Relationship between Motivation and the Level of Urban Services in Gorontalo City

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Abstract: This study aims to determine the relationship between employee motivation and the level of urban services, especially the service of urban garbage at the Environmental Office of Gorontalo City. The research method using descriptive method, data collection techniques using questionnaires and direct observation in the field. While data analysis using regression analysis technique and correlation with research scope on employee motivation dimension and service level of urban area. The result of the research showed that employee motivation motivation 57,14% employee have high work motivation with average score 81,8 and 42,86% employee have low work motivation. While in terms of urban service level shows that as many as 27.14% of employees stated high service level with an average score of 63.86 and as many as 71.43% said stating employees the level of service is as well as 1.43% said stating employees low service levels . correlation coefficient r = 0.346, there is correlation between employee motivation and level of service of urban with weak category. Regression equation Y = 31.4 + 0.397 X or contribution / influence of independent variable of employee motivation to dependent variable of urban service level equal to coefficient b = 0,397. There is a positive relationship between employee motivation and the level of urban services but the motivation to the employees of the Gorontalo City Environmental Office has little effect on the level of urban services.
Keywords: Work Motivation, Service Level, Urban Services.

INTRODUCTION

Globalization has created various challenges and opportunities that must be faced by nations in the world including in Indonesia. The development of telecommunication technology then the flow of information is no longer limited by space and time and distance so that communication is very easy and fast across national borders even to kepelosok world [1]. Similarly, the development of transportation that allows people to easily and quickly from one place moved to another.In response to the rapid development there is no other alternative that the development of human resources as a long term investment (long term investment) and the preparation of various supporting infrastructures is a matter that needs to get responses from various governmental institutions and institutions as well as communities throughout the country [2] .That is why the government has made a breakthrough in various fields including the handling of urban service level.The level of urban service in this study is limited to the level of urban services related to the handling of urban garbage.

The consequence of urban development has resulted in an increase in urbanization which in turn affected the development of social conditions of urban society [3]. One of the impacts of these developments is the increasing volume of municipal waste that must be handled earlier in a professional way so as not to cause side effects such as environmental pollution [4]. Urban waste is one of the challenges and problems that must be handled together and not even close the possibility to cross-regional cooperation [5]. The average urban area has a limited area especially for the purpose of a landfill (TPA) as the city of Gorontalo. Given the increasing volume of garbage, the existing landfill capacity is no longer possible, on the one hand the land needed for development purposes is not available. In order to maintain the level of urban services (handling of garbage) the city government of Gorontalo has cooperated to utilize TPA located in the region of Gorontalo regency with the imposition of retribution to the city government of Gorontalo. Besides, urban garbage handling requires a separate management so that for the city of Gorontalo this problem is handled specially by the City Environment Department through the readiness of transportation and personal fleet of both office employees and field workers.

As one of the fast growing areas, the city of Gorontalo plays an important role as well as a center of activity with high activity. This condition is further strengthened with its position as the capital of Gorontalo Province and occupies a strategic position lies between the provinces of North Sulawesi and Central Sulawesi. The total area of the city

amounted to 79.03 km2 consisting of 9 districts or by 0.66% of the province of Gorontalo. The population of the city is 195,468 people, the population density is 2,473 people / km2 with the population growth of 0.81% per year, while the city waste production is 74 tons per day. Waste services are prioritized on built areas and preferably in urban centers including commercial and office activities and other urban centers.

Although the handling of garbage has received special attention from the City Cleanliness Agency but the results have not been maximized. This is because the handling of garbage is a very complex job because it not only involves technical aspects but also among others include the institutional aspects, socio-economic background of urban communities, urban settlement environment, urban community culture, public and private participation, employee motivation and operational funding support [6]. These aspects are closely linked to each other so that waste management efforts must be well integrated within a single solid waste management system. One aspect of the researcher's concern is how good handling of waste is linked to the presence of the employees of the city's Environment Agency. Knowing the relationship between work motivation and urban service level. Knowing how much influence the work motivation to the level of urban services.

