

# PERFORMANCE OF VOLUNTEERS IN THE SOCIO-ECONOMIC REGISTRATION CENSUS AS REPRESENTATIVES OF THE GOVERNMENT

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## Abstract

**How to cite this paper:** Idris, A., Sanjaya, A., Arhas, S. H., & Suprianto. (2023). Performance of volunteers in the socio-economic registration census as representatives of the government [Special issue]. *Journal of Governance & Regulation*, 12(4), 256–266. <https://doi.org/10.22495/jgrv12i4siart5>

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**ISSN Online:** 2306-6784

**ISSN Print:** 2220-9352

**Received:** 08.12.2022

**Accepted:** 22.11.2023

**JEL Classification:** H83, I38, L25

**DOI:** 10.22495/jgrv12i4siart5

Public administration emphasizes the importance of individual characteristics, including personality, influencing administrative behaviour. Service-provider characteristics have been used in public administration research. This study aimed to find out and analyze the performance of volunteers in the socio-economic registration census as government representatives. The research method used is quantitative research with structural equation model (SEM) analysis. The application used is the SEM PLS-4 Pro application. The study resulted that neuroticism, extraversion, and openness did not affect the performance of the volunteers. Neuroticism has a positive and significant effect on the performance of volunteers through the variable of being careful. Extraversion has a positive and significant effect on volunteer performance through being careful. Openness has a positive and significant effect on volunteer performance through being careful. Agreeableness has a positive and significant effect on the performance of research and studies volunteers either directly or through the careful variable. Conscientiousness positively and significantly affects performance either directly or through the variable carefully. Carefulness has a positive and significant effect on performance. This research can be used as a reference for selection in the selection of volunteers in the next period.

**Keywords:** Volunteer, Research, Character, Attitude, Performance

**Authors' individual contribution:** Conceptualization — A.I. and S.H.A.; Methodology — A.I. and A.S.; Software — S.H.A.; Validation — A.S. and S.; Formal Analysis — S.H.A.; Investigation — A.I. and A.S.; Resources — S.; Data Curation — A.I.; Writing — Original Draft — A.I.; Writing — Review & Editing — A.I. and A.S.; Visualization — S.H.A.; Supervision — A.I.; Project Administration — A.S.

**Declaration of conflicting interests:** The Authors declare that there is no conflict of interest.

## 1. INTRODUCTION

The latest public sector reforms, particularly those related to the new public management (NPM) moves, have raised concerns about the nation of public service values. This focus arises in a large section

because some proponents of public sector reform pay little or no attention to values, and others focus narrowly on applying private sector values to the public sector. However, many reform advocates seek to reconcile traditional public service values with the “new” values emerging from new

approaches to organizing and managing public organizations, including approaches based on private sector experience.

NPM has brought changes in various sectors, including government. In order to offer services to the community effectively and consistently, the government must find creative ways to offer the services its citizens need. One of them is by maximizing the number of personnel who provide services. Traditionally, public administration systems have tended to have centralized personnel management. Organizations have a relatively low chance of freely choosing and developing a personnel management system; it is required to function under current employment law. According to Covell (2016), this ensures coordinated administrative action, objectivity, precision, and high professionalism. However, it also needs to be improved, such as bureaucracy, delays, and the inability to adapt to changes in the external environment in time.

Effective human resource management in public administration requires continuous and strategic incorporation of human resource development and planning (Niswaty et al., 2021; Suprianto & Arhas, 2022). This aims to ensure the success of achieving organizational goals. Organizational goals will be achieved if the rules or policies and procedures relating to people in the organization are interrelated and have their respective roles. One of the efforts made by the government or organization is to use volunteers to achieve essential and urgent goals. Effective human resource management in public administration requires a continuous and strategic combination of human resource development and planning for the "right person for the right job". Contemporary public administration with personnel possessing "employable skills" undermines the government and reduces its capacity. Hiring the required skills has resulted in a human resource management style based on feelings.

Agencies and organizations at all levels of government have stepped up efforts to find volunteers to assist service professionals with the production and delivery of services. The benefits of involving volunteers in the production of services include positive effects such as increased cost efficiency and improved service quality. Both public and nonprofit organizations may use volunteers for different purposes, for example, assisting service professionals in developing and designing services and assisting service professionals in producing and delivering services. On a broader scale, volunteers in public institutions provide various services to fill gaps in the implementation of tasks performed by the government. Involving volunteers in service production can reduce the heavy workload of service professionals and result in greater flexibility in the service production process to achieve the effectiveness and efficiency of work.

Recent changes in the way human services are funded and delivered are affecting the role of volunteers. In Australia, as in other Western countries, human services have been provided by the private sector, government, or not-for-profit communities, but traditional values and priorities differ between the three sectors (Haering et al., 2020; Overgaard, 2020). Volunteers have become

a core and integral component of event service delivery, complementing limited salaried employees in organizations and playing a critical role in large-scale events. According to Wu et al. (2016), volunteers can be considered a form of capital for the organization because they can reduce and lighten the budget of regular employees, however, in his writings. Trouille et al. (2019) found that volunteers' performance can be maximized by standing alone and requiring supporting machines. Research results from Arifin and Anwar (2021) indicated this was due to the limited number of volunteers.

