

## The Influence Of Work Environment And Public Participation On The Performance Of Employees Of The Population And Civil Registration Service Of Gowa Regency

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### Abstract

*This study aims to determine the influence of the work environment and community participation on the performance of employees at the Department of Population and Civil Registration of Gowa Regency. This research uses a quantitative descriptive approach. Data were collected through questionnaires distributed to 54 respondents who are employees of the department. Data analysis techniques include descriptive analysis, classical assumption tests, multiple linear regression analysis, t-test, F-test, and coefficient of determination. The results show that partially, both work environment and community participation variables have a positive and significant effect on employee performance. However, simultaneously, the work environment and community participation do not have a significant effect on the performance of employees at the Department of Population and Civil Registration of Gowa Regency.*

**Keywords:** *Work Environment, Community Participation, Employee Performance.*

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## INTRODUCTION

The Population and Civil Registration Service (Disdukcapil) plays a crucial role in a country's population administration. Through civil registration, administrative services, data management, protection of population rights, and service innovation, Disdukcapil contributes significantly to ensuring the identity, rights, and welfare of citizens. Therefore, greater support and attention from the government and the public are needed to ensure that Disdukcapil can demonstrate good performance in its services to the public.

Employee performance is a crucial aspect of the operational efficiency of a government agency. Government agencies play a crucial role in providing public services, and therefore, employee performance is a determining factor in the quality of services provided to the public. One of the main factors influencing employee productivity is the work environment.

According to Sedarmayanti, as quoted by (Soraya & Akib, n.d. 2024), the work environment is the totality of the tools and materials encountered, the work methods, and the work arrangements, both individually and in groups. The work environment in the context of government agencies encompasses various elements such as physical facilities, organizational culture, and managerial support.

The work environment plays a crucial role in influencing employee performance. Research conducted by (Lestary & Harmon, 2017) shows that a conducive work environment can improve employee performance. A conducive work environment can encourage employees to work more efficiently, feel more motivated, and experience higher job satisfaction. Conversely, an unsupportive work environment can lead to problems such as stress, lack of motivation, and decreased performance. Given the importance of public services and the responsibilities shouldered by government agencies, a thorough understanding of how the work

environment impacts productivity is crucial for improving performance and delivering better public services.

Government agencies must establish regulations to create a positive and healthy work environment to support employee performance. A poor work environment can cause stress and hinder employee performance. Conversely, a positive and healthy work environment can make employees feel safe and comfortable, allowing them to fully concentrate on their work. At the Population and Civil Registration Office of Gowa Regency, the work environment does not support employee comfort. Furthermore, the location of the Population and Civil Registration Office and its service providers are in different locations, resulting in delays in carrying out their work. Fluctuating employee performance has led many residents to complain about the lengthy processing time for their population documents. This is where the public plays a role in providing input, complaints, and requests for better service.

(Annisa, 2022) states that the work environment has an insignificant effect on employee performance, while (SYAHRUL H JUMANG, 2019), who conducted research at the Population and Civil Registration Office of Gowa Regency, found that the work environment does not significantly affect employee performance. The importance of public participation in the public service process has been recognized, but its influence on the performance of Disdukcapil employees has not been studied in depth.

## RESEARCH METHODS

The type of research used in this study is quantitative. According to Hayati in Rahayu (2021), quantitative research is defined as a systematic investigation of a phenomenon by collecting measurable data using statistical, mathematical, or computational techniques. Meanwhile, according to Sugiyono (2010), quantitative research is research conducted by ranking or presenting increasing levels of variables, where the variable values can be expressed numerically.

The location used for the research is the Population and Civil Registration Office of Gowa Regency, located at Jalan Tumanurung Raya No. 2, Sungguminasa Subdistrict, Somba Opu District, Gowa Regency, South Sulawesi. The research period was approximately two months. The first month focused on observation and data collection. In the second month, the researchers distributed questionnaires to employees of the Gowa Regency Population and Civil Registration Office. A population is a generalized area consisting of subjects or objects with certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. The population used in this study was all 54 employees of the Gowa Regency Population and Civil Registration Service. Sample selection was conducted using a saturated sampling method (census), selecting 54 employees of the Gowa Regency Population and Civil Registration Service from the entire population.

