

## **Factors That Affect The Performance Of Employees Of The Population And Civil Registration Office Of Solok City**

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**Abstract :** *This study aims to find out the influence of Quality of Service, Leadership Style, Work Environment and Work Motivation, on employee performance. This research is motivated by Work Motivation which is considered less supportive in the implementation of work. This is due to poor leadership style, poor service quality, inadequate work environment and unstable employee performance at the Employees of the Population and Civil Registration Office of Solok City.*

*This type of research uses quantitative approaches with multiple linear regression methods. Data collection techniques with questionnaires, observations and interviews. The respondents of this study were 42 employees in the Civil Registration and Population Office of Solok City. The sample withdrawal method uses IBM Statistical Package for Social Science (SPSS) version 24.0.*

*From the results of this study found that partially Service Quality has a significant effect on employee performance, Leadership Style has a significant effect on employee performance, work environment has a significant effect on employee performance, and Work Motivation has a significant effect on employee performance. So it can be concluded, The Quality of Service, Leadership Style, Work Environment and Work Motivation together have a significant effect on the performance of employees of the Population and Civil Registration Office of Solok City..*

**Keywords:** *quality of service, leadership style, work environment, work motivation, employee performance.*

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### **I. Introduction**

Performance for an organization is very important because performance can be a benchmark of an organization's success in carrying out its duties. In fact, performance is an achievement of work achieved by an organization that is in accordance with the vision, mission and objectives set by the organization. Performance becomes very important because a work can be said to be achieved if the needs of society are widely met. To achieve this goal, an organization must be supported by quality resources from material, capital and human (Swastha, 2007).

Community needs in the form of services so that it triggers for each employee in order to keep up with the needs of the community. In order to meet the needs of the community in the form of administration every employee is required to maximize their work so that the work (serving the community) achieved vision, mission and objectives. To meet the needs of the community in the form of administrative services an administrator must improve the quality of work, discipline, initiative, ability and communication and must prioritize the quality of service so that the community is satisfied with the performance of the employees.

Achievement of good performance can be measured from the performance of people who work in organizational units and then there are organizational units that can support their performance and ultimately the performance of these employees can play a role in their field. The quality of this service becomes very important for the good of the image of an organization, therefore the organization must improve the performance of its employees in order to improve the quality of service. With the results of work (performance) that is fulfilled in accordance with the vision and mission that is to provide excellent service will improve a quality of service.

One of the activities in the organization is to perform services. Service is the key to success in various businesses or activities that are of a service nature. Given the need for a greater service, it is not surprising that the problem of service gets attention from both service users and service providers

themselves. In this case that is very related to public services are government organizations engaged in services and tasked with providing services to the public. "Public Service in question is any form of service activities carried out by an organization or individual in the form of goods / services to the community either individually or groups or organizations" (Istianto, 2011:106).

The form of service carried out by government agencies is said to be of quality if the service can meet the needs and expectations of the community. The Department of Population and Civil Registration is one of the government agencies or agencies provided to provide services to the community. As a public service provider, it is required to do its fullest in carrying out its duties and authorities, especially those related to public services, because it has a greater role that concerns the public interest.

One of the public service providers is the Population and Civil Registration Office of Solok City led by the Head of Service who is under and responsible to the Mayor through the Regional Secretary. The main task of the Population Service is to carry out local government affairs in the field of civil registry population based on the principle of autonomy and assistance duties. Services provided in this institution include three areas, namely Civil Registration, Information and Data and Population.

Various services provided at the Population and Civil Registration Office of Solok City include the issuance of biodata and the provision of NIK, moving and coming services of residents, the service of granting limited residence permits and permanent residence permits for Foreign Nationals (WNA) certificates of moving abroad, certificates coming from abroad, issuance of birth certificates, issuance of death certificates, issuance of marriage certificates, issuance of divorce certificates, certificate of annulment of marriage, certificate of cancellation of divorce, recording of child adoption, issuance of child recognition deed, issuance of child ratification deed, and printing of ID card.

Based on the results of initial observations in the Civil Registration and Population Office of Solok City, researchers found that the implementation of services has not been as maximum as expected by the community as a whole. This is based on the many complaints from the public against the services provided by the apparatus such as procedures and service mechanisms that are complicated, not transparent, less informative and then limited infrastructure facilities used in the service.

