



Public Service Motivation According to Generations: A Quantitative Study on Polling Station Committees in Ponorogo Regency

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Abstract

The success and efficiency of organizing elections are paralleled by the success in managing adequate human resources. The organization of the 2024 elections in Indonesia is characterized by a cross-generational workforce with distinct traits. This study aims to depict the level of public service motivation (PSM) among members of the polling station committee (PPS) in Ponorogo Regency during the 2024 elections based on generational categorization. The research employs a quantitative methodology with differential analysis. The results indicate that there is no statistically significant difference in the level of public service motivation among Generation X, Generation Y, and Generation Z members of the polling station committee in Ponorogo Regency.

Keywords: *Public Service Motivation (PSM); Elections; Generation*

Introduction

Elections have become a widely discussed topic in various circles and mass media in Indonesia today. The stages of the Simultaneous Elections of 2024 in Indonesia began on June 14, 2022, with the voting day set for February 14, 2024. This election aims to elect the presidential and vice-presidential candidates, members of the Regional Representative Council (DPD), members of the People's Consultative Assembly (DPR), members of the Regional People's Representative Council (DPRD) at the provincial and district/city levels. This election will be a crucial moment in strengthening democracy and people's participation in Indonesia in the future.

The organization of the elections is coordinated nationally by the General Election Commission (KPU) and implemented at various levels by provincial and local organizers. Election organizers at the sub-district level, down to the village level, are ad hoc entities formed just before the elections. At the time of this research, the Polling Station Committee (PPS) at the village/urban ward level plays a frontline role in organizing the 2024 elections. PPS plays a significant role in transparent and democratic election execution, encompassing stages of preparation, supervision, management, and reporting to ensure that the elections are fair, free, and accountable.

Elections are a public affair executed by a multitude of human resources spanning various generations with diverse levels of motivation. Individuals are motivated by various considerations to

work in government or the public sector. On one hand, as noted by Perry and Hondeghem (2008), the public sector offers strong extrinsic (rational) considerations such as job security, career and personal development opportunities, and pension systems. Additionally, Vandenabeele (2008) has identified 'quality of life' as an attraction to public sector employment, highlighting the flexibility it provides for balancing work with family or other commitments. On the other hand, there is the notion that 'individuals engage in the public domain for the purpose of doing good for others and society' (Perry, Hondeghem, and Wise, 2010). This intrinsic aspect becomes a consideration/factor for someone engaging in the public sector.

Perry (1997) identified a multidimensional scale to measure Public Service Motivation (PSM), consisting of four dimensions:

1. Attraction to public policy making (APM), associated with achievement orientation, indicating employees' views on the political process in public policy making, interest in the lives of politicians, and a preference for a clean process in public policy making.
2. Commitment to public interest and civic duty (CPI), the desire to serve the public interest, which can be individual interests in specific public programs or services. Indicators include feelings of care or genuine belief in social interests.
3. Compassion (COM), the desire to help others, encompassing altruistic tendencies. Indicators include empathy, genuine concern for customers, moral beliefs, and other prosocial desires.
4. Self-sacrifice (SS), includes patriotism, indicating a sense of duty and loyalty to the country.

The 2024 elections in Ponorogo Regency involve 921 members of the Polling Station Committee (PPS) from various age groups/generations. Some experts categorize age into several generations. According to Mannheim (in Putra, 2016), a generation is a social construct where a group of people share the same age and historical experiences. Generations comprise individuals with the same birth year within a 20-year range and share similar social and historical dimensions. Howe & Strauss (1991, 2000) divide generations based on common birth year ranges and historical events.

Generational theory explains the characteristics of these generational groups, including Baby Boomers, Generation X, Generation Y, Generation Z, and more recently, Generation Alpha (Andrea et al., 2016). The grouping is based on birth year ranges, as outlined by Andrea et al. (2016) in the following table:

Table 2.1 Generation Categorization according to Andrea et al. (2016)

Generations	Year of Birth	Current age
Generational Generations	1925 -1946	98 - 77
Baby boomer	1946-1960	76 – 63
Generation X	1960-1980	62 – 43
Generation Y	1980-1995	42 – 28
Generation Z	1995-2010	27 – 13
Alfa Generation	2010 – till end	12 –

As an adhoc electoral organizing institution, public interest in becoming members of the Polling Station Committee (PPS) in Ponorogo Regency is notably high. Based on data from the Ponorogo Regency Election Commission (KPU), the number of PPS applicants participating in the selection process is 3,063 individuals. Out of these applicants, 2,974 were deemed successful in the administrative selection, while 89 did not pass. Those who passed the administrative selection were eligible to proceed to the written test stage, with 2,434 participants passing and 540 individuals not making the cut. In the interview selection stage, 1,769 participants were successful, while 665 were unsuccessful. The KPU of Ponorogo Regency ultimately appointed 921 individuals as elected PPS members, distributed across 307 villages/urban wards in the regency, and 848 individuals were designated as Substitute Temporary Members (PAW).

