

# The Influence of Leadership and Working Motivation of Public Administration Services in Rejomulyo-Kediri

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**Abstract** - This research aims to analyze the influence of leadership and working motivation of employees in Rejomulyo Kediri in providing public administration services on extrinsic factors and intrinsic factors. The researchers used the descriptive quantitative approach. Techniques used in the data collection of questionnaire methods and data are in the form of reports and evidence relating to the study. This study uses the Total Sampling. It is taken by including all employees in the village office of Rejomulyo Kediri which has 30 employees. It used quantitatively to see its data analysis with the frequency table resulting in the final value acquired on average. The leadership and motivation of work strongly affects the work with intrinsic factors on its responsibilities it is evidenced by the average score of 43.5 both results achieved 4.41. As the input of leadership and the motivation of employee work, it can be sustained and improved to achieve the maximum results according to the purpose of the organization itself. Hence, the author is also interested in making research to motivate employees' work in Rejomulyo in the public administration services.

**Keywords**- Leadership, motivation, administrative services

## I. INTRODUCTION

The Government of Kediri is a developed government and seeks to develop continuously to face the changing times in improving the implementation of excellent governance through policies for quality activities in its public services. Kediri as a very metropolitan area developed at this time so rapidly. Kediri government is not reluctant to take an action that can improve the city of Kediri.

In conducting an activity, it can be done by repairing physical and also non physical sector. one of them is improving the sector of public service especially administration services. In the end, the true community has felt the benefit of performance of the employees who have courage to improve Kediri governance.

Motivation comes from the officer itself and also from the district superiors, where employees at the village office Rejomulyo also demanded to perform the task. Hence, the need for a passion especially working motivation of good employees

with the intended purpose. To perform an effective task it is necessary to do an organization in working that can be a measurement of stipulated complaint.

Need to be known for a big influential environment on the motivation of a person to do something this relates to the spirit of employee work eg: 1. Still some employees who are late come to the workplace and leave the office Before its time. 2. The employees do not have an optimal working initiative and they are more concerned with the discussion on the outside of his work in comparison to completing the work. 3. There are still many employees who lack understanding about their own fields are also less active in carrying out their respective functions.

Motivation strongly encourages the emergence of an action that affects the characteristics of the nature to be able to improve a quality by empowering a society that needs an act or motivation that can cause a boost and conduct to achieve a purpose. In this case motivation is an energy change that will give orders to do something certain at the time of motivation given can be implemented with this behavior will be given the satisfaction of a need tends to be Repeated again.

This research is very important to know how a leader gives motivation to community service. Hsieh [1] collaborative leadership skills with public servants also facilitated acceptance of organizational rules as well as the perception of organizational performance presented with discussion and sincerity. Yogi [2] motivation is very influential to the work satisfaction that lecturer also achieves, satisfaction gives effect to the achievement of work. Rahayu [3] A significant positive motivation, motivation is also able to increase leadership influence. Van Loon [4] That performance can be done when employees think that their work is possible contribution to the community. Eva [5] By presenting detailed research in the future, it can carry the field by including theoretical and empirical progress. Cheong [6] by considering the multifaceted nature of a leader can also empower offering tools that can advance research. Hughes [7] leadership is a key predictor of creativity in the employees, teams and an organization. Horton [8] Agenda of research offer addressing potential

methodological concerns in the future.

Podsakoff [9] to increase the probability, it should have an article which in the report experimentally acceptable leadership journals as well as management. Crawford [10] in thinking we can understand the practices of the past can also be used to encourage a bunch of things. Kazakova [11] to improve intercultural understanding and international students are also foreign language teachers to improve university policies that meet the needs of students. Eswara [12] The motivation manipulation factor is an effective method to enhance the desired behaviour and to reduce problematic behaviour. Tammi [13] service assessments are aimed at completeness and similarity based on projects running with regional land use planning. Stalhammar [14] by looking at natural interactions so it gives an impression in the way in which conceptualisation and operating are related to the service. Ryfield [15] desirous of creating a conceptual and practical framework to investigate the sense of place as a category of cultural ecosystem.

## II. LITERATURE REVIEW

Day [16] leadership is a person's ability to be able to influence a group to achieve a goal. Accordingly, a leader provides input and role model to motivate employees so that the desired target is still achieved by the company. M. Alvesson [17] The notion of widespread leadership is a process that affects the Jugamentukan of an organization's objectives, to motivate a business behaviour as a follower to achieve goals influenced by good groups and Cultural. Dinh [18] One must be able to make decisions in resolving a problem in the company that will be made a further benchmark of life living on the company until the leader can love good examples for the employees.