The service expected by the community is related to the maximum performance of employees. To find out the performance of employees, it can be seen from how far the employees carry out the duties and responsibilities that have been given to him. Performance in the opinion of Sulistiyani and Rosidah (2003: 223) namely, "Is a combination of business ability and opportunities that can be assessed from his work." This is evidenced by research conducted by Hadiwijaya (2018), on the influence of communication and quality of service on the performance of nurses in Bhayangkara Hospital Palembang, showing partial and simultaneous results of service quality has a positive and significant effect on the performance of nurses in Bhayangkara Hospital Palembang.

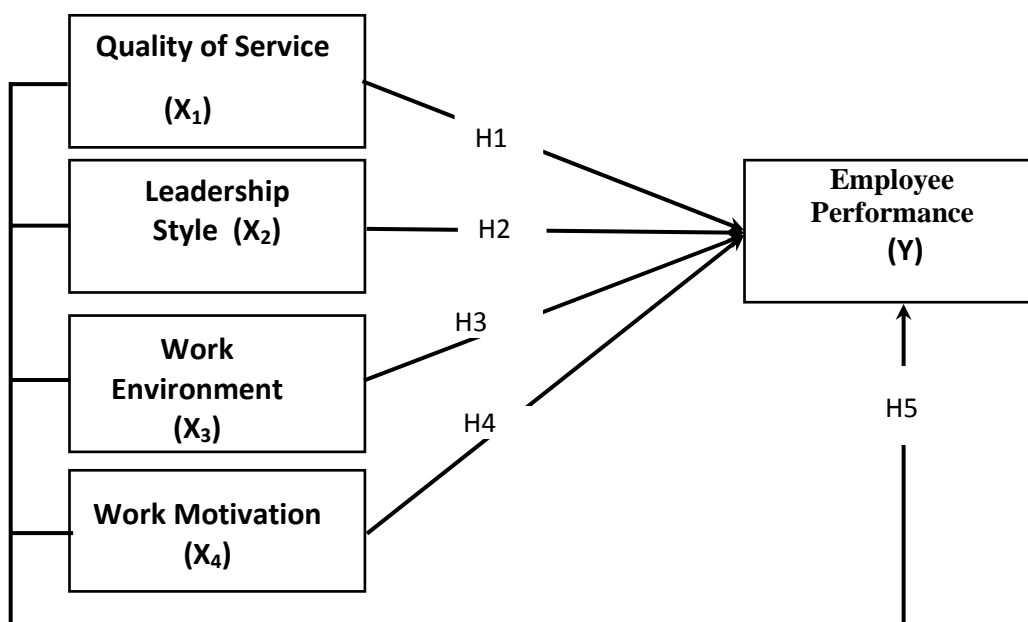
In achieving the objectives of the organization many elements that become important in its fulfillment, apart from the quality of service further in an effort to achieve successful performance needs to be done is the element of leadership or leaders. The resources that are already available if not managed properly will not achieve the goals that have been planned, so the role of the leader is very important that can use his authority and leadership to achieve a goal. Basically leadership is the style of a leader influencing his subordinates to be willing to cooperate and work effectively according to his orders, with this leadership style owned by a leader that will be used to be able to direct human resources can use all his abilities in achieving good performance (Wahab, 2008).

In addition to factors from within the organization, factors from outside the organization also affect the performance of employees. Outside factors referred to herein are the work environment of the organization. The work environment, especially in the form of physical, certainly has an important role that can produce optimal utilization of resources for organisasi or agencies. Some experts define the work environment, among others as follows: Sedarmayanti (2013: 21), suggests that the work environment is the whole tooling tools and materials faced, the surrounding environment in which a person works, his working methods, and his working arrangements both as an individual and a group.

These physical factors include work equipment, workplace temperature, congestion and density, noise, space area. While non-physical includes working relationships formed in agencies between superiors and subordinates as well as between fellow employees. Comfortable and pleasant working environment conditions will support or motivate employees to work properly and correctly and appropriately which can ultimately improve high work efficiency. The work environment is everything around the workers that can influence him in carrying out the tasks charged.

The working environment conditions in the Civil Registration and Population Office itself are still relatively ineffective. This can be seen from several things, including the arrangement of tables and chairs employees are too close, the lack of lighting that enters the room so that the work room becomes singup, the building that still rides in the former hall, the room that is only in the partition with plywood, the arrangement of the room is not structured so that it makes it difficult for visitors who will do the service.

