

MOTIVATION FOR SOCIAL WORKERS IN SOCIAL SERVICES

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Abstract

Motivation is an element of communication competence. In the field of social work, it is the level of willingness of a social worker to achieve social service goals. This study aims to determine the level of motivation as part of the communication competence of Sarjana Pendamping Desa Sejahtera (SPDS) as a social worker in social services. Measurement of the level of motivation through three dimensions that make it up, namely: self-efficacy, resources used, and rewards. Questionnaires with a Likert scale were given to 148 SPDS as self-assessments, 148 program recipients (users), and 148 partners who interacted directly with SPDS in social services. The three assessments were then averaged and tested for validity and reliability using SEMPLS3, and for the determination of motivation levels using descriptive statistics. The results of the study found the level of motivation of SPDS in social services in high categories, which formed elements of self-efficacy and reward.

Keywords: Motivation, Social Worker, Social Service.

INTRODUCTION

In the context of work, a person who has positive motivation means that the person activates internal forces and encourages them to act towards the desired goal (Hardjana, 2019) or someone who has a willingness to exert and sustain efforts toward organizational goals (Franco et al., 2002). Conversely, when a person avoids and experiences a fear of communication, either due to shyness or other reasons, the motivation is negative (Stephen W. Littlejohn et al., 2017). Motivation is one of the elements forming communication competence, along with elements of knowledge and skills (Stephen W. Littlejohn et al., 2017), while communication competence in a transaction (communication) is one of the factors that determines the success or failure of communication (Littlejohn & Jabusch, 1982). In social work practice, proper communication supported by the surrounding environment determines success in solving client problems, especially those related to social functioning and the fulfillment of needs (Farukuzzaman & Rahman, 2019), because communication is the core of effective practice in dealing with problems that interfere with well-being (Christy et al., 2017).

Motivation has elements of organizational commitment, job satisfaction, and is related to job performance (Mbindyo et al., 2009). A person has motivation because of financial incentives or income (Franco et al., 2002; Ashkanani, 2014), feel supported, comfortable with the work environment, valued, passionate, and make friendships (Ebenso et al., 2020). Motivation makes a person interact and engage with others (Borghouts et al., 2022). So, motivation has at least six important things, namely: needs, instinctive drives, conditions of deficiency, tension, performance, and rewards (Hardjana, 2019). But theoretically, the concept of competence has two dimensions, namely: resources used (cost) and reward (Spitzberg 2013; Morreale et al.,

2007). But in addition to these two dimensions, several studies and experts found that there are other dimensions related to communication competence as well as to motivation, namely, self-efficacy related to competence (Rahmi et al., 2017), Self-efficacy makes a person think, feel, motivate themselves, and act (Bandura, 1995). Self-efficacy is related to feelings of enthusiasm (Omar, 2014) and confidence in carrying out tasks (Omar, 2014; Ebenso et al., 2020).

Given the importance of the concept of motivation as part of communication competence, this study aims to determine the level of motivation of SPDS in social services. Theoretically, motivation is formed by resources used and rewards, but theoretically, self-efficacy also plays an important role in shaping motivation. These three elements are used as the basis for forming motivation in this study.

METHODS

This study is quantitative methods (Creswell & Creswell, 2018), to determine the level of motivation as part of SPDS's communication competence in social services. A list of statements in the form of questionnaires was given to 148 Sarjana Pendamping Desa Sejahtera (SPDS) as social workers who conducted self-assessments on their motivations in conducting social service communications. The motivation assessment was also carried out by 148 program recipients (users) and 148 partners who acted directly with SPDS in social services. The research location is in South Hulu Sungai Regency, South Kalimantan Province. One of the autonomous regions in Indonesia has local social workers and carries out excellent social welfare programs that are able to reduce poverty during the COVID-19 pandemic. In data processing, the three assessments were then averaged, and the validity and reliability of the study were tested using SEMPLS 3 (Chin 1998; Ghozali dan Latan 2015; Yamin 2023), but to determine the level of motivation of SPDS in social services with descriptive statistics, which are classified into three levels, namely: low motivation, medium or average motivation, and high motivation.

RESULTS

The measurement of SPDS motivation in social services in the context of communication competence in this study consists of three dimensions, namely: the dimension of self-efficacy, the dimension of resources used (cost), and the dimension of reward and punishment.

