EFFECT OF POPULATION ADMINISTRATION SERVICE WORKLOAD AGAINST EMPLOYEE PERFORMANCE (STUDY AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF JEMBER REGENCY)

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Abstract
The purpose of this research is to examine the effect of workload population administration services on the performance of employees in the Population and Civil Registration Service of Jember Regency. Based on preliminary observation data on the performance of employees of the Population and Civil Registration Service of Jember Regency, they managed to get the 2nd place achievement nationally, but employees felt a workload when doing work. This study used an explanatory quantitative approach. The subjects used in this study were employees of the Population and Civil Registration Service of Jember Regency, totaling 29 employees. Analysis data used simple linear regression statistics. The results showed that workload has a positive effect on employee performance. That stuff explains that increasing workload will affect the improvement of employee performance. The agency should pay attention to the workload given to each employee according to their abilities so that employees will feel more comfortable doing work.

Keywords: Workload; Employee Performance; Administration Services

INTRODUCTION

The quality of public services can be an indicator of the good and bad quality of government administration in carrying out its obligations. Good and bad administration can be seen from how far public services can meet the needs, demands, and expectations of the community (Nurdin, 2019). Public services must be provided by the government or public organizations, both in the form of goods, services, and administrative services. Based on the attachment to the Circular Letter of the Minister of State Administrative Reform Republic of Indonesia Number: SE/10/M.PAN/7/2005, one of the sectors in public services is population administration. The Minister of Home Affairs Regulation, No. 14 (2020) explains that "Population administration services are a series of activities that include structuring and controlling population documents and data which are carried out through population registration, civil registration, management of population administration information". The government agency at the district level that has the task of providing population administration services is the Department of Population and Civil Registration. Public service organizations must pay attention to the performance of public service providers. Agreeing with this statement, Nurdin (2019) argues that a well-managed organization has performance criteria that must be met by every member of the organization. The performance of population administration services nationally is reported by the Directorate General of Population and Civil Registration. According to the report of the Directorate General of Population and Civil Registration (2021) the coverage of people who are required to record increases every year, from 80.86% in 2014 to 99.11% in 2020. At the end of December 2021 the coverage increased by 99.20%. The coverage of birth certificate documents issued received positive results, from 2014 covering 31.25% until December 2021, an increase of 96.57%. Furthermore, Ismaesara, et al. (2019) argues that the

performance of the population and civil registration services is said to be good if the achievement in completing population administration documents has increased from the previous year. Kasmir (2016) that in performance there are work performance standards that must be met, so that individuals who reach the standards that have been set get a good category or vice versa for those who are not achieved are categorized as less good. There are many factors that can affect employee performance, including motivation, leadership, work environment, training, workload, and compensation (Setiyadi & Wartini, 2016). According to Rolos, et al. (2018), one way that can be done to determine employee performance is by looking at the workload in the institution. Based on some of these opinions, it can be seen that one of the factors that can affect performance is workload. Kasmir (2016) explains that the workload is a burden carried by a position in accordance with work standards to achieve optimal performance of the incumbent. Kaspersky survey said that 54% of workers experienced an increase in workload (Dewi, 2021). The impact of the workload, workers experience burnout. According to a social media poll via CNNIndonesia.com, the majority of workers or 77.3% experience burnout (Workers Experience Burnout, 2021). Burnout is a condition in which a person experiences a prolonged state of emotional exhaustion, the impact of which will be seen in changes in negative attitudes and behavior. (Christianty & Widhianingtanti, 2016).

Research with the main topic of performance will examine the achievement of organizational goals in the most effective way possible. Employee performance will be achieved maximally if the workload indicators can be achieved in a balanced manner, such as work targets to be completed, working conditions, and work standards (Nabawi, 2019). The performance of the Jember Regency Population and Civil Registration Service employees can be known through the people who have recorded their ID cards in 2020-2021. The number of residents of Jember Regency who are required to have an e-KTP is 1,980,781 people and the people who have recorded are 1,965,925 people (Mahrus, 2020). In 2021 the recording of e-KTP carried out by the Population and Civil Registration Office of Jember Regency reached 2.2 million people (Setiawan, 2021). Based on the data from the results of the e-KTP recording above, it shows an increase in the number of people in Jember Regency who have recorded e-KTP. Furthermore, employee performance is shown in the realization in 2021 which exceeds the target in 2021 (Lakip Dispendukcapil Jember Regency, 2021).