Schuckert [19] motivation is a condition that can move one's individual who leads to achieving the objectives of an organization. Eswara [12] motivation in this is a stimulus that is outside and in the form of objects or that are not objects in order to cultivate a spirit to have a kenikmati and can control the body of an object. To understand motivation is very important in order to respond there lightening on a problem of other human resources with this is very related to motivation. Hughes [7] with the innovation of leadership is a key predictor of creativity in the employees, teams and an organization. Schuckert [19] providing an explanation of motivation is a psychic process that can encourage people to do something. The motivation that can be sourced from the self-encouragement of man itself and also from within a person. With the motivation, an employee leader also must know what will be from an employee not only to order and to rule only in terms of work to be done let me not be saturated.

Leaders should know the willingness of employees and should know an employee's weakness if any constraints should be resolved what may include in education and practice. Therefore for motivation there are some three essential elements of motivation:

1. Factors that encourage or plant motifs both internally and externally
2. Objectives that can be achieved,
3. Strategies that can be required by an individual or group to achieve the desired goal.

In Bahasa Indonesia dictionary also has 3 things meaning, they are: how to serve, business to serve what others need by hope of money reward, a facility that is distributed related to buying and selling of goods or services. Mr. [20] a way of service that ties with sellers and buyers or services. Bull [21]. Administrators are more emphasized in the introduction of a public interest there is generally also able to provide service to the community rather than to own interests.

## III. METHOD

In the technical studies in sampling used the Total Sampling/saturated sample is the way it was taken by including all employees in the village office of Rejomulyo Kediri which has 30 employees. The population of all civil servants and non-civil servants in the village office of Rejomulyo Kediri. The research is a variable of leadership, motivation is an intrinsic factor and an extrinsic factor. Measurement of research variables using Likert scale (Likert Scale) scale 1 – 5 category answers as follows: (very good) = Rated 5, (good) = Rated 4, (less good) = Rated 3, (not good) = Rated 2, (very not good) = Rated 1. Using the formula :

$$\bar{X} = \frac{\sum (F.X)}{N}$$

In which : X = Average  
 $\sum (F.X)$  = total score  
 N = total respondent

The operationic definition of this title is an Instrinsik factor and an Ectrinsic factor in the collection of population data using Quesioner. Methods of data analysis using quantitative

## IV. DISCUSSION

### Result of the Research

A. Intrinsic factors include: (1). Achievements: 1. Officers who can demonstrate work achievement. Frequency magnitudes in the category of high 19 people or 63.33%, then the category of very high is 11 people or 36.67%. 2. Work that can be done well. The response of 76.67% respondents expressed good and 20% was very good at finishing his job, while 3.33% of employees said less well because of a description of the job issue which was only broadly given to the leadership to the work Lack of understanding. 3. Jobs that can satisfy the public that 40% are very satisfactory and 50% work employees who satisfy the public. With this report results questionnaire with this IKM or community satisfaction Index in the very good because it has been achieved the standard national IKM performance of the service unit in the can already satisfy the community, while 10% Employees are not satisfying the public because they do not availability adequate facilities and services due to some slow work and need to

resolve the delay problem. While the achievement indicator is 32.22%, the category is either 63.33%, and it is less good at 4.45%, the average value of 4.27 means very good, by looking at the performance of employees with good results can satisfy the people who demonstrated the results of interviews.

(2) The award includes: 1. Jobs awarded by the leadership. As much as 19 people or 26.67%, then the category is recognized 8 persons or 63.33%, for a category less 3 people 10%. The results of the work got a good appreciation from the leadership. 2. Jobs that are awarded from certain parties. The frequency is recognized 15 people or 50%, then in the category sometimes as much as 7 people or 23.33%, the category is recognized 8 people or 26.67%. 3. The work of organizations that are awarded from other parties/other organizations. The frequency is in the recognized category as much as 18 people or 60%, then this category is highly acclaimed 8 persons or 26.67%, and in the category sometimes as much as 4 people or 13.33%. Employee work respondents indicate the results of the award of another party or another organization. The indicator of the category award is good 57.78%, very good 26.67%, and is not good 15.55%, average value of 4.11 is good and the award is obtained from both the community, in the Office and certain Parties, the category is not good because the ability of employees Adequate duty because the officer does not show the existence so that it is less able to get award.

