

Effect of Work Environment and Self Efficacy through Motivation on Performance of Department Population and Civil Registration Office in Samosir Regency during the Covid-19 Pandemic

Elmasari Menawati Saragih¹, Paham Ginting², Yeni Absah³

^{1,2,3}Faculty Economics and Business, University of Sumatera Utara, Medan, Indonesia.

Corresponding Author: Elmasari Menawati Saragih

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ABSTRACT

The purpose of this study was to analyze the performance of the Samosir Regency Population and Civil Registration Service employees which in 2020 greatly decreased dramatically during Covid 19 pandemic. This type of research is causal with a quantitative approach. The population in this study were all employees of the Department of Population and Civil Registration of Samosir Regency, totaling 44 employees. Data collection methods used are questionnaires, interviews and documentation studies. The data analysis method used descriptive statistical analysis and path analysis with the help of SPSS. The results of this study found that the work environment has a positive and significant effect on motivation. Self Efficacy has a positive and significant effect on motivation. Work environment has a positive and significant effect on employee performance. Self Efficacy has a positive and significant effect on employee performance. Then indirectly the Work Environment through Motivation has a positive and significant effect on employee performance and Self Efficacy through Motivation has a positive and significant effect on the performance of the Population and Civil Registration Service employees during the Covid 19 pandemic.

Keywords: Work Environment, Self Efficacy, Motivation and Employee Performance

INTRODUCTION

Human resources are one of the important factors in contributing to realizing the goals of the organization or agency (Jufandi, 2016). In addition, human resources are expected to be able to provide functions and be competitive that is beneficial for the institution, the community and the surrounding environment. The achievement of agency goals and the ability to compete will depend on the good and bad of the human resource development program implemented by the agency. One of the efforts that need to be made by the agency is to improve employee performance, for example by providing a comfortable, safe, and conducive work environment, increasing self-efficacy for employees and even motivating employees (Wardhani, et al. 2015).

Performance is the result of work in quality and quantity achieved by an employee in carrying out the duties and responsibilities assigned to him (Mangkunegara, 2016: 67). According to Nisa (2016), employee performance is the overall value expected by the agency from several different behaviors from one individual to another. So that the optimal management of human resources will help the agency achieve the agency's goals. Employees who have strong working principles and high work spirit will do their

best to provide the best for the agency. Conversely, if employees do not have the enthusiasm to work, it will only bring problems to the organization and the employee will not contribute enough performance to the organization (Meida, 2017).

The Department of Population and Civil Registration of Samosir Regency is one of the Regional Apparatus Organizations whose duties and functions as public services specifically handle population administration. As one of the regional apparatus organizations, the Department of Population and Civil Registration is responsible for the success of the vision and mission of the Regional Head of Samosir Regency, namely towards a prosperous Samosir community. To achieve this vision and mission, the Population and Civil Registration Office of Samosir Regency has formulated and set performance goals and targets as well as targets that must be achieved every year, namely how to make the people of Samosir prosper through ownership of population documents (Manurung, 2016). The Department of Population and Civil Registration is responsible for population administration such as birth certificates, residence documents, Family Cards (KK), marriage certificates, moving certificates, to making e-KTP. In carrying out these duties and functions, of course, it is required to be able to carry out better services to the community in order to fulfill the community index.

Based on the results of the 2020 Performance Evaluation Report (LEKj), the Population and Civil Registration Office of Samosir Regency experienced a decline in performance and the targets that had been set were not achieved in 2020. This decline in the performance of the Population and Civil Registration Office is an illustration that employee performance is also declining. After tracing the root cause, it turns out that this is the impact of the Covid 19 pandemic that was felt in early March 2020 until now. The COVID-19 pandemic has resulted in a change in the way of working from normal to

new normal. The current pandemic is the Corona Virus Disease 2019 (COVID-19) outbreak, which is a global disaster that has hit several countries around the world, including Indonesia. To break the Covid-19 chain, the Indonesian government implemented a policy to impose a lockdown or Work From Home (WFH) and many activities of Indonesian people's lives have changed due to the impact of the Covid 19 pandemic, both in the fields of education, transportation, socio-economics (Mufida, 2020), including in public service activities marked by the application of social distancing and physical distancing in the provision of public services (Syafrida and Hartati, 2020).