Workload is a collection or number of activities that must be completed by an organizational unit or position holder (Arifin, et al., 2016). Every day the Population and Civil Registration Office of Jember Regency works on 1,684 files and is completed by 29 employees. Based on the results of the workload calculation according to Koesoemowidjojo (2017), the standard document that must be completed by one employee is 20 documents, but empirically one employee works 18-145 documents per day. The workload of employees is also seen from the frequent use of employees to do overtime and on Saturdays and Sundays employees have to pick up and record e-ID cards. Providing an effective workload can be used to determine the extent to which employees can be given the maximum workload and the extent to which it affects performance, therefore the workload is very important for agencies or companies (Tjibrata, et al., 2017).

Another important reason the researchers reviewed this research was because the Jember Regency Population and Civil Registration Service had won 2nd place nationally in the "DUKCAPIL BISA" 2020 category with a large population. Based on the problems above, the problem formulation can be drawn "Is there any effect of the workload of population administration services on the performance of employees at the Department of Population and Civil Registration of Jember Regency?". The purpose of this study was to obtain an explanation of the effect of the workload of population administration services on the performance of employees at the Department of Population and Civil Registration of Jember Regency. This research is expected to be useful as a contribution of thoughts, foothold, and reference for further

research.

LITERATURE REVIEW

According to Mangkunegara (2017) performance is defined as the result of work either in quality or quantity that has been achieved by employees in carrying out their duties and in accordance with their responsibilities. Sinambela (2016) says performance is the implementation of a job and perfecting it in accordance with the responsibilities that have been given in order to get the expected results. Furthermore, Robbins (1996) in Sinambela (2016) explains performance as a result of evaluating the work that has been done by individuals and then compared with the criteria that have been set together. Some of these opinions are concluded by Kasmir (2016) that in performance there are work achievement standards that must be met, so that individuals who reach the predetermined standards get a good category or vice versa for those who are not achieved are categorized as less good. Employees according to the KBBI (2021) are said to be people who work in government agencies. Based on this definition, employee performance is a process that shows the achievement of someone who is engaged in a public organization with the achievement of predetermined goals. Employee performance is not always in good condition, so standards or benchmarks are needed to determine the condition of employee performance. Moeheriono (2012) performance can be measured through six categories, namely effective, efficient, quality, punctual, and safety. Kasmir (2016) argues that performance can be measured through indicators, quality (quality), quantity (amount), time (period), and relationships between individuals.

The workload according to Mahawati, et al. (2021) is the volume of work that has been charged to the workforce both physically and mentally and has become the responsibility of the workforce. According to Koesomowidjojo (2017) workload is the volume or number of tasks that must be completed by human resources within a certain period of time. Every job is a burden for the job holder and the workforce has their respective abilities in handling their workloads including physical, mental, or social workloads. Kasmir (2016) suggests workload as a comparison between the total standard time of individuals to complete tasks according to their responsibilities to the total standard time.

There are several factors that affect the workload according to Koesomowidjojo (2017), namely internal factors and external factors. Internal factors include gender, age, body posture, health status, satisfaction, motivation, desire or perception. External factors include the work environment, physical tasks, and work organization. Workload can be measured through several indicators. The following are indicators for measuring workload according to Koesomowidjojo (2017), namely, working conditions, use of working time, and targets to be achieved. Putra (2012) argues that workload can be measured through four indicators or symptoms, among others, targets to be achieved, working conditions, use of time, and work standards.