In Indonesia, one of the many volunteers who participate in helping the government's work is the Regsosek volunteer. The Central Statistics Agency (BPS), on 15 October–14 November 2022, will carry out the first Socio-Economic Registration Data Collection (Regsosek) in all provinces in Indonesia. Regsosek data collection is the collection of data on the entire population consisting of profiles, social conditions, economy, and level of welfare. Regsosek is the government's effort to build a single population data or one data. Using a single data, the government can carry out its various programs in an integrated, non-overlapping, and more efficient manner. Regsosek data can be used to improve the quality of government services such as education, social assistance, health, and population administration.

Research is carried out to capture the dynamics of changes in community welfare and improvement of public services and as reference data for integrating social protection programs and community empowerment. Research and study data were collected from house to house or door to door. Then interview one of the family members to fill out the prepared questionnaire. This method is often called paper and pencil interviewing (PAPI). In its implementation, BPS Samarinda deployed 1,327 officers consisting of volunteers, supervisors, and sub-district coordinators. The target is to collect data on as many as 259 thousand families spread across the Samarinda region.

Particularly in Samarinda, data collection for Regsosek is not accessible, even though there is already integrated data on social welfare. However, more is needed to synchronize with current conditions due to an increase in the standard of living of beneficiaries. Therefore, Regsosek volunteers are vital in getting accurate data in the field. However, the obstacle that volunteers sometimes experience is that the community needs to be recorded, so they have to involve the role of village officials. This shows that volunteers need more time to be ready to face the difficulties that exist in the field. Regsosek volunteers are government representatives who record residents' condition in the area. Therefore, research is needed to find the solution to the problems faced by the community related to rejection and determine the dominant attitude that impacts performance.

Public administration has long speculated about the extent to which individual traits, including personality, influence organizational behaviour. Service-provider characteristics have been used in public administration research, focusing on attitudes, behaviours, and job-related outcomes among public managers and employees. Meanwhile,

this study will focus on the characteristics felt by individual service recipients. This study focuses on public trust and individual performance, measured using five individual characteristics. Ultimately, this research will be a reference for the government to recruit regsosek volunteers who will serve in the next period. By knowing the dominant personality that can attract public trust in the government through regsosek, data collection in the next period will be easier for regsosek volunteers. Hence, the work takes a shorter time than it is today. In addition, this research can be used to understand volunteers as government representatives from the aspect of personality, not only about the work output produced. This study aimed to determine the effect of neuroticism, extraversion, openness, agreeableness, and conscientiousness on employee performance through a caring attitude. This paper consisted of several parts, namely the title, and abstract, which contain a research summary.

The rest of this paper is structured as follows. Section 2 reviews the relevant literature. Section 3 describes the research method and how to conduct research. Section 4 contains research results that have become research findings. Section 5 provides discussions related to previous theories or research results. Moreover, Section 6 contains conclusions that present the essence of the study and the advantages and disadvantages of the study.

## 2. LITERATURE REVIEW

Volunteering is “any activity in which time is freely given to benefit another person, group or cause. Volunteers gain knowledge, enhance social networks and enhance career prospects through volunteering” (Whittaker et al., 2015, p.360). According to Niyimbanira (2015), a volunteer helps fulfil a need that contributes to various aspects.

Volunteers are willing to donate their energy or services, abilities, and time without getting paid financially or expecting material benefits from service organizations that formally organize certain activities. Many volunteers emphasize personal values such as compassion for others, a desire to help less fortunate people and a particular concern for a group or community. To gain a deeper understanding of learning about social events, explore personal strengths, develop new skills, and learn to work with a wide variety of people. The third motive can be a social motive, which reflects a desire to make friends engage in activities with significant value or gain social acceptance. The next motive is career development. Volunteering can help individuals explore career options, build potential contacts, and add to the list of activities of social value to their resumes. Voluntary activities also contain self-protection functions. These activities may help a person get out of trouble, feel less lonely, or reduce feelings of guilt (Haake et al., 2022; Lim et al., 2020; Salcedo & Quevedo, 2021).

Volunteers help freely and deliberately, which are extended from time to time, carried out by formal organizations, and carried out to help people/groups. The act of volunteering is an act of solidarity because it is seen as a way of acting for the benefit of others or doing something for others that “relies on the existence of a community where

a person has a special task”. Volunteer work became a way of dealing with identity issues. For example, people who cannot find work due to age, disability, or poor health, can escape the stigma attached to this status by volunteering. Volunteers are a group of people who carry out activities to carry out organizational goals that have different rights from permanent workers.

