusat Sistem Informasi dan Teknologi Keuangan Kementerian Keuangan = effect of public service motivation on Job Satisfaction and Organizational citizenship behavior case study on employees in Pusat Sistem Informasi dan Teknologi Keuangan Ministry of Finance

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Abstrak

Penelitian ini bertujuan untuk menyelidiki pengaruh public service motivation terhadap job satisfaction dan organizational citizenship behavior pada pegawai di Satuan Kerja Pusat Sistem Informasi dan Teknologi Keuangan, Kementerian Keuangan. Dari hasil data dan pengujian hipotesis yang menggunakan uji analisis SEM, diperoleh hasil bahwa public service motivation yang terdiri atas public reason, public heart dan public norm secara signifikan berpengaruh positif terhadap kepuasan kerja dan organizational citizenship behavior. Metode penelitian ini menggunakan kuantitatif eksplorasi. Teknik pengambilan sampel menggunakan metode quota sampling. Pengumpulan data yang digunakan dalam penelitian ini dengan menyebar kuesioner ke setiap bagian/bidang Pusintek secara proporsional. Peneliti menyarankan agar Pusintek mempertimbangkan aspek motivasi dalam proses seleksi/rekrutmen serta membuat program yang mendorong dan merangsang public service motivation pegawai Pusintek melalui pelatihan dan pengembangan secara berkesinambungan.

*This study aims to investigate the influence of public service motivation on job satisfaction and organizational citizenship behavior in employees in Pusat Sistem Informasi dan Teknologi Keuangan, Ministry of Finance. From the results of the test data and test hypotheses using SEM analysis, the result that public service motivation which consists of public reason, public hearts and public norm significantly positive effect on job satisfaction and organizational citizenship behavior. This research uses quantitative methods of exploration. The sampling technique using quota sampling method. The collection of data used in this study with questionnaires spread to every part / field of Pusintek proportionally. The researchers suggest that Pusintek considering aspects of motivation in the process of selection /recruitment and create programs that encourage and stimulate public service motivation Pusintek employees through training and development on an ongoing basis.*