The working method of the Population and Civil Registration Office of Samosir Regency before the Covid-19 pandemic was to provide face-to-face services to the community, which often became a place for people to gather, crammed into crowds due to the density of people who came to take care of their residence documents such as KTP-El, Family Cards, Deeds. Other Civil Registry.

With the outbreak of Covid 19, the normal way of serving the people of Samosir was changed to online or online services through the SIDOMPAK Application (Population Administration Online Registration System). The phenomenon of the outbreak of Covid 19 caused the Department of Population and Civil Registration to change the way of service from face-to-face to an online system in a network, but because this service was not optimal, the service was changed back to face-to-face services by complying with health protocols, which highly demanded a hygienic work environment. , clean so as to increase employee self-efficacy in serving through high work motivation is expected to improve employee performance whose goals will later increase the achievement of agency goals and objectives for the welfare of the Samosir community.

LITERATURE REVIEW

Performance

Performance comes from the word job performance or actual performance which means work performance or actual achievement achieved by someone. Mangkunegara (2016) argues that performance is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him.

According to Gaol (2014) employee performance is a real behavior that is displayed by everyone as work performance produced by employees according to their role in the agency. Meanwhile, according to Kalay (2016) employee performance is every job and working relationship between employees and the organization there is an expectation of reciprocal changes regarding inputs and results. Increased performance means good performance and will be a feedback for the agency. According to Feby (2017), employee performance is the result achieved by an employee in carrying out their duties, performance is also the implementation of a plan that has been prepared by someone in carrying out their duties.

Work environment

Gitosudarmo (2014) states that the work environment is everything that is around workers that can affect employees at work, including lighting settings, noise control, workplace cleanliness settings and workplace security settings. A conducive work environment provides a sense of security and employees will work more optimally.

The work environment will also affect employees' emotions. If the employee likes the work environment in which he works, then the employee will carry out his activities well so that work time is used effectively. Employee productivity is high, automatically employee work performance is also high. The work environment includes the working relationship between subordinates and superiors as well as the

physical work environment where employees work. The work environment is the overall tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as groups.

Self Efficacy

Self Efficacy (Ermawati 2019) is a form of trust that a person has in their respective capabilities to improve their work performance. Self-efficacy can be in the form of how a person feels, ways of thinking, self-motivation and the desire to have something. Self-efficacy is one of the individual's self-regulation abilities. The concept of self-efficacy was first proposed by Bandura. Self-efficacy refers to the perception of an individual's ability to organize and implement actions to display certain skills (Bandura, 2006). Meneuert Baron & Byrne, 2000 suggests that self-efficacy is an individual's assessment of his ability or competence to perform a task, achieve a goal, and produce something. In addition, (Schultz & Schultz, 1994) defines self-efficacy as our feelings of adequacy, efficiency, and our ability to cope with life. (Bandura, 2006) explains that individual self-efficacy is based on four things, namely: experience of success, experience of other individuals, verbal persuasion and physiological conditions.

Motivation

According to Mathis and Jackson (2016) motivation is a desire in a person that causes that person to act. People act usually for a reason to achieve a goal. Manulang and Marihot Manullang (2011) say that work motivation is something that gives rise to encouragement or enthusiasm for work. Hamzah (2011) divides motivation into two definitions, conceptually and operationally. Another understanding of motivation is expressed by Siagian (2004) what is meant by motivation is the driving force resulting in an organization member willing and willing to direct abilities in the form of

expertise or skills, energy and time to carry out various activities that are their responsibility and fulfill their obligations, in the context of achieving predetermined organizational goals and objectives and various predetermined organizational goals.

MATERIALS & METHODS

This research is a causal research with a quantitative approach. This study aims describe the nature (characteristics) of a situation or object of research carried out starting from the collection and analysis of quantitative data and statistical testing. This research was conducted at the Department of Population and Civil Registration of Samosir Regency, Parbaba Office Complex, Siopat Sosor Village, Pangururan District, Kab. Samosir In October 2021 – January 2022. The operational limitation of this research is to find out how the influence of the Work Environment and self-efficacy through motivation on the performance of the Samosir Regency Population and Civil Registration Office employees. The population in this study were all employees at the Department of Population and Civil Registration of Samosir Regency as many as 44 people. In this study, the sampling method was saturated by taking the entire population of 44 employees as samples. Data analysis techniques with descriptive analysis and path analysis with SPSS analysis tools.