By volunteering, one gets at least three benefits: expanding views and skills, gaining new friends and connections, and better knowing the meaning of life. The first benefit that can be gained from being a social volunteer is to broaden your outlook and skills. Because, as a social volunteer, one can learn many new skills, learn to work together in a team, and set goals. In addition, when volunteering for social distancing, most people will rely on themselves and your presence. This can help a person to learn how to be responding correctly. The second benefit that volunteers get is making new friends and connections. The implementation of voluntary projects generally brings together many people from different backgrounds and abilities. The third benefit is knowing more about the meaning of life; the contribution made by volunteers will impact the community positively, directly or indirectly. In addition to getting benefits, there are also shortcomings with volunteering, namely, temporary work periods; there are only wages and no other benefits, in contrast to employees; finally, if you become a volunteer, you do not rule out the possibility of being contaminated with diseases from the assisted community (specifically health volunteers).

This research is built on the theory of human resource dependence. The theory of resource dependence was put forward by Pfeffer and Salancik (2003). Resource dependency theory states that for an organization to survive, it must acquire resources. The proposition that Pfeffer and Salancik want to convey is that companies depend externally on resources so that the organization can continue to run, one of which can be done by involving volunteers. Various theories are used to measure service performance, such as the one used SERVQUAL by Zeithaml et al. (1990), LibQual+ by Thompson et al. (2000), and NEO Five Inventory by Costa and McRae (1992). Of the three theories, each has its uniqueness. SERVQUAL is widely used to measure the performance of public services, LibQual is more specific to library services, and the NEO Five Inventory is used to determine the characteristics of service providers.

The NEO Five Inventory includes neuroticism, extraversion, openness to experience, sociability, and conscientiousness. Neuroticism indicates levels of emotional stability, impulse control, and anxiety. People with high N scores are considered to be depressed, less adaptive, may have irrational ideas, and may experience negative feelings and low self-esteem. Extraversion is a display of sociability and assertiveness. Extroverts tend to like meeting, and working with people, have cheerful attitudes, and are optimistic. Openness to experience is an attitude that is honest, fair, and willing to accept the opinions of others, ready to accept input or suggestions from others. Friendliness is characterized by altruism, helpfulness, sympathy for

others, trust in other people's intentions, and respect for other people's beliefs. Accuracy comes from the word meticulous, which means accurate, careful, observant, watchful, or thorough. At the same time, thoroughness is defined as precision, accuracy. Accuracy is also interpreted as a careful and thorough attitude owned by someone who is applied in every job.

The role of government volunteers is a determinant of the success of implementing government programs, which are representatives in the field in describing the purpose of data collection. Volunteers interact directly with the community to carry out tasks related to the assigned tasks. This must be appropriately implemented in the field so that the community as respondents can provide answers according to conditions. Therefore, according to the publication of Hilda et al. (2022), volunteer training needs to be carried out in Samarinda on an ongoing basis to perform the task well. Volunteers must be equipped with sufficient skills to support when in the field. These skills are gained from capacity-building to grow new knowledge, experience, and skills in volunteers.

Neuroticism has proven to be a significant influence in the decision-making process that leads to the determination of performance (Ziemkiewicz et al., 2013). Further, the results of neuroticism research can positively impact rapid decision-making, especially in the analysis of foreign environments through recognition methods (Bell et al., 2013). Neuroticism can help people survive in any environment because they have a tendency to pay more attention to adverse outcomes or risks. Neurotic individuals perform more effectively when organizational arrangements allow for peer support and feedback. Arachisticpro-social organizations reduce the harmful effects of work-related anxiety among neurotic individuals by providing a sense of security and clarity of role.

Extraversion relates to performance in work that involves interpersonal interaction and faces changes and dynamic working conditions (Wihler et al., 2017). Extraversion personality facilitates the adaptability of the individual. Extraversion is significant in the context of volunteers, as it has been associated with performance interaction with many people. With an extraversion attitude, volunteers will build good relationships with the community so that volunteers can be more productive.

Agreeableness is an individual who tends to be more obedient to other individuals and has a personality that wants to avoid conflict. The advantages of this dimension are that it is cooperative, trustworthy, kind, warm and soft-hearted, and helpful. With their nature, the community will feel more comfortable providing volunteers with the data needed. Research results by Tobin and Gadke (2015) suggest that individuals with a high degree of agreeableness are in a state more likely to assist others.

Conscientiousness can affect students' academic performance through the manifestation of their behaviour in the use of sufficient business arrangements and time management strategies (Waldeyer et al., 2022). One of the reasons conscientiousness relates to performance is that

conscientious volunteers use more and better timing and effort strategies, which helps them to work well.

