
The Effect of Workload and Work Ability on the Performance of Family Planning Extension with Employee Well-Being an Intervening Variable in Lamongan Regency

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Abstract

This study aims to determine the effect of workload and work ability on the performance of Family Planning Extension in Lamongan Regency through employee well-being. The method used is quantitative with 54 respondents from Family Planning Extension in Lamongan Regency and the analysis technique uses SmartPLS 4.0. The test results obtained are: workload has a significant positive effect on employee well-being, work ability has a significant positive effect on employee well-being, employee well-being has a positive significant effect on performance, the workload has no significant effect on performance and work ability has a positive significant effect on performance. The practical implication of this research is that it is hoped that the human resource manager at the Family Planning Extension Instructor in Lamongan Regency pays attention to the ability of employees by providing lots of training to improve employee competence in achieving the set targets.

Keywords: *Workload, Work Ability, Employee Performance and Employee Well-Being*

INTRODUCTION

The Population Development, Family Development, and Family Planning Program or abbreviated as Bangsa Kencana is a program at the BKKBN (National Population and Family Planning Agency) which includes Family Planning Services Reproductive Health, Family Welfare Security, and Population Control with implementing staff at the Village area level/Exodus is the Family Planning Extension Officer (KB Extension). Family Planning Extension Under the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 52 of 2022 are civil servants who are given full duties, responsibilities, and authority to carry out the management of population development, family development, and family planning through activities that

include counseling, service, mobilization and development of the Bangsa Kencana program in creating a balanced growing population and quality families.

A family planning extension agent should ideally coach 2-3 villages to get good and optimal performance results. In Lamongan District, there are 474 villages with 64 family planning counselors, so the comparison is 7-8 villages, which makes the workload even greater. According to Munandar (2011), the workload is the tasks assigned to the workforce or employees to complete at a certain time by using the skills and potential of the workforce.

The development of digital technology on all lines including in the work process of the Family Planning Extension Instructor requires the work ability of the Family Planning Extension Instructor so that they do not only rely on technical skills in the direct advocacy, communication, information, and education (AKIE) approach but must be able to improve managerial and computerization skills. Meanwhile, the condition of the family planning counselors in Lamongan Regency is that 75% are less competent in computerization and they are over 50 years old and are also approaching retirement. Therefore, increasing competency is needed to improve performance and achieve optimal work results.

According to Law Number 13 of 2003, competence is the work ability of each individual which includes aspects of knowledge, skills, and work attitudes in accordance with established standards. Meanwhile, according to the Regulation of the Head of BKKBN Number 5 of 2017, the competencies of family planning counselors include technical competence, managerial competence, and socio-cultural competence. Eva Rachmawati (2018), concluded that employee ability is the ability of employees to complete work that includes aspects of intellectual and physical abilities.

It is undeniable that every human doing something will expect a reward that is in accordance with what is sacrificed, although it does not have to be in the form of material or something similar to what is done. This is the compensation that should also be given to family planning educators, in addition to the salary and benefits attached to ASN, the career path of a family planning educator profession. Career paths can be given in the form of promotions and promotions which at that time also require sufficient competency requirements in accordance with existing regulations. According to Patriot, compensation is the total payment in cash or non-cash received by employees for their contribution to the company. Compensation itself relates to the rewards received by employees. This will shape welfare for employees which has an impact on performance both in achieving performance targets or loyalty to the job.

Employee Well-Being (employee welfare) is the physical, mental, and economic condition of employees as seen by good work productivity, a stable economy, and physical health. When an organization/company focuses on employee welfare, it will make workers feel valued and achieve work targets more optimally by applying work effectiveness.

Performance is the result obtained by an individual or group within an organization that can be measured either quantitatively or qualitatively according to the job description role matrix with superiors. In research conducted by Aditia Rachman, and Siti Mujanah (2021), it was found that workload has a significant

effect on employee performance, while Ani Wahyu, Siti Mujanah, and Endah Budiarti (2022) in their research found that competence has a significant effect on employee performance and research conducted by Eva Rachmawati, Siti Mujanah and Wiwik Retnaningsih (2019) resulted that employee abilities significant effect on performance. According to the research results of Taufiqur Rahman, Siti Mujanah, and Nanis Susanti (2021), which results that compensation has no significant effect on employee performance. From this background, it can be concluded that the problem is workload and work ability of employees affect the performance through employee well-being (welfare) of family planning counselors in Lamongan district.