RESEARCH METHODS
This research uses descriptive method of research conducted by describing past and present or current variables [7]. The study population is employees of Environmental Department of Gorontalo City with sample size calculated and obtained as many as 70 employees. Variables in research is an attribute of a group of ditetliti objects that have variations between one another in the group [8]. Two of the five forms of variables used in this study first, the independent variables of employee motivation and second, the dependent variable is the level of urban services. The population in this study is all employees at the Environmental Office of Gorontalo city as many as 70 employees. Technique of collecting data through interviews using questionnaires and observations directly in the field (observation), while data analysis using quantitative approach techniques through simple linear regression analysis and correlation in simple linear regression on the dimensions of employee motivation and the level of urban services.

The hypothesis in this study is Ho: there is no relationship between employee work motivation and the level of urban services, alternative hypothesis, H1: there is a positive relationship between employee work motivation and urban service level. Simple linear regression to know the relationship and the influence of the independent variable / employee work motivation, to the dependent variable service level using the formula:

$$Y = a + bX \quad \text{.. Formula (1)}$$

$$a = \frac{\sum Y(\sum X^2) - \sum X . \sum XY.}{n\sum X^2 - (\sum X)^2}$$

$$b = \frac{n\sum XY - \sum X . \sum Y.}{n\sum X^2 - (\sum X)^2}$$

Where,

Y= Level of urban service / dependent variable.
X= Work motivation / independent variable.
a= Intercept value / constant
b= Regression direction coefficient
n= The number of research samples

Correlation in linear regression to know the power of relationship (degree of relationship) between independent variable X and dependent variable Y, expressed by correlation coefficient r, using the formula [9], as follows:

$$r = \frac{n\sum XY - \sum X . \sum Y}{\sqrt{\{n\sum X^2 - (\sum X)^2\}\{n\sum Y^2 - (\sum Y)^2\}}} \quad \text{.....................Formula (2)}$$

To test the significance of the relationship between variables ie whether the relationships found apply to the entire population using the formula:

$$t = \frac{r\sqrt{(n-2)}}{\sqrt{(1-r^2)}}$$ ………………… Formula (3)

Where,

r= Correlation coefficient
n= The number of research samples

RESULTS AND DISCUSSION

This research aims to know the relation between work motivation with urban service level. Knowing how much influence the work motivation to the level of urban services. So this study refers to two of the five forms of variables used in this study first, the independent variable of employee work motivation and second, the dependent variable is the level of urban services. A more complete description in discussing the results of this study is described through the following indicators.

Motivation

The results of the research category of employee motivation can be seen in the following table:

Table-1: Employee's motivation category

Motivation	Amount	Percentage
20 - < 36 Very low	-	-
36 - < 52 Low	-	-
52 - < 68 Medium	-	-
68 - < 84 High	40	57,14
84 - < 100 Very High	30	42,86
Amount	70	100

Source: Primary data processed results

From the table it can be argued that most employees have a high level of motivation that is a number of 40 employees or 57.14%. The rest of the number of 30 employees or 42.86% have a very high motivation. Motivation measurement indicators used are Achievement of achievement, Recognition, Provision of wages, Provision of promotion, Provision of authority.

According to Herzberg achievement and recognition are motivating or intrinsic factors where the neglect of these conditions is by no means proving the condition of dissatisfaction, but if there is going to form a strong motivation and produce a good performance. While the provision of wages, provision of promotion, authorization is a hygienic or extrinsic factor which means sourced from outside a person. The existence of extrinsic conditions to employee satisfaction does not necessarily motivate them but their inadequacy causes discontent for employees. In other words, the two-factor theory of Herzberg in Maidan [10], sees that job satisfaction derives from the existence of intrinsic motivators and job dissatisfaction derived from the absence of extrinsic factors. This means that the motivation approach through the above indicators can provide encouragement or motivation to the employees so that the average has a high level of motivation and very high.