In this study, the data was processed by computer using SPSS (Statistical Program for Social Science) version 26. The goal was to obtain accurate calculation results and facilitate faster and more precise data processing.

Hypothesis testing used multiple linear regression analysis techniques. Regression analysis not only measures the strength of the relationship between two or more variables, but also indicates the direction of the relationship between the dependent and independent variables.

The dependent variable is assumed to be random, meaning it has a probabilistic distribution. The independent variable is assumed to have a fixed value.

## RESULTS AND DISCUSSION

The Population and Civil Registration Service (Disdukcapil) of Gowa Regency is responsible for implementing regional authority in the field of Population Administration Management, such as issuing Resident Identity Cards (KTP), Family Cards (KK), Birth Certificates, and other Civil Registration Documents.

The Population and Civil Registration Service of Gowa Regency was established at the beginning of regional autonomy in Gowa Regency in 1995. In 2002, several agencies merged, resulting in the Population and Civil Registration Service joining the Manpower Service. However, in 2009, the Population and Civil Registration Service of Gowa Regency was re-established as a separate entity.

The Population and Civil Registration Service office of Gowa Regency is located in the Regency capital, at Jalan Tumanurung Raya No. 2, Sungguminasa, north of Syekh Yusuf Field. This service is located in a complex of several Gowa Regency government services, and is located behind the Gowa Regency BAPPEDA building, with a building area of 120 m and a land area of 440 m.

Results of the Classical Assumption Test

### a. Normality Test

The following table shows the findings of the Kolmorov-Smirnov test, which was used to assess normality in this study:

Table Results of the Normality Test

<b>One-Sample Kolmogorov-Smirnov Test</b>		
		Unstandardized Residual
N		54
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	3.12945910
Most Extreme Differences	Absolute	.095
	Positive	.048
	Negative	-.095
Test Statistic		.141
Asymp. Sig. (2-tailed)		.200 <sup>c</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Based on the Kolmogorov-Smirnov Test statistical test above, it shows that the significance value is  $0.200 > 0.05$ . This means that the data is normally distributed.

**b. Multicollinearity Test**

The multicollinearity test is used to determine whether the assumptions are met. If there is no relationship or correlation between the independent variables, as can be observed from the results displayed in the coefficient tolerance table and VIF values:

Coefficients <sup>a</sup>			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Work environment	.548	1.823
	Community Participation	.548	1.823

a. Dependent Variable: Employee Performance

The results of the multicollinearity test above indicate that:

- 1) The Work Environment tolerance value is  $0.548 > 0.10$  and the VIF value is  $1.823 < 10.00$ .
- 2) The Community Participation tolerance value is  $0.548 > 0.10$  and the VIF value is  $1.823 < 10.00$ .

Based on these data, it can be concluded that there is no multicollinearity in the data, or no correlation between the independent variables in this study.

**a. Partial Test (T-Test)**

Table Partial Test Results (T-Test)

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	30.866	2.723		11.336	.005
	Work environment	.123	.100	.222	4.227	.001
	Community Participation	.224	.102	.394	5.183	.003

a. Dependent Variable: Employee Performance

Based on the table above, the following explanations can be obtained:

- 1) **The Influence of Work Environment Variables on Employee Performance (H1)**  
 The work environment variable (X1) has a significant effect on employee performance. This is evident from the work environment significance value (X1) of  $0.01 < 0.05$  and the calculated t-value greater than the t-table value ( $4.227 > 2.006$ ). Therefore, H0 is rejected and H1 is accepted. Therefore, the hypothesis states that the work environment influences employee performance.
- 2) **The Influence of Community Participation Variables on Employee Performance (H2)**  
 The community participation variable (X2) has a significant effect on employee performance. This is evident from the community participation significance value (X2) of  $0.03 < 0.05$  and the calculated t-value greater than the t-table value ( $5.183 > 2.006$ ). Therefore, H0 is rejected

and H2 is accepted. Therefore, the hypothesis states that community participation influences employee performance.