Based on the research problem and reviewing the literature that has been put forward previously, the proposed hypotheses are as follows:

*H1: Neuroticism has a positive and significant effect on the performance of cross-sectional volunteers.*

*H2: Neuroticism has a positive and significant effect on the performance of cross-sectional volunteers through the variable careful.*

*H3: Extraversion has a positive and significant effect on the performance of cross-sectional volunteers.*

*H4: Extraversion has a positive and significant effect on the performance of cross-sectional volunteers through the variable careful.*

*H5: Openness has a positive and significant effect on the performance of cross-sectional volunteers.*

*H6: Openness has a positive and significant effect on the performance of research and study volunteers through the variable careful.*

*H7: Agreeableness has a positive and significant effect on the performance of cross-sectional volunteers.*

*H8: Agreeableness has a positive and significant effect on the performance of research and studies volunteers through the variable careful.*

*H9: Conscientiousness has a positive and significant effect on the performance of the research volunteers.*

*H10: Conscientiousness has a positive and significant effect on the performance of cross-sectional volunteers through the variable careful.*

*H11: Careful has a positive and significant effect on the performance of cross-sectional volunteers.*

### 3. RESEARCH METHODOLOGY

This research was to discover and build a new concept regarding volunteer performance. Therefore, a path analysis approach was used. Path analysis is an analysis that shows the relationship between one construct and another. The population in this study was all volunteers in Samarinda City, totalling 1,300 volunteers, however, due to the large population; a sample was drawn according to Slovin, namely 306 volunteers, who were randomly selected. The variables neuroticism, extraversion, openness, agreeableness, conscientiousness, and carefulness were measured using questionnaires with a Likert scale of 5-1 (always, often, rarely, sometimes, and never). Meanwhile, performance was measured from cooperation with other volunteers, the number of communities recorded, the completeness of the data obtained, the period of data implementation, and activity reports.

Measurement was measured from the dimensions of each variable. Neuroticism was assessed for impulsivity, self-awareness, worry, easily defeated, and loneliness. The dimension of extraversion was measured by being assertive, liking people a lot, begging kindly to everyone you meet, and being full of energy. Attitudes openness as measured by fantasy, interest in learning new things from other people, aesthetics, a wide range of emotions, and actions. The dimensions of sociability are measured from politeness to new people, positive thinking about others, obedience, concern, and altruism. Conscientiousness was being able to push yourself to finish work on time, face situations with complete preparation, be serious about

the tasks given, have clear goals, works to achieve them within the allotted time, and are durable and reliable. Careful was seen in maintaining humility, following standard operating procedure (SOP), and dressing neatly and simply.

The model used was the partial least square-structural equation model (PLS-SEM) analysis using the professional version of smart PLS version 4. The measurement consisted of a measurement model and a structural model. The measurement model showed how the manifest or observed variable represents the latent variable to be measured. The measurement model consisted of a validity test and a reliability test. Measurement of validity and reliability was done by convergent and discriminant validity. Convergent validity is related to the principle that the gauge of a construct should have a high correlation as seen from the loading factor value for each construct indicator. Discriminant validity was a cross-loading factor that aimed to determine the construct's discriminants. Furthermore, discriminant validity related to the principle that measured different constructs should not be highly correlated.

The structural model showed the strength of estimation between latent or construct variables, which consists of the t-test by comparing the calculated t with the table. If the t-count was

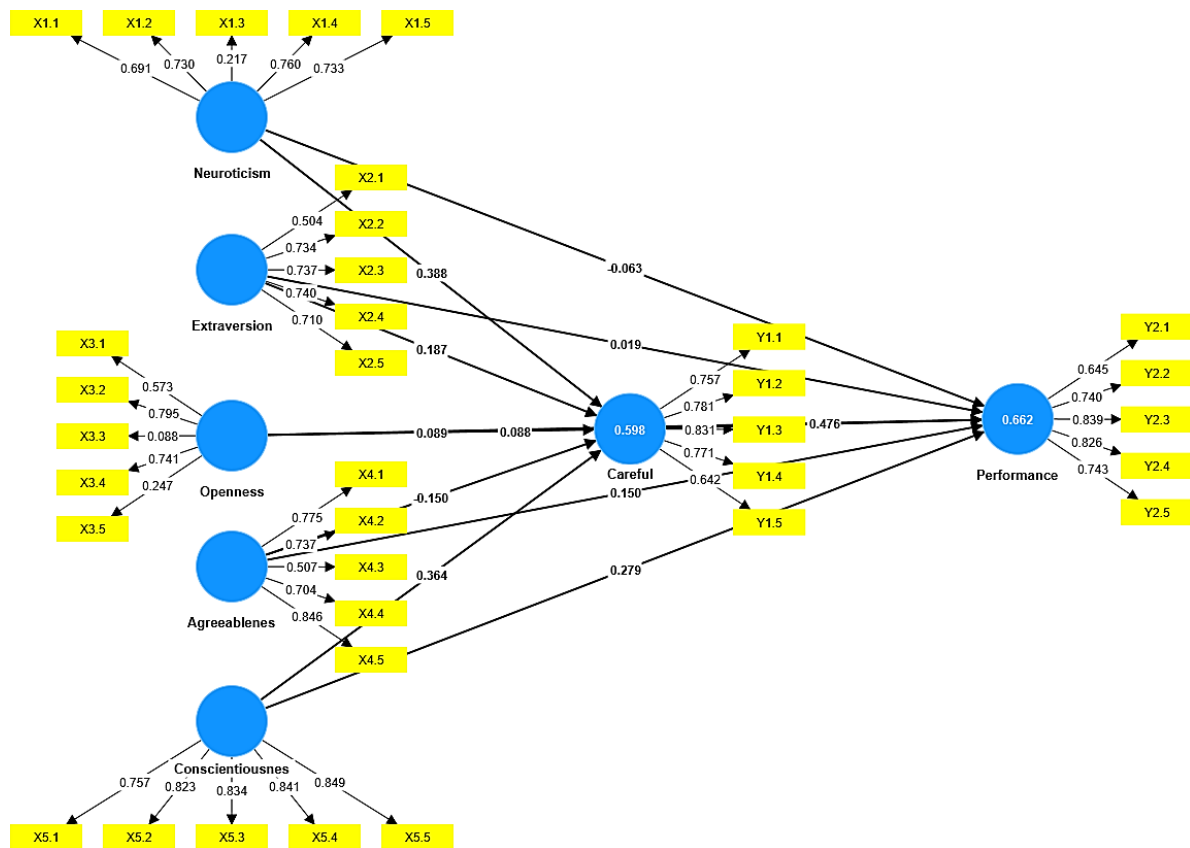
more significant, then the hypothesis was accepted with a significance level of 10 per cent. In addition, the R-square value of the endogenous variables was also determined. The value of R-square was the coefficient of determination in an endogenous construct. The R-square value was divided into 3 criteria; 0.67 is strong, 0.33 is moderate, and 0.19 means weak. Then an estimate for path coefficients was carried out, namely the value of the path coefficient or value that showed the magnitude of the relationship or influence of the latent construct of a study. This test was carried out through a bootstrapping procedure. Apart from using the PLS-SEM application, similar research can also use the SPSS-AMOS application or Lisrel.