Level of Urban Services

Service is an effort undertaken by a person and or group of persons or agencies to provide assistance and convenience to the community in order to achieve a particular purpose [11]. Tujun services provide services that can meet and provide satisfaction, the focus of service to customers or the community. Service in the public sector is based on the expectation that service is empowerment and always provides the best according to the needs of society rather than profit-oriented. In empowering the community, the services provided are not profitable, making the community terbebabni or terpdaya, but rather the service to meet the needs of the livelihood of the community, making the community more capable and empowered in terms of service.

Urban services, especially solid waste, is the core service or the main product provided by the government to the community based on prevailing service standards. An ideal city should provide a safe and comfortable living environment especially in terms of health and environment both physical and non physical environment. So in this need handling urban services, especially garbage so the main concern of the city government. The results of the category study on Service Level Urban can be seen in the following table:
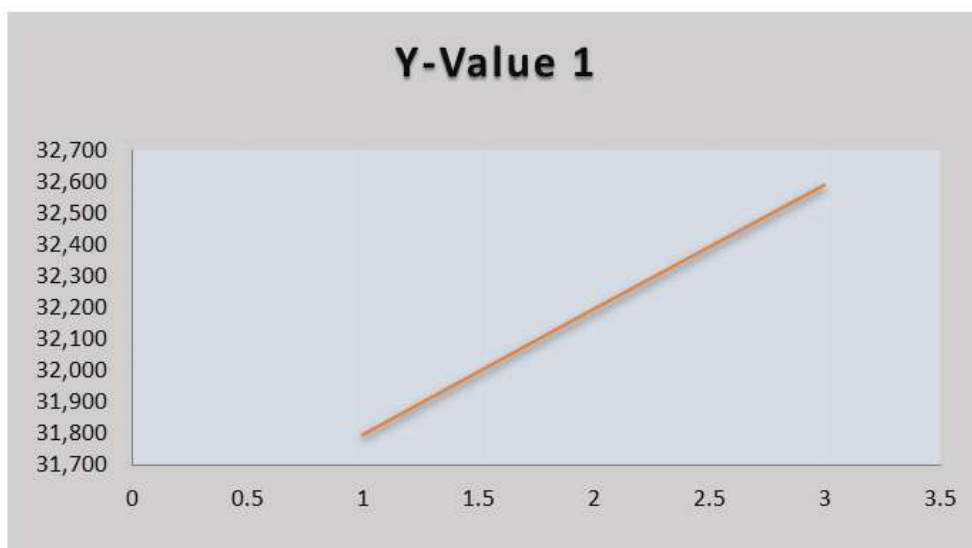
Table-2: Level of Urban Services

Service Level	Amount	Percentage (%)
20 - < 36 Very low	-	-
36 - < 52 Low	1	1,43
52 - < 68 Medium	50	71,43
68 - < 84 High	19	27,14
84 - < 100 Very High	-	-
Amount	70	100

Source: Primary data processed results

Regression and Correlation between Work Motivation and Level of Urban Services

To find out whether there is a correlation between work motivation with urban service level and how much influence of work motivation toward urban service level then calculated using simple regression, correlation, significant test t. As follows:

Simple regression equation to know the relationship and magnitude of influence of variable X to Y. Variable X is work motivation while variable Y is level of service of urban. Using formula (1), calculated and obtained $\alpha = 31.4$ while b = 0.397 so that the regression equation becomes Y = 31.4. + 0.397 X.