The purpose of this research is to find out whether workload and work ability by intervening in employee well-being affect the performance of family planning instructors and which has an impact on the achievement of the work targets of the Proud Kencana Program in Lamongan Regency with the expected benefits being the direction of policymakers to make decisions regarding performance targets and formulate work procedures to facilitate family planning counselors in carrying out their duties and upgrading the work capabilities of employees.

Conceptual Framework

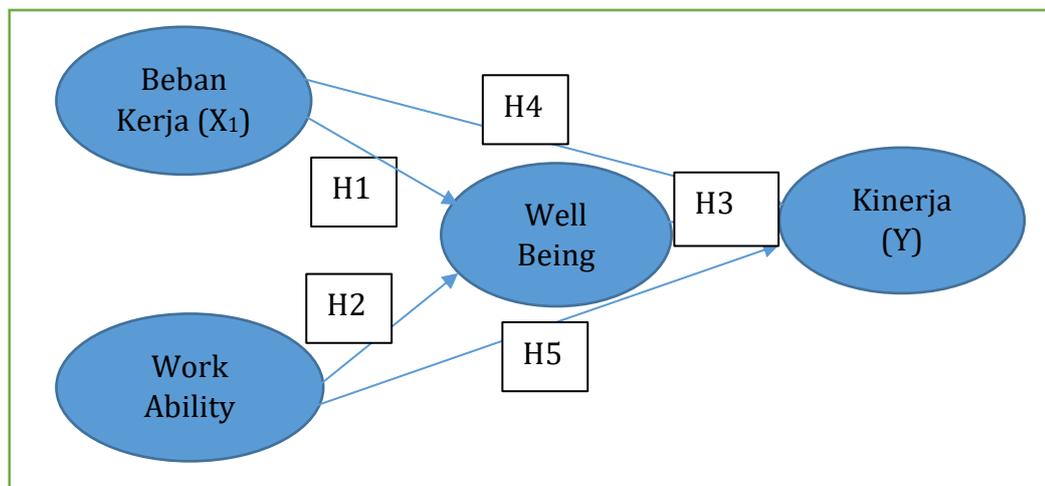


Figure 1. Conceptual Framework

Berdasarkan pada kerangka konseptual tersebut diatas, didapatkan hipotesis sebagai berikut:

- H1 : Workload affects employee well-being (welfare) Family Planning Extension
- H2 : Work ability effect on employee well-being(welfare) Family Planning Extension
- H3 : Employee well-being (welfare) affects the performance of the Family Planning Extension
- H4 : Workload affects the performance of the Family Planning Extension
- H5 : Work ability effect on the performance of the Family Planning Extension

METHOD

This research method is quantitative with an explanatory approach. The total population is 64 family planning counselors in Lamongan Regency. Questionnaires were distributed online via google formulir the valid ones are 54 respondents. The analysis technique used was descriptive and statistical test SmartPLS 4.0, and the questionnaire used a Likert scale with 4 categories, namely 1 = Strongly Disagree, 2 = Disagree, 3 = Agree and 4 = Strongly Agree.

RESULTS AND DISCUSSION

Inner Model (Model Structural)

R-Square

Tabel 1. R-Square

Variabel	R-square	R-square adjusted
EWB	0,279	0,250
Performance	0,534	0,506

Source: PLS Output

Chin (1998) provides criteria for R Square values of 0.67, 0.33, and 0.19 as strong, moderate, and weak. From the table above it can be seen that the R-Square result of the employee well-being variable is 0.279 and the performance variable is 0.534. This means that workload, work ability, and employee well-being contribute 53.4% to determining the performance of family planning instructors at work, and the rest is determined by other matters. Meanwhile, the workload and work ability variables only have a 27.9% effect on employee well-being variables.

