

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh lingkungan kerja dan Beban Kerja terhadap kinerja pegawai Dinas Kependudukan dan Pencatatan Sipil Kota Jambi. Penelitian ini menggunakan metode kuantitatif dengan teknik pengumpulan data melalui penyebaran kuesioner kepada 88 responden. Pengujian hipotesis dilakukan menggunakan teknik analisis deskriptif melalui aplikasi perangkat lunak IBM SPSS 29. Hasil penelitian secara deskriptif didapatkan gambaran kinerja pada Dinas Kependudukan dan Pencatatan Sipil Kota Jambi sudah berada di kategori sedang, lingkungan kerja secara deskriptif sudah dikategorikan kondusif, serta beban kerja secara deskriptif sudah dikategorikan sesuai. Secara parsial lingkungan kerja berpengaruh signifikan dan positif terhadap kinerja pegawai, secara parsial beban kerja berpengaruh signifikan dan positif terhadap kinerja pegawai, kemudian secara simultan lingkungan kerja dan beban kerja berpengaruh signifikan dan positif terhadap kinerja pegawai Dinas Kependudukan dan Pencatatan Sipil Kota Jambi. Adapun saran pada penelitian ini yaitu kinerja pegawai perlu ditingkatkan dengan memberikan dukungan dan bimbingan yang tepat terhadap pegawai seperti mengadakan pelatihan, pengawasan, dan evaluasi. Lingkungan kerja disarankan untuk melakukan komunikasi terbuka bagi para sesama rekan kerja ataupun antar rekan kerja dan atasan. Beban kerja disarankan untuk lebih memperhatikan kebutuhan pegawai, seperti mengadakan program liburan (*rekreasi/family gathering*), melakukan perputaran kerja (*rolling system*) agar pegawai dapat bertukar posisi pekerjaan sehingga menemukan suasana baru.

Kata Kunci: Lingkungan kerja, beban kerja, kinerja pegawai.

ABSTRACT

This research aims to determine the influence of the work environment and workload on the performance of Jambi City Population and Civil Registration Service employees. This research uses quantitative methods with data collection techniques by distributing questionnaires to 88 respondents. Hypothesis testing was carried out using descriptive analysis techniques through the IBM SPSS 29 software application. The results of the descriptive research showed that the performance of the Jambi City Population and Civil Registration Service was in the medium category, the work environment was descriptively categorized as conducive, and the workload was descriptively sufficient. categorized accordingly. Partially the work environment has a significant and positive effect on employee performance, partially the workload has a significant and positive effect on employee performance, then simultaneously the work environment and workload have a significant and positive effect on the performance of Jambi City Population and Civil Registration Service employees. The suggestion in this research is that employee performance needs to be improved by providing appropriate support and guidance to employees such as providing training, supervision and evaluation. It is recommended that the work environment involve open communication between co-workers or between co-workers and superiors. It is recommended that the workload pay more attention to employee needs, such as holding holiday programs (recreation/family gatherings), implementing a work rotation (rolling system) so that employees can change job positions so they can find a new atmosphere.

Keywords: *Work envirointment, workload, employee performance.*