Fig-1: The relationship between variable X (work motivation) and variable Y (level of urban service)

From figure above, shows a positive linear relationship between Variable X (work motivation) and variable Y (level of urban service). Another thing is the higher the motivation the higher the level of service. Conversely, the lower the motivation, the lower the level of service. Correlation to know the degree of relationship of variables, so that strong and whether the relationship between two variables using the formula (2), calculated and obtained correlation coefficient, r = 0.346. is in the range 0.20 - <0.40 or on the degree of weak category relationships. There is a weak relationship between motivation and service level. To test the significance of the relationship between the variables whether the relationship is found to be applicable for the whole population then used a simple regression significance correlation test using the formula (3), calculated and obtained, t = 3.24, while t table = t α (n - 2) with using table obtained, t table = 2.38.

From the calculation results obtained t count = 3.24> t table = 2.38 means reject Ho that there is no relationship between employee work motivation and the level of urban services, and accept H1yaitu there is a positive relationship between employee motivation and the level of urban services. In other words, the correlation coefficient between the motivation variable and the service level variable of r = 0.346 is significant, meaning that the coefficient can be generalized or apply to the population where the sample is taken. Based on the results of the above analysis that Achievement of achievement, Recognition, Provision of wages, Provision of promotion, Giving authority can make employees motivated. Through this approach the employees feel fulfilled their needs so that there is a strong urge to want to do something positive. On the other hand with the fulfillment of needs and employees have high motivation will provide added value for the personal employees themselves in the form of increased confidence. Because the above approach poses positive consequences of giving satisfaction rather than punishment, there is a tendency to repeat it so that employees will always expect the same thing to happen repeatedly as [12, 13]. says that behaviors that are followed by consequences of gratification tend to be repeated. While the behavior followed by the consequences of punishment tends not to be repeated. It's just that individual behavior in the organization can be controlled with a growing culture within the organization [14].

Furthermore, in terms of service level level of urban garbage can be submitted that most employees assess the level of urban garbage services at the level of service is. Although some employees say that the level of urban services is high but this can not be representative of the overall opinion because the statement is only supported by 27.14% of the number of employees.

While from the simple regression equation is known relationship and the magnitude of the effect of work motivation with the level of urban service as regression equation Y = 31.4. + 0.397 X. From the equation and graph 1. it can be argued that between work motivation and urban service level there is a positive relationship and regression coefficient coefficient 0,397. The regression coefficient of 0.397 shows the magnitude of the effect of work motivation on urban service level that is every change of X (work motivation) one unit resulted in change of Y (level of urban service) equal to 0,397 unit. The magnitude of the correlation coefficient r = 0.346 shows the degree of work motivation relationship and the level of urban service in the weak relationship category. When categorized the effect (b = 0.397) and the magnitude of correlation coefficient r = 0.346 it can be argued that the influence of work motivation on the level of urban services, relatively small and weak category. So even though the employee's motivation is high and very high it does not significantly affect the level of service of urban garbage. Public satisfaction on public services is a government obligation as regulated in the Decree of the Minister of State for Utilization. State apparatus no. 63 of 2003 on Guidelines for Service Management. The level of urban waste service is increasingly needed in line with urban developments that always lead to increased urban waste landfill. These consequences encourage the city government to continue to provide the best solution so as not to cause new problems that can be dealt with earlier.

As the previous discussion that motivation always aims to encourage employees to do better. Because employee motivation does not have much effect on the level of service of urban garbage then in fulfilling the expectation of society is not enough only with high motivation. However, motivation can not be ignored because no matter how small the degree of relationship it creates but remains a necessary contribution in the process of urban services.

CONCLUSION

The results showed that most employees have high work motivation to very high. The average employee provides an assessment of the level of urban waste services services in the medium and high category. However, this assessment is more dominated by most employees who provide assessment in the medium category. There is a positive correlation between work motivation and level of urban garbage service, while the influence of work motivation on urban garbage service level is relatively small and weak relationship category. So through high employee motivation and very high, not much affect the level of urban garbage services. The degree of relationship or the magnitude of the effect of work motivation on the level of urban trash service in the degree category of weak relationship with the effect of correlation coefficient r = 0.346.

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