Exploring Determinants for Enhancing Employee Performance

Hisarma Saragih [1], Yusuf Ronny Edward [2], Asep Suherman [3], Elizabeth [4], Anindya Putri Pradiptha [5]

Abstract:

This study aims to test, uncover, and investigate the function of decision variables in order to improve staff performance at the North Sumatra Community and Village Empowerment, Population, and Civil Registry Office. This was a quantitative study with 50 respondents using various approaches. To gather data, questionnaires were given to every sample. The SPSS Version 26.0 program was used to process the obtained data before it was subjected to statistical formula analysis, more precisely multiple linear regression analysis. The results of the study show that individual traits have a partially positive and significant impact on worker performance, the work environment has a partially positive and significant impact on worker performance, and workload has a partially positive and insignificant impact on worker performance. The interaction of personal characteristics, workload, and workplace conditions has a favorable and substantial impact on worker performance. The study's conclusions suggest that, in order to sustain present achievements, the management of the North Sumatra Community and Village Empowerment, Population and Civil Registry Office should pay more attention to workplace issues, especially those pertaining to employee characteristics and workload.

Keywords: Characteristics, Workload, Work Environment, Employee Performance

1. Introduction

Organizational trophies and attention are still focused on human resources in order to survive the globalization period and more intense competition. Human resources are valuable assets that are integral to the operations of businesses and organizations. Human resources have a significant impact on an organization's success or failure since, with their capacities and skills, people are the most valuable resource available(Senen et al., 2018)

One area of management that truly needs to research is the interaction between people and their surroundings in an organization: human resource management (HR). One advantage of human resources (HR) is that it may regulate how individuals behave inside an organization. This is meant to enable staff members to operate as

[1] *Universitas Simalungun, Indonesia. hisarmasaragih64@gmail.com*
[2] *Universitas Prima Indonesia, Indonesia. yusufedward1984@gmail.com*
[3] *Universitas Pamulang, Indonesia. dosen02438@unpam.ac.id*
[4] *Universitas Budi Luhur, Indonesia.*
[5] *Universitas Budi Luhur, Indonesia. anindya.putri@budiluhur.ac.id*

productively and efficiently as possible while adhering to work rules and producing something worthwhile for the business. As the company's resource for human energy, its employees must be taken into consideration and developed as collaboratively as feasible. Employers must be able to fully utilize each employee's potential in order to maximize input and participation from staff members toward the accomplishment of organizational objectives.To encourage the development of a company or organization and improve the quality of the company or organization, there must be good management of human resources/employees (Bonavia & Marin-Garcia, 2011) An organization can't increase performance and accomplish its objectives without the help of human resources. Performance is one of the aspects that affects this rise.

According to (Wahdati et al., 2022) performance is the result of a process carried out by humans. Meanwhile, according to (Atmaja & Damayanti, 2022) performance assessment or work achievement is a success that results from someone in carrying out a job.Another factor, namely individual characteristics. According to (Januarty et al., 2020) individual characteristics are things that can determine a person's attitude to adapt to their environment. Meanwhile, attitude is a simple expression of how someone likes or dislikes certain things. Another factor, namely workload. According to (Pelin & Osoian, 2021)workload in the workplace does not only involve excess work (work overload), but also includes equivalent/same or vice versa shortages or too low/small work (work underload). Another factor, namely the work environment. According to (Riski & Rino, 2023), everything surrounding an employee that may have an impact on how well he completes duties entrusted to him is considered his work environment.

To encourage the development of a company or organization and improve the quality of the company or organization, there must be good management of human resources/employees (Teddy et al., 2022).Without the role of human resources, an organization will not be able to improve its performance to achieve the organization's goals. This increase is influenced by several factors, one of which is performance. According to (Aditi et al., 2023) performance is the result of a process carried out by humans. Meanwhile, according to (Andriany, 2019)performance assessment or work achievement is a success that results from someone in carrying out a job.

