

The Effect Of Communication, Work Motivation, and Stress Work On The Performance Of Civil Servants At The Service Of Population and Civil Registration Bojonegoro District

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Abstract

This study aims to analyze the Effect of Communication, Work Motivation, and Work Stress on the Performance of Civil Servants at the Population and Civil Registration Office of Bojonegoro Regency. This type of research uses quantitative approach methods. The research sample of 59 respondents with the sampling technique in this study is the Non-Probability Sampling technique. The population in this study is all civil servants at the Population and Civil Registration Office of Bojonegoro Regency. Data collection instrument by distributing questionnaires. This research was conducted at the Population and Civil Registration Office of Bojonegoro Regency. This study used SPSS for Windows version 25. The results of this study show that the variables of communication, work motivation, and work stress on the performance of civil servants at the Population and Civil Registration Office of Bojonegoro Regency are all valid reliable, and normal statements. The results showed that the effect of communication, work motivation, and work stress had a partial and simultaneous effect on performance. Work motivation has

Keywords: communication, work motivation, work stress, performance

INTRODUCTION

The Population and Civil Registration Office of Bojonegoro Regency is a Regional Apparatus Work Unit (SKPD) of the Bojonegoro City government that is tasked with serving the community because the Bojonegoro City Population and Civil Registration Office is an agency authorized to provide population document and civil registration

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services. The most obvious challenge faced related to population and civil registration is that the dynamics of regional development must move quickly due to the development of globalization in various sectors of people's lives that cannot be avoided so employees are required to be swift and able to adjust to changing existing conditions. Changes in the work environment are very influential on employee performance so quality and competitive human resource management is the most important element.

Employee performance can be measured by looking at the quality or how well it is produced and the quantity or how much is being produced and the timeliness or how long it takes to deliver those results. The success of an organization or government institution in achieving its goals cannot be separated from the occurrence of good communication. According to I. M. Ginting, Bangun, Munthe, & Sihombing (2019: 36) said that communication is used as a process to convey information through an intermediary to the party who receives information either directly or indirectly so that it is easily understood by the recipient. The other factors that affect employee performance are work conditions that feel boring for employees, lack of employee enthusiasm in carrying out their work, and lack of support for employees in carrying out their duties are not optimal. According to Paramita et al. (2018: 129), work motivation is a source that moves something that comes from inside or outside the individual in carrying out something to achieve certain goals. Work stress can occur if a civil servant has not been able to accept many tasks by not being balanced with how he prepared, planned, and carried out his work not based on schedule (schedule) and there is disharmony between fellow employees and the leadership. According to Celine (2018), this work stress makes employees depressed and negatively affects their performance, for that employees must be free from work stress so that employee performance increases.

Based on the background description above, the formulation of the problem in the study is as follows: (1) Does communication have a partial effect on the performance of civil servants at the Bojonegoro Regency Population and Civil Registration Office? (2) Does work motivation have a partial effect on the performance of civil servants at the Bojonegoro Regency Population and Civil Registration Office? (3) Does work stress have a partial effect on the performance of civil servants at the Population and Civil Registration Office of Bojonegoro Regency? (4) Does communication, work motivation, and work stress simultaneously affect the performance of civil servants at the Bojonegoro Regency Population and Civil Registration Office?



Objectives

This article intends To examine and analyze the effect of communication, work motivation, and work stress partially and simultaneously on the performance of civil servants at the Population and Civil Registration Office of Bojonegoro Regency

LITERATURE REVIEW

Communication

Communication is a process by which one person conveys information to another person in the hope that others will interpret it for its intended purpose. According to Ganyang (2018: 207) communication is an activity of delivering and receiving messages or information from one person to another in the hope that the person receiving the message or information interprets it according to what is intended by the conveyor of the message or information.

