

THE INFLUENCE OF ORGANIZATIONAL COMMUNICATION, WORKLOAD AND ORGANIZATIONAL COMMITMENT TO THE SPIRIT OF WORK OF CIVIL SERVANTS OF THE OFFICE OF POPULATION CONTROL, KB, POPULATION AND CIVIL REGISTRATION OF WEST SUMATRA PROVINCE

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ABSTRACT: The purpose of this study was to determine and analyze the effect of organizational communication, workload and organizational commitment on the morale of civil servants at the Population Control, Family Planning, Population and Civil Registration Office of West Sumatra Province. The research method used is descriptive quantitative. The study was conducted on 50 respondents who were all civil servants. While the data analysis technique with multiple linear calculations using SPSS 24. The results showed organizational communication and workload did not have a positive and significant effect on spirit of work. Meanwhile, organizational commitment has a positive and significant effect on spirit of work. Simultaneously organizational communication, workload and organizational commitment have a positive and significant effect on spirit of work at the Office of Population Control, Family Planning, Population and Civil Registration of West Sumatra Province. The implementation of this research is a reference in providing encouragement for Civil Servants at the Department of Population and Civil Registration of West Sumatra Province.

Keywords: Organizational Communication, Workload, Organizational Commitment, Spirit of Work

1. INTRODUCTION

Civil servants (civil servants) as human resources that affect the course of government and as servants for the community, is expected to be able to compete with these developments and be able to provide high productivity so as to create good government performance. To provide high productivity in need of the spirit of work of civil servants in carrying out their functions as public servants and governance organizers in government. The spirit of work is happy to carry out activities so as to increase energy in completing tasks optimally / precisely, quickly / effectively.

According to (Widiato, 2016) states that the spirit of work is an expression and mental individual or group that shows a sense of pleasure and happiness in doing its job, so that it feels passionate and able to work faster and better in order to achieve the goals of the organization group. Based on the results of the pre-survey research that the author conducted, civil servants on Population Control, Kb, Population and Civil Registration of West Sumatra Province also experienced the ups and downs of the spirit of work that affects the contribution of civil servants in carrying out work. This can be seen from the low absenteeism rate that is often late to enter the office.

2. THEORETICAL STUDIES

Spirit of Work

According to Nitisemoto (2015:160), the spirit of work is to do the work more vigorously, so that the work will be expected faster and better. According to Siagian (2015:57), stating the spirit of work is the extent to which

employees are passionate in performing tasks and responsibilities within the company. According to Novemariil (2019) the spirit of work as a psychological statement is expressed by appreciation through job satisfaction, trust and the ability to complete the work

Organizational Communications

According to Ngelimun (2020), communication is a process of storing information (messages, ideas and ideas) from one party to another. According to Panjaitan (2016), stated organizational communication related to information that moved formally from a higher authority to a lower authority, or information moving from one low position to a high position. According to Hanafi (2015:715) stated that organizational communication is the sending and receiving of various organizational messages in formal and informal groups of an organization.

Workload

Koesomowidojo (2017) one's workload has been determined in the form of company work standards according to the type of work. If some employees work in accordance with company standards then it does not matter. According to Elbadiansyah (2019) stated a meaningful workload as the average frequency of each type of work in a certain period of time.

Organizational Commitment

According to Priansa (2017:111), the organizational commitment is employee loyalty to the company, which is reflected in its high involvement to achieve the company's goals. According to Kreitner and Kinicki (2016:166), organizational commitment is an agreement to do something for yourself, another individual, a group or an organization.

3. METHOD

The object of the research was the Office of Population Control, Kb, Population and Civil Registration of the Government of West Sumatra Province. The population in this study was civil servants in the Office of Population Control, Kb, Population and Civil Registration of the West Sumatra Provincial Government with a total of 50 people. Sampling is done by saturated sampling method which is a sampling technique when all members of the population. Technical Data Analysis Techniques data analysis used is multiple linear regression analysis.

4. RESULTS AND DISCUSSION

The results and discussions in this study are as follows:

Hypothesis Testing

Multiple Linear Regression Test Results based on table 1 follows:

Table 1. Multiple Linear Regression Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8,848	2,976		2,973	,005
	Organizational Communications (X ₁)	-,009	,046	-,020	-,197	,845
	Workload (X ₂)	,045	,072	,055	,629	,532
	Organizational Commitment (X ₃)	,796	,081	,898	9,820	,000

a. Dependent Variable: Spirit of Work (Y)

With table 1 can be created multiple linear regression equations as follows:

$$Y = 8,848 - 0,009X_1 + 0,045X_2 + 0,796 X_3 .$$

When considered from the equation, obtained:

- a. Constants (α) of 8,848 units, this figure can be interpreted that variables Organizational Communication, Workload, Organizational Commitment have a direct influence with positive signs. That is, if the variables of Organizational Communication, Workload, Organizational Commitment increased by 8,848 then the Working Spirit of civil servants also increased. Conversely, if there is no Organizational Communication, Workload, Organizational Commitment, then the Spirit of Work will decrease.
- b. The regression coefficient (β_1) with a negative value of 0.009 units was obtained. This figure can be interpreted that if organizational communication is increased by 1 unit, then the working spirit of civil servants decreases by 0.009 units.
- c. The coefficient of regression (β_2) with a positive result was obtained at 0.045 units. This figure can be interpreted that if the workload is increased by 1 unit, then the working spirit of civil servants has been increased by 0.045 units.
- d. The regression coefficient (β_3) with a positive result was obtained at 0.796 units. This figure can be interpreted that if the Organizational Commitment is increased by 1 unit, then the working spirit of civil servants has increased by 0.796 units.