According to (Setiyadi et al., 2023) Performance is a work outcome that an individual or group of individuals in an organization can accomplish in line with their rights and obligations in an attempt to lawfully accomplish corporate goals, does not contravene the law, and does not go against morality and ethics. At the individual, organizational, and work group levels, efficient human resource management is closely linked to the effectiveness of initiatives aimed at enhancing employee performance. People with the strength and ability to do organizational responsibilities will realize performance that meets expectations, as people make up the majority of an organization's management. In light of the definition that has been provided, government agencies and organizations place a high value on performance in order to achieve their main tasks and functions. To carry out these main tasks and functions, North Sumatra Community and Village Empowerment, Population and Civil Registry Office requires

employees who have optimal performance. Optimal performance is influenced by individual characteristics, workload and work environment.This view is in accordance with the opinion of (Kasmiruddin et al., 2022) who states that there are factors that influence performance and factors that are influenced by performance. So it can be seen that determinants are factors that can determine employee performance.

Employee performance is evident in how public and community service organizations fulfill their vision and mission, as acknowledged by the North Sumatra Community and Village Empowerment, Population and Civil Registry Office. As such, these organizations must enhance their performance, which has an impact on the output of their workforce. Performance is a phenomenon that frequently arises, based on observations: certain employees consistently fail to finish assigned duties on time. Employee performance suffers when they don't finish the tasks given to them on time since less work is produced overall(Mangkuprawira, 2017).

The second phenomenon is individual traits; some workers have jobs that don't align with their passions. When employees work that does not match their interests, they will experience difficulties in doing their work. According to Ardana et al, "individual characteristics are interests, attitudes, individual needs, abilities or competencies, knowledge about work and emotions/moods/beliefs/values" (Mukarom, 2016).The next phenomenon is the workload given to employees who are too excessive/overloaded. When employees are given excessive workloads that do not match their ability to complete the work, it will certainly make the employee unable to achieve the targets that have been given to him. According to Krietner "workload is "a collection or number of activities that must be completed by the workforce within a certain period of time" (Chen et al., 2020). The work environment is another phenomenon that emerges. There are still insufficient facilities there since there aren't enough scanning machines, which forces employees to take turns scanning files simultaneously, which takes up a lot of working hours.

2. Methodology

This study employed an associative, quantitative, and correlational research methodology. As stated by (Sugiyono, 2010) Research that seeks to ascertain the strength of the association and the pattern or type of effect between two or more variables is known as associative, quantitative, or correlational research. (Ghozali, 2018). This research can be used to develop a theory that can help explain, forecast, and manage a phenomenon. The purpose of this study is to identify and investigate the variables that contribute to better worker performance at North Sumatra Community and Village Empowerment, Population and Civil Registry Office 50 employees comprise the population under study. The study's sampling strategy was a census or saturation sample, meaning that up to 50 employees were chosen at random from the population of less than 100. Multiple linear regression analysis is the method employed.

This research uses 3 (three) independent variables, namely: the first independent variable is individual characteristics (X1), the second independent variable is workload (X2) and the three independent variables are work environment (X3) and the dependent variable is: employee performance (Y). To find out the magnitude of the influence of the independent variable on the dividend variable, multiple linear regression analysis was carried out.

A Likert scale is used in this study to measure each variable. The Likert scale is a tool used to gauge an individual's or a group's attitudes, beliefs, and perceptions on social issues. The variables to be measured are converted into indicator variables using a Likert scale. Following that, these indicators serve as a basis for gathering instrument items, which may take the shape of questions or statements. (Sugiyono, 2021).

3. Empirical Findings/Result

Three independent variables—personal traits, workload, and work environment—and one (one) dependent variable—employee performance—make up this study. Each statement item for each variable in the questionnaire must be completed by 50 respondents. There are five possible responses to the questionnaire. the impact of each independent variable—workload (X2), individual characteristics (X1), and work environment (Y) on employee performance—on the dependent variable, namely employee performance (Y) at North Sumatra Community and Village Empowerment, Population and Civil Registry Office.The coefficient derived from several linear regression is as follows Y = 31.383 + (-0.436 X1) + 0.213 The results show that tcount -1.456 < ttable 1.677 and significant 0.152 > 0.05, then Ha is rejected and H0 is accepted, which declares that individual traits at the North Sumatra Community and Village Empowerment, Population and Civil Registry Office have no effect at all and are not relevant. According to this, worker performance is unaffected by the distinct features. This differs from the study's findings conducted by (Edward & Calen, 2020)which stated that individual characteristics have a positive and significant effect on employee performance.