Relationship between Workload and Employee Performance

Research with the main topic of performance will examine the achievement of organizational goals in the most effective way possible. According to research conducted by Rolos, et al. (2018), one way that can be done to determine employee performance is by looking at the workload in the institution. Each agency must pay attention to the condition of the workload of its employees. Fatigue at work when completing work that is not in accordance with physical and psychological abilities can lead to reduced work capacity and lower performance (Koesomowidjojo, 2017). Kasmir (2016) explains that the workload is a burden carried by a position in accordance with work standards to achieve optimal performance of the incumbent. Based on the expert opinion, it shows that the workload of employees is a factor that must be considered to achieve optimal performance, so that the workload affects

performance.
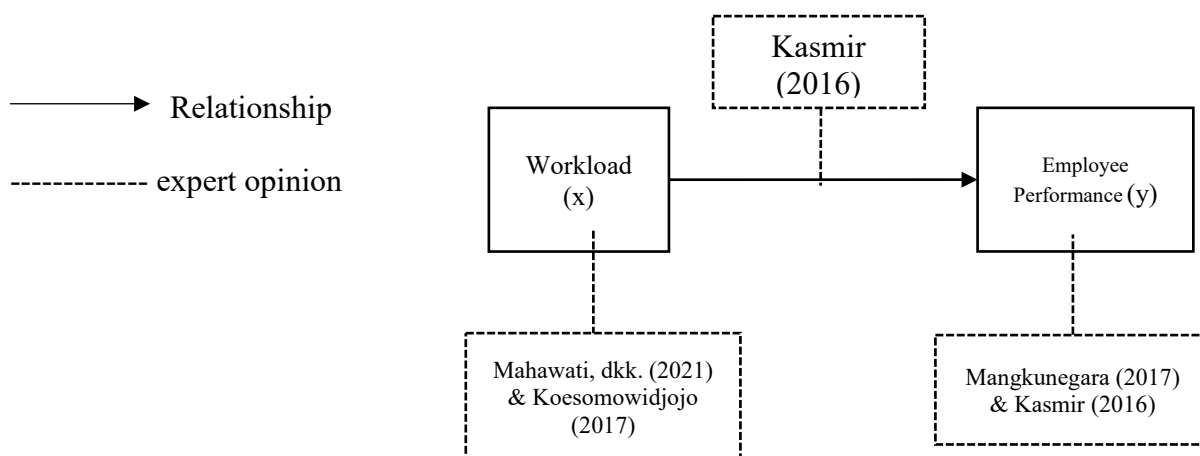
Figure 1. The relationship between variables

METHODOLOGY

This study uses a quantitative approach. The type of research used is an explanatory type, namely research that aims to explain the relationship between two or more symptoms or variables (Silalahi, 2012). The population in this study uses a target population or targets consisting of individuals, households, or groups of concern (Silalahi, 2012). Based on this explanation, the population used in this study were employees of the Department of Population and Civil Registration of Jember Regency which were taken from the Family Card unit, KTP unit, KIA unit, Deed unit, transfer letter unit with a total of 29 employees and were employees who came from the field of registration services. population and civil registration services. The type of sampling in this study is non-probability sampling with a sampling technique that is saturated sampling. Saturated sampling is a sampling technique by taking all members of the population to be used as samples, this sample is used because the population is relatively small or less than 30 (Sugiyono, 2013). So with that, the sample in this study is the Jember Regency Population and Civil Registration Office taken from the Family Card unit, KTP unit, KIA unit, certificate unit, and transfer letter unit with a total of 29 employees. Data collection techniques by distributing questionnaires to 29 employees, with a Likert scale measuring scale with 5 categories of answer choices. The data analysis technique in this study used simple linear regression with the help of SPSS Version 26, to answer the research hypothesis by comparing the significance value of the regression results with level a (0.05).

DISCUSSION

Respondent Description

There are 29 respondents taken in this study. A total of 17 respondents were male and 12 respondents were female. Respondents in this study started at the age of 20-25 years as many as 14 respondents, aged 26-31 years as many as 13 respondents, and ages 32-37 as many as 2 respondents. The majority of respondents have work experience for 4-7 years with 17 respondents, 10 respondents who worked for 0-3 years, and 2 respondents who worked for 8-

11 years.

**Validity, Reliability, and Classical Assumption Test**

The validity test aims to test the validity of the questionnaire and prove that the questionnaire can measure the symptoms studied appropriately. The validity test in this study used Pearson's product moment. There is a requirement to determine whether the item is valid or not, if r count 0.3 then the item is declared valid (Sugiyono, 2013). The reliability test was used to test the level of trustworthiness and accuracy of the questionnaire in the study. The reliability test in this study uses Cronbach's alpha, if the value of Cronbach's alpha 0.6 then the research instrument is declared reliable (Silalahi, 2018). The results of the validity and reliability tests are presented in the following table.