RESULT

Respondents' Descriptive Results

Table 1 Frequency Distribution and Percentage of Gender

Gender	Total	%
Male	18	40
Female	26	60
Total	44	100

From Table 1 which is the respondent's characteristics by gender, it can be seen that 18 (40%) are male and 26 (60%) are female. This shows that female respondents dominate compared to male respondents. This is because there are more women in the population and civil registration office and this is in accordance

with the needs of this agency as a public service provider.

Table 2: Frequency Distribution and Percentage of Age

Age	Total	%
21-30	16	37,5
31-40	18	41,25
41-50	8	16,25
>50	2	5
Total	44	100

Table 2 shows that the majority of respondents are aged 31-40 years, with the number of employees reaching 41.25%, namely 18 people, followed by the age of 21-30 years, namely 16 people reaching 37.5%, at the age of 41-50 years the number of employees being 8 people with a percentage of 16.25%, at the age of > 50 years as many as 2 people with a percentage of 5%. In this case, workers who work in the Population and Civil Registration Office of Kab. Samosir is a productive age because at this age employees are in the spirit of working and tend to have high self-efficacy.

Table 3: Frequency Distribution and Percentage of Working Time

Working Time	Total	%
1-5 Years	32	72,5
6-10 Years	9	18,75
>10 Years	4	8,75
Total	44	100

In Table 3 shows that the majority of respondents are in the range of Working Time 1-5 years totaling 32 employees with a percentage of 72.5%, the range of length of work 6-10 years amounting to 9 employees with a percentage of 18.75% and the span of working years >10 years totaling 4 employees with a percentage of 8.75%.

Table 4: Distribution Frequency and Percentage of Education

Pendidikan	Jumlah orang	Percentage %
Senior High School	9	20,25
Diploma 3	23	51,75
Bachelor Degree	9	20,25
Master Degree	3	7,75
Total	44	100

Table 4 shows that the majority of respondents' last education was Diploma 3 as many as 23 employees with a percentage of 51.75%, while Senior High School as many as 9 employees with a percentage of

20.25%, S1 as many as 9 employees with a percentage of 20.25% and S2 education as many as 3 employees with a percentage of 7.75%. The number of employees with a Diploma 3 educational background is a required standard in the Department of

Population and Civil Registration as a public service, especially in terms of computer operators for printing population documents.

Data Analysis Results

The results of the direct and indirect effects test can be seen in the following table:

Table 5: Path Analysis Result

Hypothesis	Path Coefficient	Significant	Description
X1 → Z	0,637	0,005	Accepted
X2 → Z	0,684	0,002	Accepted
X1 → Y	0,121	0,000	Accepted
X2 → Y	0,262	0,009	Accepted
Z → Y	0,719	0,000	Accepted
X1 → Z → Y	0,458	0,005	Accepted
X2 → Z → Y	0,753	0,003	Accepted

DISCUSSION

The Influence of Work Environment on Motivation

Based on the results of hypothesis testing, it can be seen that the work environment variable has a positive and partially significant effect on the motivation variable. A safe, clean and hygienic work environment away from viruses and bacteria is one of the forces that encourage employees' enthusiasm in working to serve the community, especially during the Covid 19 pandemic.

This is supported by the respondents' answers, most of whom stated that the working environment conditions at the Department of Population and Civil Registration Kab. Samosir during the Covid 19 pandemic consisted of a physical work environment and a non-physical work environment. The respondent's physical work environment still refers to a less clean and less hygienic work environment to get comfortable working specifically during this Covid 19 pandemic. In the non-physical work environment, respondents' answers refer to maintaining good working relationships between employees even during the Covid 19 pandemic, so that employees are motivated to work in completing work serving the community directly even during the Covid19 pandemic.

This study is in line with the research of Irmawaty (2016), which examined the impact of the work environment on employee motivation at the Open University, and found that the work environment had a positive and significant impact on motivation. This study also supports the opinion of Lewis (2011). The work environment has a positive impact on employee motivation in providing services to customers at PT. Allgriindo Nusa Bekasi.

The Influence of Self Efficacy on Motivation

Based on the results of hypothesis testing, it shows that the Self Efficacy variable partially has a positive and significant effect on motivation. As stated in the definition by Alwisol (2016) Self-efficacy acts as self-awareness of how well you can perform in a given situation. Self-efficacy is also related to the belief that the company can take on the responsibilities it expects.

Employees who have high motivation at work will behave proactively, because Self Efficacy will encourage employees to take a series of effective actions to change work situations. Good Self Efficacy will foster higher motivation in employees. The higher the employee's confidence in carrying out a task and responsibility, the greater the motivation.