The Effect of Workload on Employee Performance
The findings indicate that tcount is 0.739 < ttable 1.677 and is significant 0.464 > 0.05. Therefore, Ha is rejected and H0 is accepted, indicating that employee performance at the North Sumatra Community and Village Empowerment, Population and Civil Registry Office is unaffected by partial workload and is not significant. This claims that employee performance is unaffected by the workload that currently exists. The findings of this study differ from those of previous studies carried out by (Edward et al., 2022)which stated that workload has a positive and significant effect on employee performance.

The Influence of the Work Environment on Employee Performance
The findings indicate that the work environment at the North Sumatra Community and Village Empowerment, Population and Civil Registry Office partially has a significant effect on employee performance (tcount = 3.134 > ttable 1.677; significant

0.003 < 0.05). Therefore, Ha is accepted and H0 is rejected. The findings of this study align with previous studies conducted by (Teddy et al., 2022) where employee performance is positively and significantly impacted by the work environment to some extent. According to this, one of the elements boosting employee performance productivity, which in turn affects raising employee performance levels, is a positive work environment. Employee performance will rise by 0.939, or 93.9%, if the work environment improves, according to the results of multiple linear regression.

Simultaneous Influence of Characteristics, Workload and Work Environment On Employee Performance
As may be observed for α = 0.05, Fcount is 3.336 and Ftable is 2.81 (see attached table F). Apart from 0.028 < 0.05, the likelihood of significance is substantially smaller than 0.05. Therefore, the regression model indicates that in this study, individual characteristics, workload, and work environment all positively and significantly affect employee performance at the same time. Thus, it is decided to accept research hypothesis (H4).

Large Influence of the Independent Variable on Dependent Variable
Coefficient analysis can be used to calculate the extent to which the independent variable influences the dependent variable. As can be seen, the adjusted R Square value, also known as the coefficient of determination, is 0.127. This indicates that, in this instance, individual traits, workload, and work environment account for 12.7% of the performance of employees. In the meantime, the remaining 100% - 12.7% = 87.3% can be attributed to extraneous variables or other causes not covered by this study model.

4. Discussion

The study conducted at the North Sumatra Community and Village Empowerment, Population and Civil Registry Office aimed to explore the intricate relationship between various factors and employee performance. While prior research suggested that individual characteristics could significantly influence performance, this study revealed otherwise, finding no substantial impact of personal traits on employee performance within this specific organizational context. Similarly, the investigation into workload indicated that, contrary to expectations, the current workload experienced by employees did not significantly affect their performance levels. However, the most notable finding emerged concerning the work environment. The study demonstrated a significant positive relationship between the work environment and employee performance, implying that enhancing the workplace atmosphere could lead to improved performance outcomes. Interestingly, when considering all variables concurrently - individual characteristics, workload, and work environment - the regression model indicated a collective significant impact on employee performance. Nevertheless, the analysis revealed that these factors accounted for only 12.7% of the variance in performance, suggesting the existence of other unexplored variables influencing performance outcomes. This underscores the complexity of employee performance dynamics and highlights the necessity of adopting a comprehensive

approach to performance management. Organizations should consider multiple factors, including individual characteristics, workload management, and work environment enhancements, to effectively optimize employee performance. Further research is warranted to uncover additional factors contributing to performance variability and to develop more nuanced performance management strategies tailored to specific organizational contexts.

5. Conclusions

Based on the data analysis and discussion of the research findings, the following conclusions can be drawn: A partial workload does not have a positive and significant impact on an individual's qualities. However, it is greatly and favorably influenced by the workplace. The work environment, workload, and individual characteristics all have a positive and significant impact on employee performance. It is anticipated that the administration of the North Sumatra Community and Village Empowerment, Population, and Civil Registry Office will gain from several suggestions that have been made in light of the discussions, conclusions, and research findings. More attention needs to be paid to employee traits since, when employees are assigned to roles that suit them, their performance will surely improve. In order to enhance worker productivity, tasks that align with job requirements must be assigned, and more office space and attention must be provided. It is also recommended that unexplored factors be included in future research to provide some variance in the results and new insight into the companies being studied.

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