Test Result t

The test was conducted to test the alternative hypothesis (H_a) presented in this study, namely Organizational Communication, Workload, Organizational Commitment partially affects the Working Spirit of civil servants of the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province. Based on the results of processed statistical data in table1, it can be seen the influence between free variables to partially bound variables are as follows:

- 1) The first hypothesis (H_1) in this study is that Organizational Communication affects the Working Spirit of civil servants. See in table 4 that the resulting significant value is 0.845 ($\alpha > 0.05$) meaning that the significant value is greater than the probability value then the hypothesis (H_1) is rejected. The Organizational Communication Variable has a value of -0.197 with a table of 1,678. This means $t_{hitung} < t_{tabel}$ can be concluded that Organizational Communication has no influence on the working spirit of civil servants of the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province.
- 2) The second hypothesis (H_2) in this study is that Workload affects the Spirit of Work. See in table 4 that the resulting significant value is 0.532 ($\alpha > 0.05$) meaning that the significant value is greater than the probability value then the hypothesis (H_2) is rejected. The workload variable has a value of 0.629 to 1,678. This means $t_{hitung} < t_{tabel}$ can be concluded that the workload has no influence on the Working Spirit of civil servants office of population control, kb, population and civil registration of West Sumatra Province.
- 3) The third hypothesis (H_3) in this study is that Organizational Commitment affects the Spirit of Work. It is shown in table 1 that the resulting significant value is 0.000 ($\alpha < 0.05$) meaning that the significant value is less than the probability value then the hypothesis (H_3) is accepted. Variable Organizational commitment has a t_{hitung} of 9,820 with a t_{tabel} of 1,678. This means $t_{hitung} > t_{tabel}$ can be concluded that organizational commitment has an influence on the spirit of work civil servants Office of population control, KB, Population and Civil Registration Of West Sumatra Province.

Test F

The F test is performed to test whether the model used is significant or not so that it can be ascertained whether the model can be used to predict the influence of independent variables together on dependent variables.

Table 2. F Test Results

ANOVA ^a						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2852,274	3	950,758	82,674	,000 ^b
	Residual	529,006	46	11,500		
	Total	3381,280	49			
a. Dependent Variable: Spirit of Work (Y)						
b. Predictors: (Constant), Organizational Commitment (X ₃), Workload (X ₂), Organizational Communications (X ₁)						

Based on the test results in Table 1 it can be known that the F_{calcible} value of 82,674 with F_{table} is 2.81 so that the F_{calculate} value > F_{table} or 82,674 > 2.81 with p of 0.000 (p<0.05), meaning H₄ is accepted. This shows that organizational communication, workload and organizational commitment affect the working spirit of civil servants in the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province. This is in line with Azizah's research (2015) which states that there is a positive and significant influence of Communication, Workload and Organizational Commitment to employee morale.

Koefisien Determinasi (R²)

According to Sugiyono (2018:142), analysis of the coefficient of determination is done to find out how much influence or variation a variable can be explained by changes or variations in other variables or in other words how much the ability of free variables to contribute to variables bound in a percentage.

Table 3 Determination Coefficient

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,918 ^a	,844	,833	3,391	2,079
a. Predictors: (Constant), Organizational Commitment (X ₃), Workload (X ₂), Organizational Communications (X ₁)					
b. Dependent Variable: Spirit of Work (Y)					

Based on the results of processing is shown Table 3 where obtained multiple linear correlation values between free variables against bound variables of 0.918. This number means that free variables (Organizational Communication, Workload, Organizational Commitment) have a very strong relationship to bound variables (Work Spirit) because they are close to +1. The coefficient of determination or adjusted R² obtained is 0.844. This figure explains that Organizational Communication, Workload, Organizational Commitment have a variation of proportions that explain the effect on the working spirit of civil servants by 0.844 or 84.4% while the remaining 15.6% is explained by other variables namely leadership style, work environment, compensation, mutation, motivation and employee development that are not included in this research model.

5. DISCUSSION OF RESEARCH RESULT

The Influence of Organizational Communication on the Spirit of Civil Servants' Work in the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province

From the results of the study, it was seen that the organizational communication variable has a coefficient of 0.845 which means that communication has no effect on the Working Spirit of civil servants, thitung value of -0.197 with a value of 1,678. this means thitung < can be concluded that the Organization's Communication has no influence on the Spirit of Civil Servants' Work in the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province. This is in line with rusmini (2016) and Widjanarko (2016) research which stated that Communication has no significant effect on employee morale. While some studies are contrary to the research of Prasetyo (2020), Agung (2019), Dewa (2015), Azizah (2015), Baity (2018). Luh

(2018) and Agustina (2016) stated that communication has a positive and significant effect on the Spirit of Work.