Based on the results of research conducted by Triasningrum and Fahlefi (2018), that there is a positive and significant influence of the Work Environment on The Performance of Employees in Wonosobo Police. So motivation is the spirit of desire and encouragement in working to achieve a certain goal by giving a positive energy and making people or workers willing to work together to achieve optimal results. Without motivation, an employee cannot fulfill his/her duties according to standards or even exceed the standards because what is his motive and motivation in working is not met. Even if an employee has good operational ability if he/she does not have motivation to work, the end result of his/her work will not be satisfactory. Based on this, the conceptual framework used in this research, can be seen as follow



**Kerangka Konseptual Penelitian**

**Research Hypothesis**

- H1:** Quality of Service affects the performance of Employees of the Population and Civil Registration Office of Solok City
- H2 :** Leadership Style affects the performance of Employees of the Population and Civil Registration Office of Solok City
- H3 :** The work environment has an influence on the performance of Employees of the Population and Civil Registration Office of Solok City
- H4 :** Work motivation gives influence to the performance of Employees of the Population and Civil Registration Office of Solok City
- H5 :** Quality of Service, Leadership Style, Work Environment and Work Motivation simultaneously affect the performance of Employees of the Population And Civil Registration Office of Solok City

**II. Research Methods**

This research was conducted at the Population and Civil Registrar Office of Solok City, Solok City Hall, Lubuk Sikarah Street No.89, IX Korong, Lubuk Sikarah, Solok City, West Sumatra and this research was conducted from June 2020 to December 2020. The study sample consisted of 42 people consisting of 30 State Civil Apparatus and 12 honorary people. Data Processing Analysis using Multiple Linear Regression

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e$$

- Y = Employee Performance
- a = Intersep Constant
- X<sub>1</sub> = Quality of Service
- X<sub>2</sub> = Leadership Style
- X<sub>3</sub> = Work Environment
- X<sub>4</sub> = Work Motivation
- b<sub>1</sub>, b<sub>2</sub>, ... = Koefisien Regresi
- e = Error Term

**III. RESEARCH METHODS**

This analysis is used by Multiple Linear Regression Analysis to determine the effect of free variables on dependent variables. The amount of influence of free variables with bound variables can be calculated through a multiple regression equation. Based on computer calculations using IBM SPSS for Windows Version 24.0. The following table is the result of the coefficient values of regression, thitung, signification value, Fqitung value, and R Square (R2) value. The results can be seen in the following table:

**Table 1**

Recap of Multiple Linear Regression Analysis Test Results

Variabel	Koef. Regresi	t hitung	Sig.
Constant	8,841		
Quality of Service	0,678	3,539	0,003
Leadership Style	0,514	3,015	0,010
Work Environment	0,338	2,705	0,041
Work Motivation	0,736	3,626	0,003
<b>F hitung = 52,733</b>	<b>Sig. 0,000</b>		
<b>R<sup>2</sup> = 0,677</b>			

**Source: Primary Data, Processed with IBM SPSS 24.0 2019.**

Based on Table 1 above, the model of regression equation for the influence of Service Quality, Leadership Style, Work Environment and Work Motivation, on The Performance of Employees of the Population And Civil Registration Office of Solok City is as follows:

$$Y = 8,841 + 0,678X_1 + 0,514X_2 + 0,338X_3 + 0,736X_4$$

**T (Partial) Test**

This t (partial) test is intended to know the partial influence (individual) of Service Quality, Leadership Style, Work Environment and Work Motivation, on Employee Performance.

1. Effect of Service Quality (X<sub>1</sub>) on Performance(Y) The result of analysis of the effect of Service Quality variable (X<sub>1</sub>) on Performance variable (Y) with a significant level of 0.003 < 0.05, consequently hypothesis one (H1) is accepted. The results of the analysis showed that partially there is a significant influence between the variable Quality of Service to the Performance of Employees of the Population Office and Civil Registration of Solok City.

2. The Influence of Leadership Style ( $X_2$ ) on Performance (Y)  
 The result of analysis of the influence of Leadership Style variables ( $X_2$ ) on performance variables (Y) with a significant level of  $0.010 < 0.05$ , as a result of which hypothesis two (H2) is accepted. The results of the analysis showed that there is a significant influence between the variables of leadership style on the performance of employees of the Population Service and Civil Registration Of Solok City.
3. Effect of The Work Environment ( $X_3$ ) on Performance(Y)  
 The result of analysis of the effect of Work Environment variables ( $X_3$ ) on performance variables (Y) was obtained with a significant level of  $0.041 < 0.05$ , as a result of which hypothesis three (H3) was accepted. The results of the analysis showed that partially there is a significant influence between the variables of the Work Environment on the Performance of Employees of the Population And Civil Registration Office of Solok City.
4. The result of analysis of the influence of Work Motivation variable ( $X_4$ ) on performance variable (Y) was obtained with a significant level of  $0.003 < 0.05$ , as a result of which hypothesis three (H3) was accepted. The results of the analysis showed that partially there is a significant influence between the variables of the Work Environment on the Performance of Employees of the Population And Civil Registration Office of Solok City.