This study is in line with the research of Harlina et al. al (2011) found that the self-efficacy variable had a positive and significant effect on motivation. In contrast to Masyita et al. Al. (2020) & Lukiyana (2019) found that Self Efficacy has a negative and significant effect on motivation.

The Influence of Self Efficacy on Employee Performance

Based on the results of hypothesis testing, it shows that the Self Efficacy variable partially has a positive and significant effect on employee performance. Based on descriptive statistical analysis of the answer variables that have been distributed to 44 employees, it shows that the direct contribution of the Self Efficacy variable to employee performance is relatively large and has a significant effect, so that Self Efficacy is a good variable for employee performance at the Population and Civil Registration Service of Samosir Regency. Self-efficacy is an individual's belief in motivation, cognitive resources, and ability to mobilize the necessary actions for each situation. Self efficacy determines how a person feels, thinks, motivates, and determines the behavior of the employee himself. Self-efficacy Employees are positive, success-oriented, and goal-oriented.

High self-efficacy fosters a strong personality from employees, reduces stress and is less prone to threatening situations. This belief in self-ability is a success that is always achieved and encourages employees to work harder and always produce the best. However, this is not in line with the research of Febri et al. al (2017) and Jennyet. al (2016) found that Self Efficacy has a positive and significant effect on employee performance.

The Influence of Motivation on Employee Performance

Based on the results of hypothesis testing, it can be seen that work motivation partially has a positive and significant effect

on employee performance. Based on descriptive statistical analysis of the response variables distributed to 44 employees, it seems that most of the respondents already had their own motivation before the Covid 19 pandemic, namely with the bonus as an additional income for employees, this greatly affects employee performance. Employees with excellent professional development will certainly have a positive effect on their own performance.

In this study, Self Efficacy is an indicator of motivation that has the greatest influence on employee performance. Work motivation This research is in accordance with the survey by Alvin (2018), Lukiyana, and Arsinta (2019), so that motivation has a positive and significant effect on employee performance. However, Febri et al. Does not match survey by. al (2017) and Jennyet. al (2016) found that Self Efficacy has a positive and significant effect on employee performance.

The Influence of the Work Environment on Employee Performance through Motivation

Based on the results of hypothesis testing, it can be seen that the work environment variable has a significant positive effect on employee performance through motivation. Based on descriptive statistical analysis of the answer variables that have been distributed to 44 employees, it shows that employees who have a clean, hygienic work environment and work relations, good cooperation between employees will lead to high motivation in employees at work which means it will also motivate employees to work. more enthusiastic to work so that the results of employee performance are more optimal. This research is in line with research conducted by Abdul (2018), Lukiyana and Arsinta (2019) which states that the work environment has a positive and significant effect on employee performance through motivation.

The Influence of Self Efficacy on Employee Performance through Motivation

Based on the results of hypothesis testing, we found that Self Efficacy has a significant positive effect on employee performance along motivation. The results of this hypothesis test indicate that the hypothesis can be accepted. Based on the descriptive statistical evaluation of the response variables distributed to 44 employees, most of the employees already have a high level of self-confidence and good motivation in providing services to the community so as to improve employee performance. Self-efficacy refers to confidence in cognitive resources and the ability to enhance the behaviors needed to successfully complete a particular task. From this it can be concluded that employees who are confident and have a high work spirit will improve their performance in this case providing services to the community sincerely and satisfactorily.

This study is in line with the research of Febri et al. al (2017) and Jennyet. al (2016) found that Self Efficacy has a positive and significant effect on employee performance. And this research is in line with the research of Harlina et al. al (2011) found that the self-efficacy variable has a positive and significant effect on motivation.

CONCLUSION

Based on the analysis and discussion of the impact of the Work Environment and Self Efficacy on employee performance through the Motivation of the Population and Civil Registration Office of Kab. Samosir, some conclusions and suggestions can be drawn as follows:

- 1 Work environment has a positive and significant effect on motivation
- 2 Self Efficacy has a positive and significant effect on motivation

- 3 Work environment has a positive and significant effect on employee performance
- 4 Self Efficacy has a positive and significant effect on employee performance
- 5 Motivation has a positive and significant effect on employee performance
- 6 Motivation can mediate the relationship between the work environment and employee performance
- 7 Motivation can mediate the relationship between the work environment and employee performance

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