Effect of Workload on The Spirit of Civil Servants in the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province

From the results of the study, it was seen that the Workload variable has a coefficient of 0.532 and the Workload variable with a value of 1,678. This means $t_{hitung} > t_{tabel}$ can be concluded organizational commitment affects the spirit of work civil servants Office of population control, KB, Population and Civil Registration West Sumatra Province. This is in line with the research of Febriani(2019), Wahyudi (2017), Azizah (2015) Gede(219) which states that there is a positive and significant influence of organizational commitment to the spirit of work.

Influence of Organizational Communication, Workload and Organizational Commitment to the Spirit of Civil Servants' Work in the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province

Population Control, Kb, Population and Civil Registration 1,678 this means $t_{hitung} < t_{tabel}$ can be concluded that the Workload has no influence on the Working Spirit of civil servants Office of population control, KB, Population and Civil Registration of West Sumatra Province. This is in line with Novemariil's research (2018) which states that Workload has no significant effect on employee morale. Meanwhile, the opposite research includes Wayan(2019), Azizah (2015) and Amalia (2020) research stated that workload has a positive and significant effect on the Spirit of Work. Pengaruh Komitmen Organisasional terhadap Semangat Kerja PNS pada Dinas Pengendalian Penduduk, KB, Kependudukan dan Pencatatan Sipil Provinsi Sumatera Barat

The results showed that the variable organizational commitment organizational commitment has a t_{hitung} of 9,820 West Sumatra Province based on the acquisition of A value of 82,674 where the $F_{calculate} > F_{tabel}$ or $82,674 > 2.81$ with p of 0.000 ($p < 0.05$), meaning H_4 is accepted. This shows that organizational communication, workload and organizational commitment affect the working spirit of civil servants in the Office of Population Control, Kb, Population and Civil Registration of West Sumatra Province.

There is a significant influence between the variables of organizational communication, workload and organizational commitment to the working spirit of civil servants of the Office of population control, Kb, Population and Civil Registration of West Sumatra Province is indicated by the acquisition of the value of coefficient of determination or adjusted R^2 of 0.844. This figure explains that organizational communication, workload, organizational commitment have a variation in proportion that explains the effect on the morale of civil servants by 0.844 or 84.4% while the remaining 15.6% is explained by other variables that are not included in this research model. This is in line with Azizah's research (2015) which states that there is a positive and significant influence of Communication, Workload and Organizational Commitment to employee morale.

6. CONCLUSION

Based on the results of research and discussion of research, it can be concluded as follows:

- Organizational Communication has no positive and significant effect on the Spirit of Work. It can be concluded that even though the communication between the leadership and fellow civil servants is not good, but the spirit of civil servants' work continues to increase in carrying out the task given, thus H_1 is rejected.
- Workloads do not have a positive and significant influence on the Spirit of Work. It can be concluded that although the workload is heavy and with a short time of achievement the morale of civil servants will still increase in work, thus H_2 is rejected
- Organizational commitment has a positive and significant effect on the Spirit of Work. This means that the commitment of a good organization by feeling high loyalty to the service will increase the spirit of civil servants' work thus H_3 is accepted.
- Organizational Communication, Workload and Organizational Commitment have a very strong relationship to the Working Spirit of civil servants office of population control, kb, population and civil registration of West Sumatra Province. It can be concluded that with good communication, heavy

workload and strong commitment will increase the working spirit of civil servants, this means H4 is accepted.

7. SUGGESTION

Based on the analysis and discussion, the author proposes several suggestions that can be used as consideration material in improving organizational communication, workload and organizational commitment to the spirit of work. Based on analysis and discussion, the author proposes several suggestions that can be used as considerations in improving organizational communication, workload and organizational commitment to the spirit of work PNSi Office of population control, KB, Population and Civil Registration of West Sumatra Province as follows:

- Organizational Communication has a low statement indicator that is "I can maintain good communication so that there is no conflict", to improve organizational communication should the leadership provide the need to communicate between fellow civil servants both between the leadership and staff, in order to create a good working relationship so as to produce better performance.
- Workload has a low statement indicator that "The work I do is not boring", therefore it is better for the leadership to provide more innovation in the implementation of tasks and perform rotations in order to avoid boredom that will arise to civil servants in this Service.
- Organizational commitment has a low statement indicator "I feel that my career will rise in this office", to increase organizational commitment should the leadership give greater responsibility to employees and try to pay attention to career improvement for civil servants who have qualified for promotion. It is with the aim of fostering a sense of loyalty and pride that they can work on this service.
- Work Spirit has a low statement indicator that is "The leadership provides good work motivation", to increase the spirit of civil servants' work, the leadership must give attention and care to the civil servants by providing motivational encouragement both in the form of rewards and other additional income and attention morally so that civil servants who are experiencing difficulties, down or problems in work or personal problems will get spirited again so that it will not interfere with the course productivity in the service and will be able to produce good performance.

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