(a) Self Efficacy

The dimension of self-efficacy in communication motivation in this study was measured by 20 (twenty) indicators, namely: confidence in self-ability, confidence in self-control ability, personal beliefs easy to get along with, personal beliefs pleasant, personal beliefs open, personal beliefs easy to talk about, personal beliefs that do not like to argue, personal beliefs that maintain the feelings of others, personal beliefs that do not ignore others, personal beliefs make it easy to get close to others; personal beliefs of effective speakers; personal beliefs that like to build relationships with others; personal beliefs that are easily adaptable to certain conditions; Personal beliefs that can put oneself in the shoes of others, personal beliefs of good

listeners, flexible personal beliefs, Personal beliefs that are warm, not cold, and distanced, personal beliefs that do not like to demand, personal beliefs that like to socialize, personal beliefs that are sensitive to the problems and needs of others. After testing the validity and reliability of 20 indicators, 7 indicators that meet the validity and reliability of data processing are then carried out, as shown in Table 1 below:

Table 1: Average assessment results from 3 raters on the self-efficacy dimension of 148 SPDS

No	Indicators	STA		DAL		US		SWA		SA		Sum	
		f	%	f	%	f	%	f	%	f	%	f	%
1	Personal beliefs are pleasing.	-	-	-	-	4	2.7	50	33.8	94	63.5	148	100
2	Personal beliefs are easy to talk about.	-	-	-	-	2	1.4	43	29	103	69.6	148	100
3	Personal beliefs make it easy to get close to others	-	-	1	0.7	3	2	69	46.6	75	50.7	148	100
4	Personal beliefs that like to build relationships with others	-	-	1	0.7	10	6.7	67	45.3	70	47.3	148	100
5	Personal beliefs that are warm, not cold, and distanced	-	-	-	-	3	2	63	42.6	82	55.4	148	100
6	Personal beliefs who like to socialize	-	-	1	0.7	7	4.7	53	35.8	87	58.8	148	100
7	Personal beliefs that are sensitive to the problems and needs of others	-	-	-	-	8	5.4	68	46	72	48.6	148	100

* (Source: data processing results, 2023)

* STA = strongly disagree, DAL = disagree less, US = unsure, SWA = somewhat agree, SA = strongly agree

Based on table 1 above, on the statement of 7 indicators on the self-efficacy dimension, 148 SPDS have a dominant tendency for answers to be between Somewhat Agree (SWA) 29% - 46.6%, and Strongly Agree (SA) 47.3% - 69.6%.

(b) Resources Used (Cost)

The dimension of resources used (cost) to appear competent in communicating in social services is measured by two indicators, namely: the use of costs for increasing communication knowledge and the use of time, energy, and costs so that the appearance of communication reaches mutual understanding. After testing, the validity and reliability of the first stage (indicator-dimension) meet the requirements of the validity and reliability test because it has an outerloading (OL) value of > 0.5, namely: the use of costs for increasing communication knowledge is worth 0.911 and the use of time, energy, and costs so that the appearance of communication reaches a mutual understanding is worth 0.911, but in the second stage, after testing validity and reliability with a formative model (dimensional test as a motivational

variable former) having an insignificant outerweight (OW) value (p value 0.945), then further evaluation was carried out to determine that the dimension was maintained or removed from the model with outerloading (OL) evaluation, and the OL value turned out to be < 0.5, which is 0.431. This gives an affirmation because the dimension of resources used (cost) has an insignificant OW value and OL < 0.5. It is considered in this study not to be one of the forming motivational variables, so it must be excluded or removed from the model. With the deletion, the resource dimension used (cost) is no longer used..

(c) Reward and Punishment

The Reward and Punishment Dimension on the Variable of Communication Motivation for SPDA in Social Services is measured by six (six) indicators, namely: income, satisfaction, feelings of value, reprimand, feeling sad, and summons by the agency. After testing the validity and reliability of the 6 indicators, there are 3 indicators that meet validity and reliability. Based on these data, it is also known that there are no punishment indicators that meet validity and reliability, so the reward and punishment dimension is then written as the reward dimension. The three valid and reliable indicators and data processing methods are listed in Table 2 below:

Table 2: Average assessment results from 3 raters on the reward and punishment dimension of 148 SPDS

No	Indicators	SDA		DAL		US		SWA		SA		Sum	
		f	%	f	%	f	%	f	%	f	%	f	%
1	Income	-	-	3	2	31	21	78	52.7	36	24.3	148	100
2	Satisfaction	-	-	-	-	-	-	47	31.8	101	68.2	148	100
3	Feeling valued	-	-	-	-	2	1.4	42	28.4	104	70.3	148	100

* (Source: data processing results, 2023)

* SDA = strongly disagree, DAL = disagree less, US = unsure, SWA = somewhat agree, SA = strongly agree

Based on Table 2. above, it can be seen that in general, the answers of 148 SPDS tend to be dominant in the answers Somewhat Agree 28.4%–52.7% and Strongly Agree 24.3%–70.3%. Calculation of the level of motivation of 148 SPDS in social services based on these dimensions and indicators by: minimum motivation score 148 SPDS = minimum value of indicators (1) x number of motivational statements (self efficacy dimension (7) + reward dimension (3) x number of SPDS (148) = 1,480 points and the maximum value of motivation 148 SPDS = maximum value of indicators (5) x number of motivation statements (self-efficacy dimension (7) + reward dimension (3) x number of SPDS (148) = 7,400 points. Then the division of interval classes is carried out by = (maximum value - minimum value) / 3 (interval class) = (7,400 points - 1,480 points) / 3 = 5,920 / 3 = 1,973.33 points (rounded to 1,973 points), so that the three classes of communication motivation intervals are classified: value 1,480 points - 3,453 points categorized low, value 3,454 points - 5,426 points categorized average / medium, and value 5,427 points - 7,400 points categorized high. Cumulative measurement and criteria/categories of communication motivation of 148 SPDS in social services are listed in Table 3 below:

