

ABSTRAK

Nama : Bayu Dwi Nurcahyo
Program Studi : Magister Ilmu Administrasi Publik
Judul : Pengaruh Peningkatan Spiritualitas Terhadap Peningkatan *Public Service Motivation* Pegawai Pemerintah. Studi: Program Pembinaan Mental Pegawai di Direktorat Jenderal Bea dan Cukai Kementerian Keuangan RI

Penelitian ini bertujuan untuk mengetahui hubungan antara spiritualitas dan *public service motivation* (PSM) pegawai pemerintah. Selain itu, penelitian ini juga bertujuan untuk menganalisis pengaruh Program Bimbingan Mental yang diterapkan oleh Direktorat Jenderal Bea dan Cukai (DJBC) terhadap peningkatan spiritualitas dan PSM pegawai. Penelitian menggunakan metode *kuantitative survey*. Berdasarkan sampel sebanyak 369 pegawai di DJBC, diperoleh kesimpulan bahwa spiritualitas berhubungan positif terhadap PSM pegawai. Namun demikian, berdasarkan hasil analisis disimpulkan bahwa Program Bimbingan Mental yang dilakukan di Direktorat Jenderal Bea dan Cukai tidak berpengaruh signifikan terhadap peningkatan spiritualitas dan PSM pegawai.

Kata kunci: Spiritualitas, *Public Service Motivation*, Bimbingan Mental.

ABSTRACT

Name : Bayu Dwi Nurcahyo
Study program : *Master in Public Administration (MPA)*
Title : *The Effect of spiritual enhancement on public service motivation of government employees. Study: Mental Development Program in the Directorate General of Customs and Excise, Ministry of Finance of the Republic of Indonesia.*

The purpose of this research is to analyze the relationship between spirituality and public service motivation (PSM) of government employees. Furthermore, this research is also aimed to analyze the effect of the Mental Development Program implemented by the Directorate General of Customs and Excise (DGCE) towards spirituality and public service motivation enhancement of the employees. Quantitative survey method is used in this research. According to the sample of 369 employees of DGCE, this research concludes that spirituality has positive correlation with PSM. However, it is found that The Mental Development Program implemented by DGCE does not significantly affect spirituality and PSM enhancement.

Keywords: Spirituality, Public Service Motivation, Mental Development.