(3) Responsibilities include: 1. Officers' work in charge of employment of 33.34% of employees to the status of responsible employment and 50% expressed frequently, seen because of some activities or programs Officers who are in charge of direct responsibility then 13.33% charge 3.33% are rare, because employees themselves are not concerned in the completion of a program/activities. 2. Tasks and responsibilities that can be solved by the frequency of good categories 20 people 66.67% The category is very good 10 people or 33.33%. 3. The employee who works full responsibility of the category is very high as much as 18 people or 60%, high category 12 people 40%. This is evidenced by the LAKIP Rejomulyo has carried out all program activities and an activity that has been carried out in accordance with the planned wishes. In response the respondent has a responsibility indicator with a category of either 52.23%, very good 42.22%, less good at 4.44%, and not good 1.11%, average value of 4.35 which means very good, by looking at LAKIP, all programs held and the activities completed can run well and run with the appropriate planning, then 4.44% in the category of less good and 1.11% less good because of the less conscious of the employees of the duties and their obligations. Therefore, they argues to work hard or not full of responsibility, their salary remains the same as well.

(4) Opportunities to advance include: 1. Education and training concerning self-development. The size of the category of high frequency 18 people 60%, then the category is very high as 9 people or 30%, category doubtful 3 people 10%. For training/trainings/socialization is also appropriate in the department that has and structural function can support for the development of Dirinyasendiri. 2. Education and training

regarding work program development. It is a high category Freakuensi 20 people 66.67%, and then the category is very high 8 people 26.67%, category doubtful 2 people or 6.66%. Response to high category respondents 15 people 50% then in very high category 10 people or 33.33% said education and training was followed to the development of the agency/Office in the category of hesitation 3 people 10%, the category less 2 people high 6.67%, because of how many officers who follow the training only a prerequisite that the same is not because of self-awareness to help in the development of the institution/office. The respondent's response to the indicator has an opportunity to advance. Good category 58.89%, very good by 30%, less good by 8.89%, and not good only 2.22%, the average value of the whole is 4.16 good.

(5) The work itself includes: 1. Work that fits the skill level. 20 people 66.67%, category according to 9 people 30%, category doubtful 1 person or 3.33%. Employees who have worked can be seen from the skill level good job what is bad at a job 2. Liking to work. 18 people or 60%, categories love 12 people or 40%. It can be concluded that most employees like the job because the employees are quick to respond in order to work.

3. The difficulty level of the job category is very easy 8 people 26.67%, Easy category 16 people or 53.33%, in the category is somewhat difficult as much as 5 people or 16.67%, the category is hard as much as 1 person or 3.33%. The employee's conclusion indicates the difficulty level of employment given in from the easy to the hardest. It is said to be difficult because there are some intricate jobs of completion. 4. Completion time of work. The completion is very short 26.6% expressed a short 50% of employees have been working and 10%, less briefly also not short by 6.66%, because the work is complicated to be completed because it takes a long time. The work indicator itself is very good category of 30.83%, category good 57.5%, less good by 7.5%, not good at 2.5%, as well as not very good at 1.67%, average value of 4.13 means good, can be withdrawn partially conclusions Great employee showed motivation based on his own work there also who said less well and employees are less able to finish it.

### **Conclusion discussion of intrinsic factors**

The average leadership score, the motivation of working staff in Rejomulyo according to instrinsik factor is very high which is the responsibility of the employee's own suitable average of 4.35%. Until it can be concluded that most of the officers of Rejomulyo of Kediri has a very high working, so it can produce workers with good performance in carrying out its duties. Good performance can be seen at the level of employee attendance and also timeliness of work, by having discipline employee, it can be said to be good, also can improve the productivity of the maximum employee work. Good communication between Superiors and subordinates can also help the spirit, the existence of good and well accomplished report can be done within full responsibility in the village office of Rejomulyo. By having a well accomplished program

and activity, so the implementation of them will be done in a good way as well.

## **B. Extrinsic Factor**

(1). Physical working conditions: 1. Working conditions in the office. Pleasant working conditions 15 people 50%, then a very pleasant 12 people 40%, less pleasant 3 people 10%, IE employees show working conditions in the village is quite enjoyable. 2. Employees who create conducive working conditions. Employees can create conducive working conditions that the employee has a high category of 20 people 66.67% very high category 8 people 26.67% of employees ' performance could be created with conducive working conditions evidenced by the results of a questionnaire IKM about the service elements relating to environmental security and employee service to obtain good grades and the category, it is not so high 2 people 6.66% less employees can create a working condition very conducive because there are regulations that make the officer is uncomfortable with this one. It is only tolerated delay only 15 minutes from the hour of office. 3. Facilities and infrastructure of office. Category of supporting facilities and infrastructures 18 people 40%, this category is very supportive of 10 people 33.33%, whose category does not support 2 persons or 6.67%. There is a less supportive answer because there is only one space that is air conditioner is damaged and it is still under repair. Response to this is a very good category of physical working conditions of 33.33%, good category of 58.89%, less good at 3.33%, and not good at 4.44%, the end result of its average value 4.21 which means very good.

