

# The Influence of Accountability, Public Service Motivation, and Organizational Commitment to the Social Welfare Performance of the Elderly Budi Agung the Social Service of the East Nusa Tenggara Province

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**Abstract**—This study empirically examines the influence of accountability, public service motivation and organizational commitment to the social welfare performance of the elderly *Budi Agung* the social service of the province Nusa Tenggara Timur. The data in this study are primary roomates data obtained by distributing questionnaires directly to the respondents, under the social welfare performance of the elderly budi agung the social service of the province Nusa Tenggara Timur. Questionnaires were distributed amounted to 80 questionnaires, but only 55 questionnaires that can be used in this study. The sampling technique using simple random sampling method. Hypothesis is testing is done by multiple regression analysis. The results showed that variable accountability and organizationak commitement have positive influence on organizational performance, while variables public service motivation is not having an influence to the organizational performance. Results of regression estimates indicate the predictive ability of the models by 63.1% while the remaining 36.9% is influenced by other factors outside the research models. Accountability positive and significant impact, Public Service Motivation is not positive and significant impact, Organizational Commitment significant positive impact on the performance of the organization elderly under the Social Service Special in Province Nusa Tenggara Timur.

**Keywords**—*accountability, public service motivation, organizational commitment, performance of orphanage*

## I. INTRODUCTION

Public services provided by the government to the community are services with a widow reach or coverage. One of the sectors or sections of public services to elderly parents (seniors), who due to certain factors cannot fulfil their lives depend on them help from others [1].

Elderly is where individuals over 60 years of age generally have signs of decreased biological, psychological, social and economic functions. The aging process of the populations certainly has an impact in various aspects of life, be it social, economic, and especially health, because with increasing age, and the children have formed families of their own, let go of his responsibility to them, and he returns to the freer freedom as in the early days of his marriage. The obligation to care for, finance, educate and supervise children is no longer carried out. But by the time freedom is obtained, he is in a state of physical, biological and psychological deterioration, and the disappearance from the home. It is better if the elderly remain in their original family. Bringing the elderly to the nursing home is s last resort, if the solution for living with the elderly in a large family is difficult, for example because of the wishes of the elderly themselves. The existence of the elderly is often perceived negatively and wrongly, where the elderly are considered a burden on the family and the surrounding community. This arises because from the casuistic view the elderly whose lives are very dependent on people.

The older person gets, the more they need a place to take shelter and get affection, especially from family. But in reality there are many elderly people who are entrusted by their families to social institutions, and some of them are even neglected. The unprecedented nature as well as the high spread rate of this diseases has caused panic among individuals that leads to psychosocial disorders in some cases. Vulnerable groups, including cardiovascular patients, patients with pulmonary complications and the elderly face substantial risks [2].

The problems of the elderly at the Budi Agung Social Home are very diverse, arranging from biological or physical, psychological and the social problems. The physical problem in the elderly is a decrease in organ function, the dominant

diseases experienced by the elderly in this orphanages are rheumatoid arthritis, cardiovascular, diabetes and psychogeritary. The physical problems experienced by the elderly make them helpless, but not all elderly with physical problems make them unable to carry out the activities that are appropriate music. The psychological problems experienced by the elderly in this orphanage, there were frequent quarrels among elderly and there is social jealousy with the nursing staff because her grandmother has more feelings for the officer, the grandmother feels that officer pays more attention to her, even though this not the case of her else then the grandmother will the enemy. This problem arises because basically being old will experience changes in psychosocial and emotional aspects that are unstable such restraint, prohibiting due to excessive fear of losing and others. Conducted by previous researcher did was the high overall number of needs of the elderly with dementia and the high level of psychological distress of their carers highlight the importance of taking into account the sufferings of carers and the need to provide high quality care [3].

From the things that have been described above, it is clear that the problems faced by the elderly include physical and psychological problems as well as being neglected by their families. Thus the life of the elderly must also receive attention from the community as well as the government.

With the main problems faced by the Budi Agung Social Institution, its performance must always be measured and assessed so that the government can evaluate of the Budi Agung Social Home to improve its deficiencies and increase its advantages. Measuring the performance of the Budi Agung Social Home is very important to do so that it can be used to assess the performance of the Budi Agung Social Home. Performance measurement is a process determine the level of achievement of organizational goals, provide employee learning tools, improve performance in the next period, provide systematic consideration in making decisions about giving rewards and punishment, motivating employees and creating accountability public [4]. Meanwhile, the word performance has the meaning of the description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission a vision of the organization as stated in the strategic planning of an organization [5].

Organizational performance will be determined from financial a non-financial factors. Financial factors will affect the performance of the sources of financial funds used by the organization. In using sources of funds, the organization must always adhere to one of the principles of the accountability. One of the non-financial factors is supported by human resources because they are actors in the organization. Therefore, this study assumes that the performance of the nursing home will be influenced by several driving factors, namely accountability, motivation for public services and organizational commitment.

This study empirically examine the influence of accountability, public service motivation and organizational commitment to the social welfare performance of the elderly budi agung the social service of the province Nusa Tenggara Timur.

Based on the background described earlier, the objectives of this study are: (1) To analyse the effect of accountability on the performance of the Budi Agung social home in East Nusa Tenggara Province, (2) To analyse the influence of public service motivation on the Budi Agung social home in East Nusa Tenggara Timur Province, (3) To analyse the effect of organizational commitment on the organizational performance of Budi Agung Social Home in East Nusa Tenggara Province.