## 4. RESULTS

### 4.1. Outer model

The outer model or external relation calculates convergent Validity by reflecting on indicators that are assessed on the correlation between scores and items with the score construct. Based on the results of the analysis conducted, the value of convergence validity was depicted in Figure 1.

Figure 1. Graphical output loading factor



Source: Smart PLS-4 Pro outputs, 2022.

The minimum value of the loading factor so that the model can be accepted is 0.7. In the neuroticism variable, constructs X1.1 and X1.3 have 0.691 and 0.217. In the extraversion variable, the X1.1 construct has 0.504. In the openness

variable, constructs X3.1, X3.3, and X3.5 have values of 0.573, 0.088, and 0.247. In the variable Agreeableness construct, X4.3 has a value of 0.507. In the careful variable, the Y1.5 construct has a value of 0.642. In the performance variable, the value of

Y2.1 is 0.645, so these constructs will be deleted because they do not meet the requirements to continue testing. Furthermore, all constructs on the conscientiousness variable have a value of more than 0.7, so all constructs will be used.

Furthermore, on convergence validity, testing is not only carried out at the construct level but also

the variable level. Discriminant Validity is seen from the cross-loading value. The items measured must be greater than the cross-loading value of construct items or other variables. The results of the convergence validity test are presented in Table 1 and Table 2.

**Table 1.** Discriminant validity at the construct level

Construct	Neuroticism	Extraversion	Openness	Agreeableness	Conscientiousness	Careful	Performance
X1.1	0.691	0.330	0.330	0.238	0.357	0.534	0.333
X1.2	0.730	0.396	0.390	0.413	0.479	0.510	0.419
X1.3	0.217	0.140	0.127	0.051	-0.010	0.234	-0.024
X1.4	0.760	0.433	0.345	0.340	0.524	0.494	0.485
X1.5	0.733	0.469	0.411	0.321	0.442	0.460	0.423
X2.1	0.315	0.504	0.130	0.219	0.249	0.301	0.271
X2.2	0.372	0.734	0.443	0.469	0.532	0.410	0.445
X2.3	0.486	0.737	0.309	0.393	0.470	0.517	0.447
X2.4	0.328	0.740	0.363	0.404	0.394	0.397	0.420
X2.5	0.418	0.710	0.426	0.363	0.494	0.404	0.350
X3.1	0.228	0.243	0.573	0.366	0.324	0.144	0.347
X3.2	0.474	0.463	0.795	0.470	0.437	0.484	0.405
X3.3	0.086	-0.099	0.088	-0.074	0.048	0.031	0.022
X3.4	0.317	0.310	0.741	0.405	0.367	0.353	0.401
X3.5	0.208	0.198	0.247	0.280	0.198	0.012	0.108
X4.1	0.368	0.458	0.528	0.775	0.496	0.417	0.478
X4.2	0.157	0.294	0.485	0.737	0.508	0.253	0.404
X4.3	0.252	0.407	0.290	0.507	0.311	0.203	0.311
X4.4	0.305	0.341	0.320	0.704	0.520	0.283	0.361
X4.5	0.478	0.462	0.468	0.846	0.666	0.366	0.528
X5.1	0.542	0.567	0.458	0.505	0.757	0.548	0.562
X5.2	0.556	0.538	0.455	0.606	0.823	0.450	0.529
X5.3	0.458	0.447	0.406	0.588	0.834	0.566	0.634
X5.4	0.460	0.551	0.483	0.652	0.841	0.573	0.604
X5.5	0.496	0.494	0.414	0.547	0.849	0.559	0.616
Y1.1	0.584	0.352	0.241	0.274	0.450	0.757	0.492
Y1.2	0.540	0.392	0.341	0.310	0.538	0.781	0.548
Y1.3	0.617	0.582	0.441	0.396	0.508	0.831	0.605
Y1.4	0.455	0.527	0.348	0.332	0.551	0.771	0.574
Y1.5	0.422	0.384	0.462	0.329	0.452	0.642	0.566
Y2.1	0.434	0.276	0.254	0.387	0.430	0.453	0.645
Y2.2	0.448	0.374	0.372	0.443	0.593	0.584	0.740
Y2.3	0.419	0.523	0.455	0.566	0.581	0.616	0.839
Y2.4	0.399	0.496	0.456	0.476	0.599	0.559	0.826
Y2.5	0.444	0.463	0.476	0.350	0.520	0.576	0.743