Table 1. Validity and reliability test results

Variabel	Indicator	Item	Pearson Correlation	Cronbach's Alpha	Hasil
Workload	Working Condition	1	0,641	0,793	Valid & reliabel
		2	0,450	0,809	Valid & reliabel
		3	0,458	0,828	Valid & reliabel
		4	0,777	0,776	Valid & reliabel
	Use of working time	5	0,661	0,790	Valid & reliabel
		6	0,474	0,813	Valid & reliabel
		7	0,732	0,781	Valid & reliabel
	Targets to be achieved	8	0,559	0,807	Valid & reliabel
		9	0,751	0,778	Valid & reliabel
		10	0,540	0,802	Valid & reliabel
		11	0,585	0,798	Valid & reliabel
Employee Performance	quality	1	0,832	0,953	Valid & reliabel
		2	0,832	0,953	Valid & reliabel
		3	0,823	0,953	Valid & reliabel
		4	0,865	0,952	Valid & reliabel
		5	0,865	0,952	Valid & reliabel
	quantity	6	0,771	0,954	Valid & reliabel
		7	0,797	0,954	Valid & reliabel
	time	8	0,845	0,952	Valid & reliabel
		9	0,529	0,960	Valid & reliabel
		10	0,835	0,953	Valid & reliabel
	Relationships between individuals	11	0,825	0,953	Valid & reliabel
		12	0,790	0,954	Valid & reliabel
		13	0,711	0,956	Valid & reliabel
		14	0,874	0,952	Valid & reliabel

Sources: Research Reasult, 2022

The classical assumption test is used to determine the appropriate statistical test, because this study uses one independent variable (workload) and one dependent variable (employee performance), then the classical assumption test used is the normality test and linearity test (Silalahi, 2018). Normality test is used to determine whether the data to be tested is normally distributed or not. The normality test in this study uses a normal probability plot, the results of the normality test can be seen in the following figure.
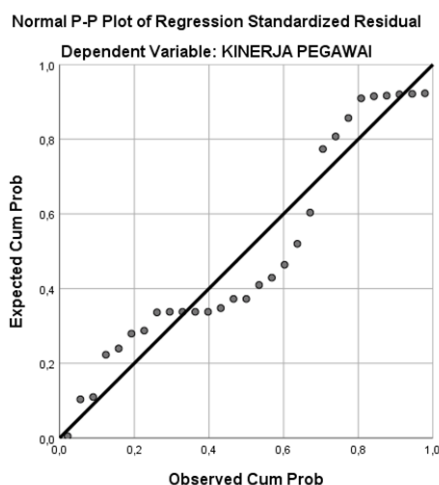
Figure 2. P-plot. normality test results

Based on Figure 2 the scattered plot will approach the diagonal line, so the data in this study is normally distributed. Data that are normally distributed can use parametric statistical tests. Linearity test is used to determine whether the dependent variable and the independent variable have a linear relationship or not (Sugiyono & Susanto, 2015). The linearity test in this study was carried out by comparing the Deviation from Linearity value with the specified a level. According to Muhidin and Abdurrahman (2017) the distribution of data has a linear pattern if the Deviation from Linearity calculated by SPSS is smaller than level a (0.05). The results of the linearity test can be seen in the following table.

Table 2. Linearity test results

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
EMPLOYEE PERFORMANCE * WORKLOAD	Between Groups	(Combined)	2627,328	21	125,111	9,606	0,003
		Linearity	677,178	1	677,178	51,993	0,000
		Deviation from Linearity	1950,149	20	97,507	7,487	0,006
	Within Groups		91,171	7	13,024		
	Total		2718,499	28			

Sources: Research Result, 2022

Based on the results of the linearity test, the result of Deviation from Linearity is 0.006, when compared with the specified level a, the equation 0.006 <0.05 is formed. The equation shows that the x variable over the y variable has a linear pattern, so this research can use a regression model.