Work Motivation

Motivation in the workplace is the process by which a person needs to be encouraged to perform various activities to achieve certain goals and organizational goals to meet various needs. Cetin and Askun (2018) explained that work motivation is an inner force that drives individuals to achieve personal and organizational goals.

Work stress

Job stress is the creation of emotional states in workers in the form of psychological distress such as discomfort and anxiety at work as a result of their inability to cope with their work and work expectations. According to Gunawan and Sriathi (2019), obstacles in the workplace do not exist if a person's stress level is low, but growing stress encourages individuals to respond to challenges in the workplace by directing all resources to meet various criteria or job demands

Performance

Employee performance is a process of carrying out an activity given to employees through their work and ability to achieve the results of work and achievements they do optimally in an agency According to Priansa (2018: 269) performance is the level of success of employees in completing their work



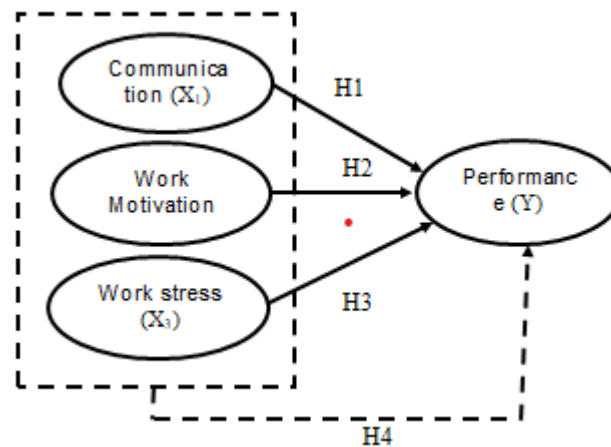


Figure 1: Conceptual Framework

RESEARCH METHODS

This type of research is included in associative research using a quantitative approach. This research was conducted at the Population and Civil Registration Office of Bojonegoro Regency. The population in this study is all civil servants (PNS) at the Population and Civil Registration Office of Bojonegoro Regency. In this study, the sample used was the entire existing population of 59 civil servants. The sampling technique in this study is a Non Probability Sampling technique with a Total Sampling technique or Census Sample because the population is relatively small and the population is below 100. The data collection technique used in this study was distributing questionnaires. The data analysis method used is a data validity test consisting of a validity test and a reliability test. Classical assumption test consisting of normality test, autocorrelation test, multicollinearity test, and heteroscedasticity test. Test the hypothesis using multiple linear regression analysis consisting of t-test and F test, coefficient of determination (R²).

DISCUSSION

The following are the results of testing the validity and reliability of each question on each research variable.

Table 1 Validity Test Results

Variable	Statement	r calculate	r table	Sig Value	Information
Communication (X1)	X1.1	0,596	0,2564	0,000	Valid
	X1.2	0,649	0,2564	0,000	Valid
	X1.3	0,780	0,2564	0,000	Valid
	X1.4	0,735	0,2564	0,000	Valid
	X1.5	0,507	0,2564	0,000	Valid
Work Motivation (X2)	X2.1	0,595	0,2564	0,000	Valid
	X2.2	0,604	0,2564	0,000	Valid
	X2.3	0,827	0,2564	0,000	Valid
	X2.4	0,553	0,2564	0,000	Valid
	X2.5	0,839	0,2564	0,000	Valid
Work Stress (X3)	X3.1	0,706	0,2564	0,000	Valid
	X3.2	0,868	0,2564	0,000	Valid
	X3.3	0,835	0,2564	0,000	Valid
	X3.4	0,766	0,2564	0,000	Valid
Performance (Y)	Y.1	0,739	0,2564	0,000	Valid
	Y.2	0,786	0,2564	0,000	Valid
	Y.3	0,756	0,2564	0,000	Valid
	Y.4	0,787	0,2564	0,000	Valid



Classical Assumption Test Analysis Normality Test

The normality test is used to determine whether the data is normally distributed or not. The normality test used is a graph plot, where the normality assumption is fulfilled when the points on the graph approach the diagonal axis. The results of the graphic plot can be seen in the figure below:

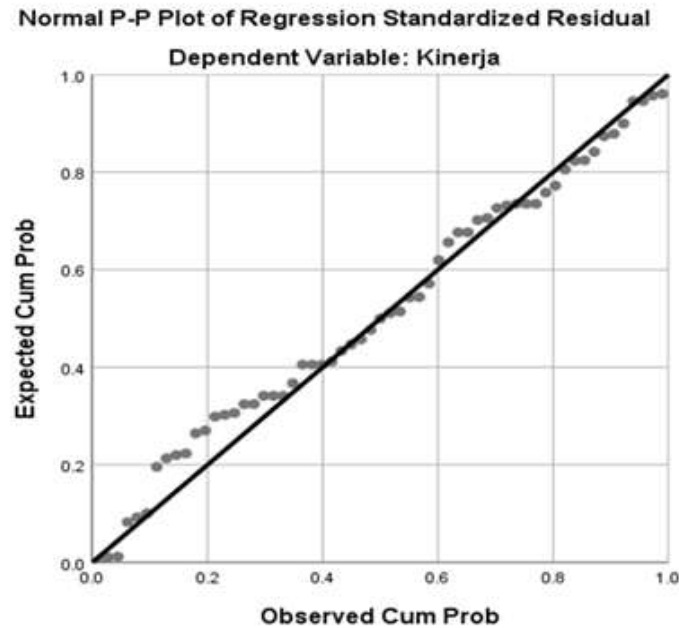


Figure 2: P-P Diagram Plot of Normality Test Results

From the figure above, it can be interpreted that the plot of the residual standardized value or error value is close to a straight line and this implies that the data circulates normally.

Autocorrelation Test

The results of the autocorrelation test in this study can be seen in the table below:

Model Summary ^b					
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.806 ^a	.649	.630	1.12442	2.023
a. Predictors: (Constant), Work Stress, Communication, Work Motivation					
b. Dependent Variable: Performance					

From the figure above, it can be interpreted that there is no autocorrelation problem because the dU value is far below the value of the Durbin-Watson table.

Multicollinearity Test

The results of the multicollinearity test in this study can be seen in the table below:

Table 3 Multicollinearity Test Results

Variable	Tolerance Value	VIF value
Communication (X1)	0,370	2,704
Work Motivation (X2)	0,347	2,883
Work Stress (X3)	0,732	1,365

From the picture above, it can be interpreted that there are symptoms of multicollinearity in all independent variables. This is because all independent variables have a tolerance value of > 0.10 and a VIF value of < 10 .

Heteroscedasticity Test

The results of the heteroscedasticity test in this study can be seen in the table below:

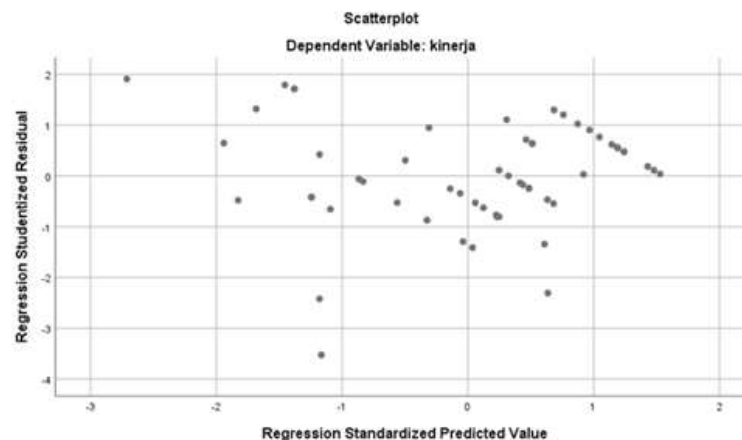


Figure 4: Heteroscedasticity Test Results

From the figure above, it can be interpreted that the points spread above and below the number 0 on the Y-axis do not form a certain pattern. Based on the figure it can be concluded that heteroscedasticity does not occur

Test the hypothesis

Hypothesis testing is carried out by multiple linear regression analysis to predict the magnitude of the relationship between the independent variable, namely communication (X1), work motivation (X2), and work stress (X3) with the dependent variable, performance (Y).