#### *A. Formulation of the Problem*

Based on the description above, the formulation of the problem in this study:

- Does accountabilty have an effect on the performance of the Budi Agung social home in East Nusa Tenggara Province?
- Does motivation of public services have an effect on the performance of the Budi Agung social home in East Nusa Tenggara Province?
- Does organizational commitment have an effect on the performance of the Budi Agung social home in East Nusa Tenggara Province?

#### *B. Research Subjets and Objects*

The subject of this study are the employees elderly Budi Agung the Social Service of the East Nusa Tenggara Province, both civil servants and non-civil servants. The object of this study is the accountability, public service motivation, organizational commitment, organizational performance.

## II. METHODS

#### *A. Data Type and Sources*

The data used in this study are primary data. Primary data is obtained through questionnaire, interviews, observation, and documentation.

#### *B. Method of Collecting Data*

The primary data obtained by the author in this study is to use a questionnaire, namely data collection techniques by giving a list of written question to respondents. Questionnaire about accountability, public service motivation, organizational commitment and organizational performance. Data were analysis using quantitative analysis.

#### *C. Population and Sample*

The population in this study were all employees of the Nusa Tenggara Timur provincial social services, while the sample is employees at the elderly social welfare Budi Agung.

The sampling method used in this study is simple random sampling [6] that the sampling carried out at random member of the population without regard to strata that existing the population. The data were obtained by distributing a questionnaires.

**D. Operational Definition and Variable Measurement**

The research variable is basically everything in the form of whatever is determined by the researcher to be studied in order to obtain information about it, then conclusion are drawn [6]. The variable used in this study, the dependent variable is organizational performance, independent variable is accountability, public service motivation and organizational commitment.

**E. Research Model**

This study uses one dependent variable and three independent variables, so the regression model used it:

$$P = \alpha + \beta_1 \text{ ACCOUNT} + \beta_2 \text{ MOTIV} + \beta_3 \text{ COMMIT} + \varepsilon$$

Information:

P : Organizational Performance

$\alpha$  : Constanta

ACCOUNT : Accountability

MOTIV : Public Service Motivation

COMMIT : Organizational Commitment

E : Error

**III. RESULTS AND DISCUSSION**

**A. Demography of the Respondents**

The data used to measure the influence of accountability, public service motivation and organizational commitment to organizational performance is by distributing questionnaires to employees concerned at the elderly Budi Agung under the Social Sevices in Province Nusa Tenggara Timur. Total questionnaires distributed numbered 80 exemplar. From the 80 questionnaires distributed to all respondents who filled out completely is numbered 55 exemplar by the respondent. Listed below are the data of employees who received the questionnaire in this study and may be presented in Table 1 below:

TABLE I. EMPLOYEES WHO RECEIVE QUESTIONARE

Number of employees	Questionnaires Distributed	Questionnaires which accepted			Questionnaires were processed
		Complete	Not Return	Out Of Analysis	
80	80	56	24	1	55
Total(%)	100	70%	29%	1%	66.8%

Source: Primary data is processed, 2020.

**B. Distribution Frequency Identity of Respondents**

Based on table 2, data obtained from 55 respondents in the elderly Budi Agung in Social Services Province Nusa Tenggara Timur, following in the mentioned regarding the identity of the frequency distribution of respondents by gender, age, educational level, position and tenure.

TABLE II. PROFILE OF RESPONDENTS

Information	Criteria	Number of Responden	Percentage
Sex	Male	30	54,5%
	Female	25	45,5%
Age	< 30 years	16	29,1%
	30-40 years	19	34,5%
	41-50years	16	29,1%
	>50tahun	4	7,3%
Level Of Education	SD	2	3,6%
	SMP	- 30	0%
	SMA	8	54,5%
	Diploma	14	14,5%
	S1	1	25,5%
	S2		1,8%
Position	Leadership	2	3,6%
	Employee	53	96,4%
Years Of Service	< 5years	24	43,6%
	5-15years	19	34,5%
	16-25years	10	18,2%
	>25years	2	3,7%

Source: Primary data is processed, 2020.

**C. Hypothesis Testing Results**

TABLE III. TEST RESULTS T (HYPOTHESIS)

Variable	Unstandardized Coefficient Beta	t-count	P-value	Information
Constants	27,647	3,644	0,001	
Accountability	0,680	3,796	0,000	Supported
Public Service Motivation	-0,124	-0,688	0,494	Not Supported
Organizational Commitment	0,735	5,128	0,000	Supported

Source: Primary data is processed, 2020.

#### IV. CONCLUSION

The conclusions of this research are:

- Accountability positive and significant impact on the performance of the organization elderly under the Social Service Special in Province East Nusa Tenggara. The influence shows that accountability has an important role in improving organizational performance elderly under the Social Service in Province East Nusa Tenggara.

Results of this study are consistent with results of previous studies conducted by Hwang [7] which states that the accountability positive and significant effect on the performance of the organization.

- Public Service Motivation is not positive and significant impact on the performance of the organization. This shows that the culture of the organization has not been able to play an important role on the improvement of the performance of the organization in elderly under the Social Service in Province East Nusa Tenggara [8].
- Organizational Commitment significant positive effect on the performance of the organization. The influence shows that organizational commitment has an important role in improving the performance of public organizations [9].

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