F-Square

Tabel 2. F-Square

Variabel	f-square
EWB -> Performance	0,123
Work Ability -> EWB	0,230
Work Ability -> Performance	0,506
Workload -> EWB	0,151
Workload -> Performance	0,029

Source: PLS Output

The results of the F-Square test on all hypotheses proposed have a significant effect. Although the existing values are different with different meanings of power. The workload variable on Performance is very small with a value of 0.029 followed by employee well-being on Performance of 0.123. Meanwhile, the variable that has the greatest influence on performance is the work ability variable, which is indicated by the F-Square value of 0.506. While the variables work ability and workload on employee wellbeing have a moderate effect with a value of 0.230 and 0.151 respectively.

Outer Model (Model Measurement)

Average Variance Extracted

Tabel 3. Avarage Variance Extracted

Variabel	Average Variance Extracted (AVE)
EWB	0,669
Performance	0,756
Work Ability	0,630
Workload	0,734

Source: PLS Output

From the output table above, all AVE values have a value greater than 0.5%, so it can be concluded that all valid indicators converge in forming their respective variables, namely employee well-being, performance, work ability, and workload variables.

Cronbach's Alpha

Tabel 4. Cronbach's Alpha

Variabel	Cronbach's Alpha
EWB	0,930
Performance	0,838
Work Ability	0,805
Workload	0,826

Source: PLS Output

In addition, the results of Cronbach's Alpha also have a large and convincing value above 0.8 and some even have a value of 0.9 with the standard used being 0.6. This indicates that all variables and question items used in this study fulfilled the validity and reliability in measuring variables. The greatest Cronbach's Alpha value is in the employee well-being variable, namely 0.930.

Composite Reliability

Tabel 5. Composite Reliability

Variabel	Composite Reliability (rho_c)
EWB	0,941
Performance	0,903
Work Ability	0,871
Workload	0,892

Source: PLS Output

Composite reliability is considered better in estimating the internal consistency of a construct. The rule of thumb used for the Composite Reliability value is greater than 0.7 and the Cronbach's alpha value is greater than 0.7 (Ghozali, 2016). For the results obtained in the table above it is known that the value is above 0.8 for 2 variables, namely work ability and workload even 0.9 for employee well-being and performance variables. This shows that all research variables have met Composite Reliability and have a high-reliability value.