Table 4 Multiple Linear Regression Analysis Test Results

Coefficients ^a						
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.579	.935		5.969	.000
	Communication	.122	.054	.146	2.265	.027
	Work Motivation	.466	.042	.739	11.094	.000
	Work Stress	.080	.022	.169	3.684	.001
a. Dependent Variable: Performance						

From the figure above, it can be interpreted that the value of the constant is 5.579. If the value of communication, work motivation, and work stress is fixed, then the performance is 5.579. The regression coefficient of the communication variable (X1) of 0.122 means that if communication (X1) increases by 1 point while work motivation (X2) and work stress (X3) are considered fixed values, then performance will increase by 0.122 points. The regression coefficient of the work motivation variable (X2) is 0.466, meaning that if work motivation (X2) increases by 1 point while communication (X1) and work stress (X3) are considered fixed values, then performance will increase by 0.466 points. The regression coefficient of work stress (X3) is 0.080, meaning that if work stress (X3) increases by 1 point while communication (X1) and work motivation (X2) are considered fixed values, then performance will increase by 0.080 points.



Table 5 Test Results t

Variable	t Calculate	t Table	Significant Value	Information
Communication (X1)	2.365	2,00404	0,027	Positive Influence
Work Motivation (X2)	11.094	2,00404	0,000	Positive Influence
Work Stress (X3)	3.684	2,00404	0,001	Positive Influence

From the figure above, it can be interpreted that the significant value of the communication variable (X1) is 0.027, work motivation (X2) is 0.000, and work stress (X3) is 0.001. By looking at this significant value, it can be concluded that the variables communication (X1), work motivation (X2), and work stress (X3) partially affect performance (Y) because all independent variables have a significant value < 0.05 .

Table 6 F Test Results

F Value Table	F Count	Significant	Information
3,16	198,517	0,000	Influential

From the figure above, it can be interpreted that the significant value is 0.000 and the calculated F value is 198.517. The F value of the table is 3.16 because the calculated F value is greater than the F value of the table at the rate of 5% ($198.517 > 3.16$) and the significant value < 0.05 ($0.000 < 0.05$) then H_0 is rejected and H_a is accepted. This shows that the variables of communication, work motivation, and work stress simultaneously affect and significantly affect performance.

Table 7 Test Results of Determinal Coefficient (R²)

Model Summary ^b					
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate	
1	.806 ^a	.649	.630	1.12442	
a. Predictors: (Constant), Work Stress, Communication, Work Motivation					
b. Dependent Variable: Performance					



From the figure above, it can be interpreted that the magnitude of the value of the coefficient of determination shown by the number R is 0.806. For an R Square value of 0.649. Then seen from the value of R Square shows that the magnitude of the influence between variables is 0.649 which means that there is an influence between communication, work motivation, and work stress on performance by 64.9% while the remaining 35.1% can be explained by variables that were not studied in this study.

CONCLUSION

Based on the results of the study, it can be concluded that the variables of communication, work motivation, and work stress have a partial and simultaneous effect on performance. This is evidenced by the determination or R square obtained at 0.649 which means that there is an influence between communication, work motivation, and work stress on performance by 64.9% while the remaining 35.1% can be explained by variables that were not studied in this study.

The advice given to the Bojonegoro Regency Population and Civil Registration Office is for all employees to use more effective communication to get accurate or clear information and not to feel too stressed about the workload. This is so as not to cause a sense of stress and performance can increase, so success in the agency can achieve goals

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