**Test F**

Test F (feasibility model) is intended to know the effect of free variables simultaneously (together) on bound variables. From table 2 can also be done simultaneous test (F test) of free variables together against bound variables. The results of analysis of the influence of Service Quality ( $X_1$ ), Leadership Style ( $X_2$ ), Work Environment ( $X_3$ ) and Work Motivation ( $X_4$ ) simultaneously (together) on performance (Y), obtained a significant Fhitungs value of 52,733 as a result of which the hypothesis was accepted. The results of the analysis showed that simultaneously (together) there is a significant influence between the variables of Service Quality, Leadership Style, Work Environment and Work Motivation on the Performance of Employees of the Population And Civil Registration Office of Solok City.

**Coefficient Testing Determination ( $R^2$ )**

Analysis of determinant coefficients for variable Service Quality, Work Motivation, and work motivation to the Performance of Employees of the Population And Recording Office of Sipi IKota Solok

**Tabel 2**

Model	R	R Square
1	,823 <sup>a</sup>	,677

Source: Primary Data, Processed with IBM SPSS 24.0 2019.

Based on the calculation of regression estimation, obtained the value of the adjusted determination coefficient or R Square is 0.677 meaning that 67.7% variation of all free variables can explain the bound variables, while the remaining 32.3% is explained by other variables not studied in the study

**IV. Discussion**

**The discussion of this pinitian shows:**

**1. The Effect of Quality of Service on Employee Performance**

The results of statistical analysis using multiple linear regression showed that the first



hypothesis was accepted. The result of analysis of the effect of Service Quality variable (X1) on Performance variable (Y) was obtained with a significant level of  $0.003 < 0.05$ , as a result of which zero hypothesis (Ho) was rejected and alternative hypothesis (Ha) accepted. The results of the analysis showed that partially there is a significant influence between the variable Quality of Service to the Performance of Employees of the Population Office and Civil Registration of Solok City.

The results of this study give an indication that the Quality of Service has a significant effect on the Performance of Employees of the Population and Civil Registration Office of Solok City. Thus, it can be concluded that the Performance of Employees of the Population And Civil Registration Office of Solok City is determined by the Quality of Service.

According to Sinambela in Hardiyansyah (2011:36), Quality of Service is everything that is able to meet the wishes or needs of customers. While the quality of Josep menurut in Tjiptono (2005: 11) is, Fitness for use. This definition emphasizes orientation on meeting customer expectations. While the Indonesian Dictionary, divides the ministry into three meanings, (1) on how to serve; (2) the business of serving the needs of others by obtaining rewards (money); (3) the convenience provided in connection with the sale and purchase of goods or services.

## **2. The Influence of Leadership Styles on Staff Performance**

The results showed that the second hypothesis was accepted. The result of analysis of the influence of Leadership Style variables (X<sub>2</sub>) on employee performance variables (Y) was obtained with a significant level of  $0.010 < 0.05$ , as a result of which the zero hypothesis (Ho) was rejected and an alternative hypothesis (Ha) was accepted. The results of the analysis showed that there is a significant influence between the variables of Leadership Style on the Performance of Employees of the Population Office and Civil Registration of Solok City.

The results of this study give an indication that the Leadership Style has a significant influence on the Performance of Employees of the Population and Civil Registration Office of Solok City. Thus, it can be concluded that the Performance of Employees of the Population And Civil Registration Office of Solok City is determined by the Leadership Style. According to House in Yukl, (2010: 4) says that "Leadership is an individual's ability to influence, motivate, and make others able to contribute to the effectiveness and success of the organization". So from The House's opinion it can be said that leadership is a way of influencing and motivating others so that the person is willing to contribute to the success of the organization. Leadership in the organization is directed to influence the people he leads, in order to do as expected or directed by others who lead it. (Sutikno,2014:16).