Hypothesis Test

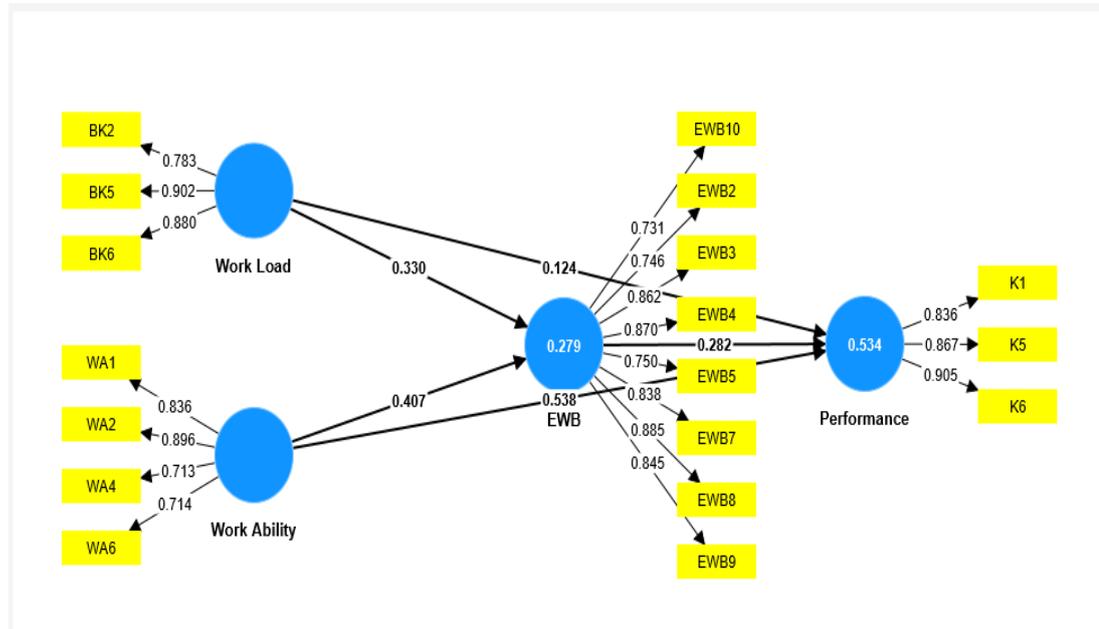


Figure 2. Calculation Results Significant Effect Between Variables
 Source: PLS Output

Tabel 6. Hypothesis Testing Result

Correlations	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T statistics ((O/STDEV) V)	P value s	Information
EWB -> Performance	0.282	0.288	0.133	2.112	0.035	Significant
Work Ability -> EWB	0.407	0.431	0.177	2.302	0.021	Significant
Work Ability -> Performance	0.538	0.540	0.141	3.815	0.000	Significant
Workload -> EWB	0.330	0.331	0.146	2.256	0.024	Significant
Workload -> Performance	0.124	0.108	0.097	1.282	0.200	Not Significant

Source: PLS Output

According to the hypothesis test that has been done, the result is that:

1. Workload has a significant positive effect on employee well-being (welfare) of family planning instructors with a value of 0.024
2. Work ability has a significant positive effect on employee well-being (welfare) of family planning instructors in Lamongan Regency with a value of 0.021
3. Employee well-being has a significant positive effect on the performance of family planning counselors in Lamongan Regency with a value of 0.035
4. Workload has no significant effect on the performance of family planning counselors in Lamongan Regency with a value of 0.200
5. Work ability has a significant positive effect on the performance of family planning counselors in Lamongan Regency with a value of 0.000

Discussion

Workload Affects Employee Well-Being (Welfare) of Family Planning Extension

The workload is everything or certain targets that must be completed by workers or divisions within a certain period of time. In this case, the Family Planning Extension at the beginning of the year will sign a performance contract with the direct supervisor for performance target points that must be achieved in the current year. Meanwhile, employee well-being is more defined as the welfare that is obtained by working as a family planning instructor. From the results obtained, namely 0.024, which shows a significant positive effect, the more the Family Planning Counselor does not feel burdened with many targets, the employee well-being will increase.

According to Page and Vella-Brodrick (2009), there are three parts to employee well-being, that is subjective well-being, workplace well-being and psychological well-being. Subjective well-being is life satisfaction and dispositional effect. Workplace well-being is job satisfaction and work-related matters. Psychological well-being is self-acceptance, positive interpersonal relationships, and self-development. In this study, it is closer to Workplace well-being, because it is related to work patterns, habits, work environment, and well-being. Referring to the research conducted by Islami and Eva (2021), they found that workplace well-being PT. X employees tend to be medium to high with the largest percentage of the medium category. Efforts to achieve prosperity in the workplace are important for both employees and companies.

Work Ability Affects Employee Well-Being (Welfare) of Family Planning Extension

Employee Well-Being is the feeling of well-being felt by employees from their work which includes calm, security and comfort at work, work enthusiasm, and work discipline so that they want to give their best to the company or agency where they work. As an intervening variable between Work Ability and performance, here the effect is generated with a value of 0.021 which is a large value. So it can be concluded that employees who can work will feel comfortable and safe at work without worrying that there is a competition that cannot be faced or worrying about evaluations or poor performance scores. So that employees who have the ability to work can freely improve their performance. Research conducted by Rizky and Sadida (2019) concerning the relationship between job insecurity and employee well-being shows significant results in the sense that the more employees feel uncomfortable and safe, the lower the employee's employee well-being.

According to Juniper (2010), the definition of employee well-being (EWB) is part of the welfare obtained by an individual or employee from a job that can be influenced by the employee's work environment. The work environment referred to by Juniper (2010) is the characteristics of work, employee workload, relationships with colleagues, and facilities at the employee's workplace.