Data Analysis Results

Simple linear regression analysis is a data analysis technique used to measure the linear relationship between one dependent variable and the independent variable (Silalahi, 2018). Cooper and Schindler (2014) argue that the significance test (t test) is carried out to test the accuracy of the hypothesis based on data taken from a random sample rather than data from a saturated sample. Based on this opinion, to answer the hypothesis in this study by comparing the significance value of the SPSS output results with level a (0.05). According to Silalahi (2018) H0 is rejected if the significance value is <0.05, on the contrary H0 is accepted if the significance value is > 0.05. The results of hypothesis testing are shown in the following table.

Table 3. Simple regression analysis test results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	26,778	13,688		1,956	0,061
	Workload	0,817	0,273	0,499	2,993	0,006

a. Dependent Variable: Employee Performance

Based on Table 3, the equation is obtained, namely Y = a + bX or 26.778 + 0.817X. The explanation of the equation is:
1. The constant value shows the number 26, 778 which means that if there is no workload (x) then the consistency value of employee performance (y) is 26.778.Koefisien regresi the workload variable is 0.817, which means that for every 1% increase in workload, the employee's performance value increases by 0.817.
2. The results of the regression coefficients are positive, thus the workload variable has a positive effect on employee performance. The significance value of the SPSS calculation results in Table 4.3 shows the number 0.006, so 0.006 <0.05. Decisions that can be taken based on the data analysis are to reject H0 and accept Ha.

Coefficient of Determination (R-Square)

The coefficient of determination is used to measure how well the regression line matches the actual data, this stage measures the percentage of the total contribution of the influence of the x variable to the y variable in the regression line (Silalahi, 2018). The results of the coefficient of determination are shown in the table as follows.

Table 4. Results of the coefficient of determination

Variable	R-square
workload	0.221

The results of the regression coefficient data analysis in this study showed the number 0.817 and was positive. A positive value in the regression coefficient means that the higher the workload, the higher the employee's performance, on the contrary, the lower the workload, the lower the employee's performance. These results are in accordance with the conditions described in the background that the employees of the Jember Regency Population and Civil Registration Office have an excessive workload according to the documents that must be completed per day, but they get good performance results based on the performance report in 2021. Conditions in the field show that the employees of the Jember Regency Population and Civil Registration Service have a high workload, but the employee's performance has increased

from the predetermined target so that the goals of the agency are achieved. There is a weakness of the analytical tool that the researcher uses, namely the forecast results from the simple linear regression technique are constant, so the possibility that they do not match the actual data still exists. Logically, if employees are given a workload that reaches the maximum limit, they will experience burnout or the condition of the individual experiencing prolonged emotional exhaustion.

The magnitude of the effect of workload (x) on employee performance (y) is 0.221 or 22.1%, meaning that the contribution of workload influence to employee performance is 22.1% and the rest is influenced by other factors not examined in the study. Furthermore, based on the results of the calculation of the data obtained a significance value of 0.006 which is smaller than a = 0.05 or 0.006 <0.05. Decisions that can be made based on these considerations are rejecting H0 and accepting H1. This means that there is an influence between the workload of population administration services and the performance of employees at the Department of Population and Civil Registration of Jember Regency and strengthens the theory that has been submitted by Kasmir (2016) explaining that the workload is a burden carried by a position in accordance with work standards to achieve the performance of shareholders. position optimally.

CONCLUSION

Based on the results of simple linear regression analysis, it shows that the workload variable has a positive effect on employee performance variables at the Jember Regency Population and Civil Registration Service with 0.006 <0.05. These results explain that an increase in workload will have an effect on increasing employee performance. The magnitude of the influence of workload (x) on employee performance (y) is 0.221 or 22.1%, meaning that the contribution of the influence of workload on employee performance is 22.1% and the rest is influenced by other factors not examined in the study. This shows that employees of the Department of Population and Civil Registration of Jember Regency have a high workload, but employee performance has increased from the predetermined target so that the goals of the agency are achieved.

SUGGESTIONS

There is a weakness that the estimation results from the simple linear regression technique are constant, so the possibility that they do not match the actual data still exists. Logically, if employees are given a workload that reaches the maximum limit, they will experience burnout or the condition of the individual experiencing prolonged emotional exhaustion. For this reason, suggestions from the results of this study are to improve employee competence through the development of apparatus resources, so that employees become enthusiastic in providing administrative services to the community.

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