Ponorogo Regency has effectively conducted the recruitment of election officials at the village/urban ward level, specifically the members of the polling station committees, without extending the registration deadline. This indicates a high level of enthusiasm within the community to participate as election organizers. However, there is also a tendency for elected members of the polling station committees to resign. The resignation of these members is concerning as it may disrupt the implementation of the election stages at the village/urban ward level.

Findings from a study by Gan et al. (2020) suggest that employees in the public sector with a high level of Public Service Motivation (PSM) prefer to remain in public organizations. Those with a high level of PSM are less likely to leave their positions in the public sector. One possible reason for the significant decrease in the intention to switch jobs among those with a high level of PSM is their preference for work that helps others, serves the community, and addresses social disparities. The resignation of members of the polling station committees is suspected to be related to the level of public service motivation. Individuals undoubtedly have specific motivations for becoming members of the polling station committees. There is currently a lack of adequate information on the motivations of these committee members. Therefore, a study on PSM among cross-generational members of the polling station committees in the 2024 General Elections in Ponorogo is intriguing and worth exploring.

Given the aforementioned background, this article aims to address whether there is a difference in the level of public service motivation among members of the polling station committees based on age and generation in Ponorogo Regency during the 2024 elections.

Methods

This study employs a quantitative research method. The quantitative research method is considered a scientific approach as it adheres to scientific principles such as being concrete/empirical, objective, measurable, rational, and systematic. The research is conducted in Ponorogo Regency, East Java Province. The research subjects involve members of the polling station committees (PPS) in Ponorogo Regency for the 2024 elections, with a total sample of 921 PPS officials distributed across 21 sub-districts and 307 villages.

This study utilized an interview instrument developed by Budiyantri, Patiro, & Yamin (2019), incorporating a revised 10-item Public Service Motivation (PSM) measurement scale tailored to the Indonesian context, using a Likert scale. The research employed the Kruskal-Wallis One Way Analysis of Variance statistical test for differential analysis. According to Sugiyono (2007), the Kruskal-Wallis One Way Analysis of Variance technique is employed to test hypotheses for k independent samples when the data is in ordinal form.

Result and Discussion

The field research conducted during September to October 2023 yielded a total of 891 responses from the respondents. The detailed data of respondents, categorized by age based on generations, are obtained as follows:

GENERATION	AMOUNT	PERSENTASE
- Generation X (aged 43 – 62 years)	100	11%
- Generation Y (aged 28- 42 years)	420	47%
- Generation Z (aged 17 – 27 years)	371	42%
	891	100%

Source: processed from research results

The respondents who provided answers amounted to 891 individuals, with the majority being members of the Polling Station Committee (PPS) falling into category Y, totaling 420 individuals or 47%. Generation Z ranked second, with 371 individuals or 42%. Meanwhile, Generation X members in the PPS amounted to 100 individuals or 11%.

The measurement results of the level of public service motivation are categorized into three levels: high, moderate, and low. The cross-tabulation data processing using SPSS software for age categories based on generations (attached) indicates varying levels of public service motivation among PPS members in the organization of the 2024 elections in Ponorogo Regency. The following table explains the levels of public service motivation among PPS members grouped into "low," "moderate," and "high" based on age and generation categories:

Table 1 level of public service motivation of PPS members according to age by generation

CATEGORY	TINGKAT MOTIVASI PELAYANAN PUBLIK					
	Low		Moderate		High	
Generasi X	0	0.0%	5	5.0%	95	95.0%
Generasi Y	6	1.4%	32	7.6%	382	91.0%
Generasi Z	6	1.6%	31	8%	334	90.0%

Based on the table 1, it can be observed that the level of public service motivation categorized as "low" is found in the Generation X category at 0%, Generation Y at 1.4%, and Generation Z at 1.6%. For the "moderate" category, the highest percentage of public service motivation is observed in Generation Z at 8%, Generation Y at 7.6%, and the lowest in Generation X at 5%. The majority of PPS members across all age groups based on generations exhibit a high level of PSM. Generation X has the highest percentage of "high" motivation at 95%, followed by Generation Y at 91%, and Generation Z with the lowest at 90%. To gain a deeper understanding of the level of public service motivation, the researcher further breaks down the distribution of respondent answers and measurement results for each dimension based on age and generation.