Source: Smart PLS-4 Pro outputs, 2022.

Based on Table 1, the discriminant validity value of each highlighted construct is higher than the constructs on other variables. This indicates that

the construct is feasible to use. Furthermore, the results of discriminant validity at the variable level are presented in Table 2.

**Table 2.** Discriminant validity at the variable level

Dimensions	Neuroticism	Extraversion	Openness	Agreeableness	Conscientiousness	Careful	Performance
Neuroticism	0.659	-	-	-	-	-	-
Extraversion	0.560	0.691	-	-	-	-	-
Openness	0.507	0.495	0.562	-	-	-	-
Agreeableness	0.448	0.545	0.591	0.723	-	-	-
Conscientiousness	0.705	0.630	0.539	0.705	0.821	-	-
Careful	0.692	0.596	0.486	0.435	0.660	0.759	-
Performance	0.588	0.736	0.720	0.569	0.559	0.536	0.762

Source: Smart PLS-4 Pro outputs, 2022.

Based on data from Table 2, the highlighted discriminant validity value was much higher than the other discriminant variables. This showed that all variables are feasible to be tested.

#### 4.2. Structural model assessment

From the assessment of the measurement model in Figure 1, Table 1, and Table 2, it was known that the validity and reliability of the measuring

instrument have been met so that a structural model assessment can be carried out. Assessment of the measurement model is to determine the value of the path coefficient ( $\alpha$ ) and the coefficient of determination ( $R$ -square). In addition to the path coefficients, it is also necessary to report the coefficient of determination of each endogenous latent variable in the structural model. The R-square model value is presented in Table 3.

**Table 3.** R-square value

<i>Dimensions</i>	<i>R-square</i>	<i>R-square adjusted</i>
<i>Careful</i>	0.525	0.517
<i>Performance</i>	0.627	0.620

Source: Smart PLS-4 Pro outputs, 2022.

The value (R-square) was expressed in several reliability categories; 0.67 was included in the (good) category, 0.33 was included in the (moderate) category, and 0.19 was included in the (weak)

category (Chin, 1998). Based on Table 4, both the endogenous variables, careful and performance, had moderate reliability. The last step after the parameters was tested to know whether the hypothesis proposed is accepted or not. By knowing the path coefficient, which was then combined with the t-test, the significance of the relationship between variables could be determined by the proposed hypothesis.

**Table 4.** Hypothetical test results (t-table = 1.968)

<i>Hypothesis</i>	<i>Relations</i>	<i>Path coefficient</i>	<i>t-count</i>	<i>p-value</i>	<i>Conclusion</i>
<i>H1</i>	Neuroticism→Performance	-0.004	0.091	0.927	Rejected
<i>H2</i>	Neuroticism→Careful→Performance	0.096	4,268	0.000	Accepted
<i>H3</i>	Extraversion→Performance	0.064	1,261	0.207	Rejected
<i>H4</i>	Extraversion→Careful→Performance	0.068	3,096	0.002	Accepted
<i>H5</i>	Openness→Performance	0.074	1,563	0.118	Rejected
<i>H6</i>	Openness→Careful→Performance	0.059	2,662	0.008	Accepted
<i>H7</i>	Agreeableness→Performance	0.120	2,326	0.020	Accepted
<i>H8</i>	Agreeableness→Careful→Performance	-0.060	2,546	0.011	Accepted
<i>H9</i>	Conscientiousness→Performance	0.324	5050	0.000	Accepted
<i>H10</i>	Conscientiousness→Careful→Performance	0.145	4,039	0.000	Accepted
<i>H11</i>	Careful→Performance	0.367	5,874	0.000	Accepted

Source: Smart PLS-4 Pro outputs, 2022.

To determine whether the hypothesis was accepted, it was to compare the t-count with the t-table. The hypothesis was accepted if the t-count was greater than the t-table with a significance level of 5%. As for the results of the t-test conducted, it could be stated that:

1) Neuroticism does not affect performance, evidenced by the value of the t-table being more significant than the t-count, with a significance level of 92.7%, so *H1* is rejected.