## **3. The Effect of the Work Environment on Staff Performance**

The results showed that the third hypothesis was accepted. The result of analysis of the influence of Work Environment variable (X<sub>3</sub>) on performance variable (Y) obtained a significant with a significant level of  $0.041 < 0.05$ , which indicates that partially there is a significant influence between the variables of the Work Environment on the Performance of Employees of the Population And Civil Registration Office of Solok City. The results of this study give an indication that the Work Environment has a significant effect on the Performance of Employees of the Population and Civil Registration Office of Solok City. Thus, it can be concluded that the Performance of Employees of the Population and Civil Registration Office of Solok City is determined by the Work Environment.

According to Mardiana (2005:78) explained that the work environment is an environment where employees do their daily work. According to Rivai (2012: 2), The work environment is the entire facilities and infrastructure that exist around employees who are doing the work themselves. The environment is one of the factors that affect a person. The function of the environment for a person is very large in living life, survival, community or in work as well as the work environment. The work environment of an organization is very important to be considered by management because the work environment has a direct influence on employees in completing work. A good work environment can determine the level of employee performance, and vice versa the poor work environment will decrease employee performance. Therefore an organization or company should strive to create a condconded work environment.

#### **4. The Effect of Work Motivation on Employee Performance**

The results showed that the fourth hypothesis was accepted. The result of analysis of the influence of Work Motivation variable ( $X_4$ ) on performance variable (Y) obtained a significant level of  $0.003 < 0.05$ , consequently the zero hypothesis ( $H_0$ ) was rejected and an alternative hypothesis ( $H_a$ ) was accepted. The results of the analysis showed that partially there is a significant influence between the variables of Work Motivation on the Performance of Employees of the Population And Civil Registration Office of Solok City.

The results of this study give an indication that Work Motivation has a significant effect on the Performance of Employees of the Population and Civil Registration Office of Solok City. Thus, it can be concluded that the Performance of Employees of the Population And Civil Registration Office of Solok City is determined by Work Motivation. Robbins (2010:43), explained that motivation is a willingness to strive as optimally as possible in achieving organizational goals that are influenced by the ability of the business to satisfy some individual needs.

#### **5. Influence of Service Quality, Leadership Style, Work Environment and Work Motivation together on Employee Performance**

Hypothesis testing obtained Fhitungsbesar value of 52,733 means simultaneously (together) there is a significant influence between variables Quality of Service, Leadership Style, Work Environment and Work Motivation to the Performance of Employees of the Population And Civil Registration Office of Solok City, it can be concluded that the fifth hypothesis ( $H_5$ ) which reads Service Quality, Leadership Style, Work Environment and Work Motivation to the Performance of Employees of the Population And Civil Registration Office of Solok City received , therefore the fourth hypothesis ( $H_5$ ) is acceptable.

Mangkunegara (2012: 67), stated that the performance of employees is the result of quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given. Meanwhile, according to Dessler (2010), stated that employee performance (work achievement) is the actual achievement of employees compared to the achievements expected of employees. The expected work achievement is a standard achievement that is compiled as a reference so that it can see the performance of the state apparatus in accordance with its position compared to the standards made.

### **V. Conclusion**

Based on the results of the study then:1). Service Quality has a significant effect on Performance 2) Leadership Style has a significant effect on Performance 3) The work environment has a significant effect on Employee Performance 4) Work Motivation has a significant effect on Employee Performance 5) Service Quality Variables, Leadership Style, work environment and Work Motivation together have a significant effect on the Performance of Employees of the Population And Civil Registration Office of Solok City.

### **VI. ADVICE**

The researchers offered the following suggestions:

1. Researchers advised the Population and Civil Registration Office of Solok City to provide good facilities and information services. Responsive and quick in overcoming problems, providing the right service and good to customers. So that later the work done by employees of the Population and Civil Registration Office of Solok City will be better in the future.
2. Researchers advised the Head of the Population and Civil Registration Office of Solok City to establish good communication, strict supervision and make the right decisions by deliberation. So that later can maintain unity and integrity in the workplace.
3. Researchers advised the Population and Civil Registration Office of Solok City to pay more attention to physical work environments such as cleanliness and neatness, lighting levels and safety in the workplace. In addition, it is also necessary to maintain non-physical lingkungan such as maintaining harmony between employees and other employees and superiors with subordinates. Because the environment greatly affects the quality of its performance.

4. Researchers advise the Civil Registration and Population Office of Solok City to provide security and security guarantees for employees, so that later employees can work safely without thinking about the threat of outside harm while working
5. Researchers advised the Employees of the Population and Civil Registration Office of Solok City to be able to master the field of work well. in order to later be able to complete the task independently with satisfactory results.

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