Table 3: Measurement values and criteria/categories of communication motivation SPDS in Social Services

No	Dimension	Description			Criteria/Categories
		Measurement Value	Minimum Value	Max Value	
1	Self Efficacy	4.920,667			
2	Reward	2.074,33			
	Motivation	6.995	1.480	7.400	High communication motivation

(Source: data processing results, 2023)

Based on table 3 above, it is known that the motivation level of 148 SPDS in social services is worth 19,257 points in the interval class of 15,198 points to 20,720 points. This means that the motivation level of 148 SPDS in social services is in the high category.

DISCUSSION

This study found two elements that motivate SPDS to do social services: first, self-efficacy, which motivates SPDS to act (Bandura, 1995), motivate SPDS, interact, and engage with others (Borghouts et al., 2022). The self-efficacy of SPDS in social services is in the form of pleasant personal beliefs, personal beliefs that are easy to talk to, personal beliefs that are easy to get close to others, personal beliefs that like to build relationships with others, personal beliefs that are warm and not cold and distant, personal beliefs that like to socialize, and personal beliefs that are sensitive to the problems and needs of others (indicator items, table 1). Second, rewards, in the form of income, satisfaction, and feelings of being valued (indicator items in Table 2). Income, incentives, or financial income becomes one factor motivating someone to act (Franco et al., 2002; Ashkanani, 2014), satisfaction and feelings are valued for feeling supported, feeling comfortable with the work environment, spurring enthusiasm, and trying to make friendships in social services (Ebenso et al., 2020). These two elements, self-efficacy and reward, were found to be determinants of SPDS motivation in high-category social services (table 3).

The results reinforce previous research findings that self-efficacy is linked to feelings of enthusiasm (Omar, 2014), and confidence in carrying out tasks (Omar, 2014; Ebenso et al., 2020), related to motivation (Bandura, 1995), and related to communication competence (Rahmi et al., 2017). SPDS, who are motivated to do social services and make self-efficacy and rewards the driving force, reinforce the view that a person is motivated by: needs (fulfillment of life needs to self-actualization), instinctive drive (self-efficacy), deprivation conditions (economically), tension (to be satisfied), performance (taking actions to achieve goals), and rewards (earning income and feeling valued) (Hardjana, 2019). This is because SPDS has organizational commitment, wants to achieve job satisfaction, and wants to improve job performance (Mbindyo et al., 2009). Theoretically, motivation is shaped by resources used (cost) and reward (Spitzberg 2013; Morreale et al., 2007), but based on the results of the study, there was no finding that the resources used (cost) became the elements forming motivation [see (b)]. The findings of this study reinforce the view that the reward dimension is a shaper of

competence, but reject the resources used as motivation factors and find a new dimension as a shaper of SPDS motivation in social services, namely self-efficacy. SPDS motivation in social services is high (table 3), as the findings of this study provide a positive picture of motivation. In the context of social services, SPDS activates internal forces and encourages them to act towards desired social service goals. (Hardjana, 2019) or the SPDS has a willingness to exert and sustain efforts toward organizational goals (Franco et al., 2002) in achieving social service goals. The results of this study also illustrate that SPDS do not avoid and do not experience fear of communication, do not feel ashamed or other reasons for social service communication (Stephen W. Littlejohn et al., 2017).

That the results of the study found that self-efficacy and reward are elements forming motivation, while motivation is one of the elements forming communication competence, along with elements of knowledge and skills (Stephen W. Littlejohn et al., 2017). High motivation contributes to competent communication in social services. In a transaction (communication), in social services, communication competence determines the success or failure of communication (Littlejohn & Jabusch, 1982). Therefore, appropriate communication supported by the surrounding environment in social work practice is a determinant of success in solving client problems, especially those related to social functioning, meeting client needs (Farukuzzaman & Rahman, 2019), and addressing issues that interfere with well-being (Christy et al., 2017). Finally, this study found that the level of motivation of SPDS in social services as part of the measure of communication competence of SPDS in social services is in the high category. Motivation is shaped by the dimensions of self-efficacy and reward. Self-efficacy of SPDS in social services is in the form of: pleasant personal beliefs; easy to talk to; easy to get close to others; personal beliefs that like to build relationships with others; warm or not cold and distant; personal beliefs that like to socialize; and personal beliefs that are sensitive to the problems and needs of others. The rewards that motivate SPDS in social services are income, satisfaction, and feeling valued.

Acknowledgments

Acknowledgments were conveyed to the Tenaga Kesejahteraan Sosial Kecamatan (TKSK) of Hulu Sungai Selatan Regency, South Kalimantan Province, Indonesia, which had helped collect data for 148 program recipients (users) and SPDS partners who assessed SPDS's communication competence in social services

Statement of Conflict of Interest

There is no conflict of interest in this research.

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