Statistical Analysis of the Difference Test of Public Service Motivation Levels According to Age Based on Generations

a. Normality test

Based on the data processing in the SPSS software for the normality test of Public Service Motivation (PSM) according to age categories based on generations, the obtained data is as follows:

Table 2 PSM normality test results according to age by generation

Tests of Normality

	USIA	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
PSM	Generation X	.100	100	.015	.940	100	.000
	Generation Y	.103	420	.000	.860	420	.000
	Generation Z	.112	371	.000	.868	371	.000

a. Lilliefors Significance Correction

The table 2 displays the results of the normality test using SPSS with the Lilliefors and Shapiro-Wilk methods. The Sig (p-Value) for all age groups based on generations through both tests is < 0.05, indicating that the data is not normally distributed. If the data were normally distributed, it would be advisable to prefer the one-way ANOVA test, whereas if the data is not normal, the Kruskal-Wallis Test can be employed.

b. *Kruskal Wallis test*

Based on the data processing in the SPSS software using Kruskal-Wallis analysis on the Public Service Motivation (PSM) levels along with its four dimensions according to the age categories based on the generations of PPS members, the following data was obtained:

Table 3 results of the average ranking of PSM by generation based on age

	Generation	N	Mean Rank
PSM	Generation X	100	487.01
	Generation Y	420	437.40
	Generation Z	371	444.69
	Total	891	
APM	Generation X	100	480.15
	Generation Y	420	435.90
	Generation Z	371	448.23
	Total	891	
CPI	Generation X	100	490.58
	Generation Y	420	436.72
	Generation Z	371	444.49
	Total	891	
COM	Generation X	100	442.18
	Generation Y	420	445.38
	Generation Z	371	447.73
	Total	891	
SS	Generation X	100	525.61
	Generation Y	420	431.41
	Generation Z	371	441.05
	Total	891	

The table 3 shows the Mean Rank for each group, allowing us to observe the following:

1. The highest PSM level is in the Generation X group, with a mean rank of 487.01, while Generation Y has a mean rank of 437.40, and Generation Z has a mean rank of 444.69.
2. In Dimension APM (X1): Generation X has the highest mean rank at 480.15, while Generation Y has a mean rank of 435.90, and Generation Z has a mean rank of 448.23.
3. In Dimension CPI (X2): Generation X has the highest mean rank at 490.58, while Generation Y has a mean rank of 436.72, and Generation Z has a mean rank of 444.49.
4. In Dimension COM (X3): Generation X has a mean rank of 442.18, while Generation Y has a mean rank of 445.38, and Generation Z has a mean rank of 447.73.
5. In Dimension SS (X4): Generation X has the highest mean rank at 525.61, while Generation Y has a mean rank of 431.41, and Generation Z has a mean rank of 441.05.
6. Next, whether the difference in mean ranks between these two groups is statistically significant or, in other words, significant, can be seen below:

Table 4 Kruskal Wallis PSM statistical test results according to age by generation

Test Statistics ^{a,b}					
	PSM	X1	X2	X3	X4
Chi-Square	3.033	2.581	3.666	.046	12.002
df	2	2	2	2	2
Asymp. Sig.	.219	.275	.160	.977	.002

a. Kruskal Wallis Test

b. Grouping Variable: Generations

Based on the table 4, it can be observed that:

1. For the PSM level, the Sig value or P Value is $0.219 > 0.05$. If the p-value $>$ critical limit of 0.05, then there is no significant difference between the three groups, meaning that the null hypothesis (H_0) is accepted. It can be concluded that there is no significant difference in the level of public service motivation among the polling station committees based on age in Ponorogo Regency during the 2024 election.
2. For Dimension APM (X1), the Sig value or P Value is $0.275 > 0.05$, indicating no significant difference in Dimension APM.
3. For Dimension CPI (X2), the Sig value or P Value is $0.160 > 0.05$, indicating no significant difference in Dimension CPI.
4. For Dimension COM (X3), the Sig value or P Value is $0.977 > 0.05$, indicating no significant difference in Dimension COM
5. For Dimension SS (X4), the Sig value or P Value is $0.002 < 0.05$, indicating a significant difference in Dimension SS."

The research results indicate variations in the level of public service motivation among the Polling Station Committee (PPS) members in Ponorogo Regency during the 2024 election according to demographic characteristics. The majority of PSM levels among PPS members fall into the high category, regardless of age based on generation. The PSM levels of Generation X, Generation Y, and Generation Z are mostly in the "high" category. However, when looking at the statistical description, the Generation X group has the highest PSM level compared to the other generations. The average values for Generation X, Generation Y, and Generation Z are 43.76, 42.43, and 42.54, respectively. When examining each dimension, Generation X has the highest scores in the APM, CPI, and SS dimensions. Generation Y does not have the highest values in all dimensions, while Generation Z has the highest score in the SS dimension.

Although there are differences, the statistical test results indicate that the difference in PSM levels based on age and generation is not significant. The Kruskal-Wallis test with SPSS software shows a significance value or P-value of 0.219. Since the p-value $>$ the critical limit of 0.05, it can be concluded that there is no significant difference in the level of public service motivation among the polling station committee members based on age in Ponorogo Regency during the 2024 election.

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