2) Neuroticism has a positive and significant effect on performance through careful. This is evidenced by the t-count being more significant than the t-table with a significance level of 0%, which means it is very significant, so *H2* is accepted.

3) Extraversion does not affect performance, evidenced by the value of the t-table being more significant than the t-count, with a significance level of 20.7%, so *H3* is rejected.

4) Extraversion has a positive and significant effect on performance through care. This is evidenced by the t-count being more significant than the t-table with a significance level of 0.2%, which means it is very significant, so *H4* is accepted.

5) Openness does not affect performance, evidenced by the value of the t-table being more significant than the t-count, with a significance level of 11.8%, so *H5* is rejected.

6) Openness has a positive and significant effect on performance carefully, evidenced by the t-count being more significant than the t-table with a significance level of 0.8%, which means it is very significant, so *H6* is accepted.

7) Agreeableness has a positive and significant effect on performance, evidenced by the t-count being more significant than the t-table with a significance level of 2%, so *H7* is accepted.

8) Agreeableness has a negative and significant effect on performance carefully, evidenced by the t-count, which is more significant than the t-table with a significance level of 2%, so *H8* is accepted.

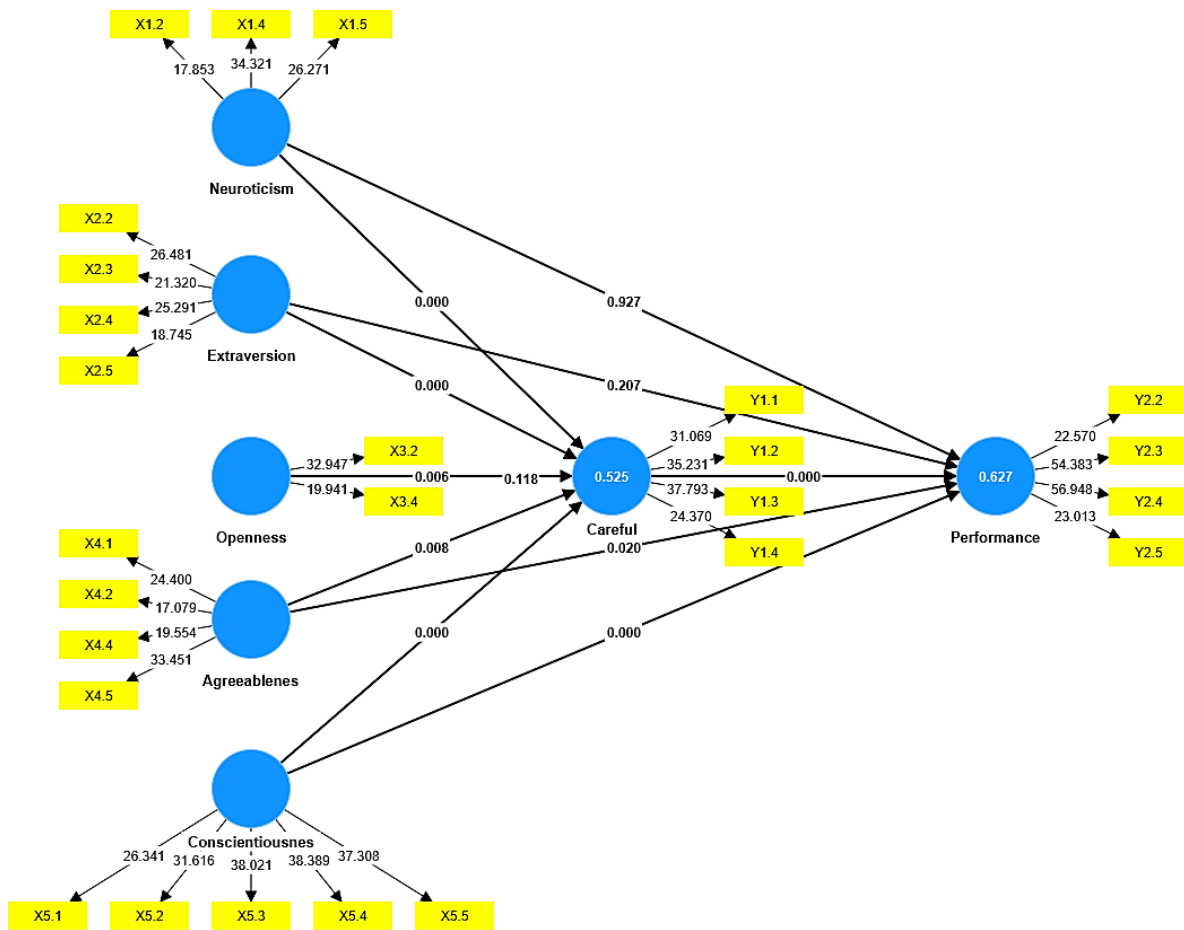
9) Conscientiousness has a positive and significant effect on performance, evidenced by the t-count being more significant in the t-table with a significance level of 0%, which means it is very significant, so *H9* is accepted.