(2). Interpersonal relationships (Private): 1. Employee relations. This category is good 17 people 56.67%, category very good 13 people or 43.33%. Relationships made between private employees can be well established 2. Relationship between chairman and subordinate. Harmonious category 16 people 53.34%, the category is very harmonious 13 people 43.33%, for the category less harmonious 1 person 3.33% preferably the relationship between the leadership and the subordinate always harmonious in the work. 3. Employee relations with the public in terms of serving. Good category 18 People 60%, categories are very good 12 people or 40% their relationship with the community is good in terms of community administration services, coaching about the response of respondents to the relationship between private categories of 56.67%, Very good category of 42.22%, as well as less than good at 1.11%, the final result of the overall average value of 4.41 which means very good.

(3). Policy and Administration: 1. Productive policy of the principal. Productive category 20 people 66.67%, category very productive 8 people 26.67%, category sometimes 2 people or 6.66%. Leadership issued a very productive policy, one of the proposals regarding promotion of positions that have good performance. 2. The spirit of working towards a leadership policy. Spirit category 20 people 66.67%, very passionate category 8 people 26.67%, category doubtful 2

people 6.66%. 3. Administrative policies on the outcome of work. The category impacts 18 people 60%, the category is very impactful 12 people or 40%. The response of the category is either 64.45%, the category is very good 31.11%, the category is less good 4.44%, the end result of the overall average value is 4.26 which means very good. (4). Supervision: 1. Supervision conducted by the leadership in carrying out the work. Category sometimes – sometimes 15 people 50%, category excessive 6 people 20%, category very exaggerated 8 people 26.67%, category less exaggerated 1 person or 3.33%. It was concluded that the supervision of the leadership was sometimes excessive in the execution of the work because of channeled supervision in order from the superiors to the subordinate respectively. 2. Strict supervision of work motivation. The category is sometimes 14 people 46.67%, then in the category lowers as much as 9 people or 30%, the category greatly lowers 4 people 13.33%, the category less down 3 people or 10%. Strict supervision tends to reduce the motivation of the work, because the oversight done above can make employees so stressful for work, also there is no freedom to creativity. 3. Leadership intervention on a job. Category sometimes 16 people 53.33%, category very low 6 people 20%, low Category 5 Orang 16.67%, category less low 3 people or 10%. Supervisor Response Response category very good by 20%, category good 22.22%, which is not good 50%, category Less than 7.78%, the final result of the average value of 3.54 overall means good.

(5). Salary/Wages: 1. The salary is satisfying. Satisfying category as much as 18 people 60%, very satisfying 7 people 23.33%, category of doubtful or less satisfied 2 people 6.67%, category very less satisfactory 1 person 3.33%. 2. Adding salary to motivate the work. Category of highly motivated is 18 people 60%, then in the category of motivated is 11 people or 36.67%, category doubtful 1 person or 3.33%. 3. Salary is owned according to the work. According to 15 people 50%, category of very fit is 10 people 33.34%, category of hesitate 4 people 13.33%, category of less appropriate 1 person or 3.33%. Respondent's response to the salary category is very good at 38.89%, good category of 48.89%, less good of 7.78%, not good at 3.33%, the category is not very good 1.11%, the end result average value of 4.17 which means good.

(6). Occupational Safety: 1. Safety of the job. Security category 17 People 60%, category very safe 13 people or 40%. 2. Strict security system. Strict category 13 people 43.33%, very strict categories are also less stringent 6 people or 20%, categories hesitate a lot of 5 people or 16.67%. 3. Comfort to strict security. Comfortable category 20 people 66.67%, category very comfortable 9 people 30%, the category of hesitation is only 1 person 3.33%. The response of the category of good respondents was 55.55%, very good at 31.11%, the category is not good 6.67%, the end result of the average value of 4.11 which means good. Conclusion of discussion of extrinsic factor of extrinsic factor is very high in the interpersonal relationship that has its average of 4.41. That employees in the also have the motivation of work with the

indicator about the high-personal relationship to be able to get a very good performance in doing the job. The intrinsic factor is very good in responsibility. It is the factor that the employees have in accordance with an average of 4.35%.

## V. CONCLUSION

Leadership and working motivation that is very influential on the performance of village officers in Rejomulyo Kediri can be seen in the intrinsic factor of the responsibility of the officer with the proven average score. The average score that can be achieved is 4.35 (very good). Therefore, the Instrinsik factor can also be owned by someone who greatly affects his fellow person in working and affects the magnitude of motivation, to be able to produce excellent performance in Rejomulyo Kediri.

Leadership and working motivation that is very influential on the performance of village officers in Rejomulyo Kediri viewed from the extrinsic factor is the inter-personal relationship. The average score that can be achieved is 4.41 (very good), therefore the factors Extrinsic who owned a person greatly affects someone in the work and has a big effect on his motivation, resulting in excellent performance in Kediri.

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