**b. Simultaneous Test (F Test)**

Table Simultaneous Test Results (F Test)

ANOVA <sup>a</sup>						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	51.291	2	25.646	2.436	.698 <sup>b</sup>
	Residual	536.857	51	10.527		
	Total	588.148	53			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Work environment Community Participation						

The simultaneous test table above shows that the significance value of 0.698 is greater than the significance value of 0.05, and the calculated F value of 2.436 < F table 4.03. Based on this, it indicates that the work environment and community participation variables jointly have no effect on the performance of employees at the Gowa Regency Population and Civil Registration Office. Therefore, it can be concluded that H3 in this study is rejected.

**c. Coefficient of Determination Test**

The coefficient of determination test is used to determine the extent to which the independent variables can influence the dependent variable. The coefficient of determination indicates the percentage influence of the independent variables simultaneously on the dependent variable. The coefficient of determination value is between 0 and 1.

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.712 <sup>a</sup>	.621	.621	2.121
a. Predictors: (Constant), Work environment Community Participation				
b. Dependent Variable: Employee Performance				

Based on these data, the coefficient of determination is 0.621, meaning that 62.1% of the performance of Gowa Regency Population and Civil Registration Office employees is influenced by work environment and community participation. The remaining 37.9% is influenced by other factors not included in this study.

**Discussion**

Based on the data testing described previously, the following is a discussion based on the descriptive data results and answers to the research hypotheses.

**1. The Influence of the Work Environment on Employee Performance**

Based on the data analysis in this study, it is clear that the work environment has a significant influence on employee performance at the Population and Civil Registration Office of Gowa Regency. This is demonstrated by the t-test results, which found that the calculated t-value > t-table (4.227 > 2.006).

The employee work environment is one factor that can influence employee performance and therefore needs to be managed well to motivate and facilitate employees in carrying out their

duties. A positive work environment can improve employee performance, while a negative work environment can decrease employee performance. These results align with previous research by Putri, Zalkha Soraya, and Muhammad Akib (2024), which showed that the work environment has a positive and significant influence on employee performance.

## 2. The Influence of Community Participation on Employee Performance

Based on the data analysis in this study, it is clear that community participation has a significant influence on employee performance at the Population and Civil Registration Office of Gowa Regency. This is demonstrated by the t-test results, which found that the calculated t-value  $>$  t-table ( $5.183 > 2.006$ ). These results indicate that high levels of community participation can influence the performance of government employees. This also demonstrates that community participation can improve the performance of state officials and is highly beneficial for the organization's sustainability as a provider of population services in the regions. These results align with previous research by Dwi Kurnia Putri and Esa Wahyu Endarti (2024), which also stated that community participation has a positive and significant impact on employee performance.

## 3. The Influence of the Work Environment and Community Participation on Employee Performance

Based on the simultaneous test table, the significance value obtained was 0.698, greater than the set significance value of 0.05. This statistically indicates no significant relationship between the tested variables, namely the work environment and community participation, and employee performance. In other words, the work environment and community participation together do not significantly influence employee performance.

In addition, the calculated f value obtained is 2.436 while the f table is 4.03. Because the calculated f value is smaller than the f table value, this also supports the finding that the model using work environment and community participation variables simultaneously does not have a significant influence on employee performance. In this context, the smaller calculated f value indicates that these variables do not contribute significantly to variations in employee performance.

## CONCLUSION

Based on the results of the research and discussion, it can be concluded that the work environment variable has a positive and significant influence on employee performance at the Population and Civil Registration Service of Gowa Regency. This is indicated by the results of the t-test with a significance value of  $0.01 < 0.05$  and the calculated t value  $>$  t table ( $4.227 > 2.006$ ). The community participation variable has a significant influence on employee performance at the Population and Civil Registration Service of Gowa Regency. This is indicated by the results of the t-test with a significance value of  $0.03 < 0.05$  and the calculated t value  $>$  t table ( $5.183 > 2.006$ ). The work environment and community participation variables together do not affect the performance of employees at the Population and Civil Registration Service of Gowa Regency, this is indicated by the significance value of  $0.698 > 0.05$  and the calculated F value of  $2.436 <$  F table 4.03.

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