

INDIVIDUAL BEHAVIOR IN PUBLIC SERVICE AT SAMSAT OFFICE OF SORONG CITY

M. Bachri Yasin, Muh. Akmal Ibrahim, Haselman, & Badu Ahmad
Faculty of Social and Political Sciences
Hasanuddin University
INDONESIA

ABSTRACT

Behavior in operational processes and organizational policies is an element that leads to attitudes toward position or attitudes toward work. Individual behavior in public service is the main focus in this research. This research aims to know and analyze the input, process, and outcomes of individual behavior in public service at Office of One Roof Administration One System (SAMSAT) of Sorong City West Papua Province. This research method uses case study design as the appropriate qualitative research strategy to deeply explore individual behavior in public service data analysis model using data reduction, data presentation, and conclusion. The results showed that not all behavior input parameters affect all dimensions of bureaucracy behavior process in public service of vehicle tax field. The process of individual behavior in public service in SAMSAT office of Sorong City not all its parameters affect all dimensions of outcomes of bureaucratic behavior in public service of vehicle tax. The ability to control emotions does not affect the performance of formal tasks but affects employee involvement in discretionary behavior of the type of motivation affecting the level of outcomes of bureaucratic behavior both in task performance dimensions and discretionary behavior whereas employee involvement in rational decision making affects the achievement of formal task performance and involvement in discretionary behavior.

Keywords: Behavior, Organization, Individual, Public Service.