Employee Well-Being (Welfare) Influences the Performance of Family Planning Extension

Employee well-being is an employee's right to membership in an organization and in the form of rewards both directly and indirectly according to Purba (2019) where this right is part of individual welfare for a job he has done and is influenced by the work environment (Rizky and Sadida, 2019). The results of research conducted by Sabil (2021) show that Employee Wellbeing has no effect on Employee Performance and this is not in accordance with the results that the researchers produced. Employee well-being (welfare) has a significant positive effect on the performance of family planning counselors in Lamongan Regency by 0.282. This is supported by previous research, namely Wadhawan (2016), Jalali & Heidari (2016), and Kundi, et al (2020) that welfare motivates employees to improve their performance to maintain and improve the physical and psychological conditions of employees so that their work performance can increase. So performance is also influenced by the level of welfare obtained by employees. Welfare is not only material wages, and salaries but a comfortable environment, social-health protection, and a sense of kinship.

Workload Affects the Performance of Family Planning Extension

Prasadjia Ricardianto (2018: 67) states that "Performance or Performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision, and mission of the organization as outlined through the strategic planning of an organization". This is not in line with the results of research conducted by Vian Ahmad Saputra (2023), which produced results that had a significant positive effect on the performance of 0.035. In this study, the effect was not significant, namely 0.200, greater than 0.05 from the standard value set. This also indicates that the workload of family planning counselors is still within reasonable limits if supported by qualified work skills.

Work Ability Affects the Performance of Family Planning Extension

In this hypothesis, the strongest positive significant effect is 0.000 which indicates that good performance depends on the ability of its employees, in this case, the family planning counselor in Lamongan Regency. From the research conducted by Rachmawati, et al (2019) it was found that there is a significant influence between the ability to work and the performance of employees at the Population Control Service, Women's Empowerment and Child Protection in the City of Surabaya. Yetni, et al (2022) in their research on teachers at SMPN 4 Gresik found that there was a significant effect of competency on performance. Competence also influences the teacher's work motivation, meaning that the better the employee's competence will make it easier for the employee to carry out his work so that he feels there are no difficulties and the impact is that performance increases or performance targets are achieved. Likewise, Ardiana, et al (2020) stated that employee competence affects employee performance.

Employee ability is an individual's capacity to carry out various tasks in a particular job (Robin and Judge (2008: 38). Work ability is structured according to 2 things, namely intellectual ability and physical ability. Intellectual ability reason

out all the tasks given and think about what method is best for immediately completing it while carrying out physical abilities in accordance with subconscious orders from intellectual abilities.

CONCLUSION

KB Extension workers work for *humanity and welfare* with the basic competencies that must be fulfilled, the results of their long and professional work for more than 50 years have succeeded in contributing to giving birth to an abundance of young generations that need to be complemented by increasing the value of eight family functions that are still weak so that potential “**demography bonus**” what we are enjoying from the potential structure of Indonesia's population, is truly a profitable potential, not a heavy burden that burdens this rising nation.

Through this study, which looked at the performance of family planning instructors with the variables workload, work ability, and employee well-being, it can be concluded: First, these variables only have an impact of 53.4% on the performance of family planning instructors. This means that there are still many other performance-supporting variables that need to be examined, for example, work motivation, work environment, work culture, and so on. Second, the workload of the Family Planning Counselor has no significant effect on performance so it can still be said that the Family Planning Counselor has a standard workload.

Meanwhile, thirdly, the good performance of family planning counselors is still more dominantly influenced by work ability.

The practical implication that can be recommended is that family planning counselors in Lamongan district with the composition of age, and health. and competence still needs more attention or capacity building with lots of training.

ACKNOWLEDGEMENT

This research was conducted without any tendency towards certain interests, purely just to see and know this phenomenon exists and to be used as evaluation material for the researchers themselves who work as family planning extension agents at the BKKBN in East Java Province with a work location in Lamongan Regency.

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