10) Conscientiousness has a positive and significant effect on performance carefully, evidenced by the t-count being more significant than the t-table with a significance level of 0%, which means it is very significant, so *H10* is accepted.

11) Carefulness has a positive and significant effect on performance. This is evidenced by the t-count being more significant in the t-table with a significance level of 0 per cent, which means it is very significant, so *H11* is accepted.



Figure 2. Bootstrapping outputs



## 5. DISCUSSION

Volunteers carried out activities to help other people/institutions driven by specific motivations. The most critical job issue for volunteers is the value of the work itself, including the value of exciting work and the ability to achieve something. The next most frequent concept is related to flexibility of hours and attitude.

Research studies consisted of profile information, socio-economic conditions, and the level of welfare of all Indonesian people, which will be regularly updated and managed at the village and sub-district levels. With good capacity and accuracy, Regsosek supports planning, budgeting, and control efforts based on evidence and data so that it can accelerate the achievement of various development targets. Regsosek's information coverage will also support multi-sectoral planning processes in the social sector, economic empowerment, infrastructure, housing and settlements, agriculture, health, education, energy, law enforcement, and human rights.

Through Regsosek, youth can develop to be more optimal because of the accuracy of the program's targets to increase their abilities and competitiveness. Therefore, the government hopes that the implementation of the research can run smoothly. With the presence of volunteers as government representatives in collecting community data, volunteers must perform well. Good performance can be obtained through the traits

inherent in individuals (Arhas, Suprianto et al., 2022). However, there are standards and concerns that individuals must use in carrying out activities as public servants to produce good public services that are lawful, reasonable, and effective (Dobel, 1990).

Neuroticism affected performance through careful variables. This showed that being careful is essential in reducing volunteers' anxiety. The nature of neuroticism is synonymous with negative emotions such as worry, tension, and fear. Individuals who are dominant in their anxious nature are easily nervous in dealing with problems that most people think are trivial. They quickly become angry when faced with a situation that does not meet what they want. In general, they have less tolerance for disappointment and conflict. Neuroticism is related to a lack of concentration and a fear of being wrong. Nevertheless, a caring attitude can reduce neuroticism. According to Sosnowska et al. (2020), neuroticism is associated with higher susceptibility to stress and situations that are interpreted as threatening, which in turn trigger negative emotional responses, physiological stress, and impaired task performance. So that high vigilance is needed for volunteers so that their performance is not disturbed

The results showed that the performance of volunteers was influenced by extraversion through the variable careful. Extraversion is the behaviour of an outgoing person who seeks company, wants excitement, takes risks, and acts on impulse. According to Perry et al. (2010), they usually have



high social skills and teamwork knowledge. They show organizational citizenship behaviour, so it can be predicted that extraversion is capable of having job performance, satisfaction, and the emergence of the soul of a leader. However, if it is not accompanied by caution, people will feel uncomfortable with an overly friendly attitude because they still feel foreign to volunteers. Therefore, the attitude of extraversion builds personal energy through social interaction while still considering the convenience of society. If it is related to the Regsosek activity, the community will be more comfortable talking to people who are calmer so that the community's preconceived notions do not arise. Therefore, in collecting data it will be easy to do. Fast data collection will help research and study volunteers to be able to complete their work correctly because extraversion coupled with an attitude of caution determines the extent to which individuals proactively interact with society (interviewees).

The results showed that the attitude of openness had a positive and significant effect on the performance of the research and study volunteers. This happens because individuals with an open attitude have characteristics that can display intense intellectual curiosity, creativity, and flexibility of thinking, so they tend to have a more positive attitude toward learning new things and a higher intention to be involved in learning experiences. Therefore, a positive attitude to continue learning will improve the ability of research and study volunteers. Although open individuals are not necessarily more capable than less open individuals, open individuals are more likely to engage in behaviours and display mindsets that facilitate the long-term acquisition of knowledge and skills. Compared to less open volunteers, very open volunteers are more likely to explore their environment and experiment with new ways of doing things, especially in the implementation of research and economic data collection. Many people refuse to be data collected. So the hard work of volunteers plays an important role. This is supported by the finding of McCrae et al. (2005) that open people tend to be more imaginative, show a greater willingness to engage intellectually in tasks, and are more open to beliefs inconsistent with their point of view.

The data processing results showed that agreeableness had a positive and significant effect on the performance of the re-registered volunteers. Agreeableness measures altruism, sympathy, and a desire to help others. Low scorers tend to be selfish and distrustful of others. Public policy implementers must recognize the primacy that is always present and very important from normative values such as sympathy and compassion (Gawthrop, 2005), kindness and benevolence (Yusriadi et al., 2017; Arhas, Khatami et al., 2022; Takdir et al., 2021), selflessness and justice (Ayu et al., 2019; Ishak et al., 2020; Niswaty et al., 2020). The study's results also show that agreeableness negatively affects performance if you are careful.

Conscientiousness had a positive and significant effect on service performance. A person's primary character gives reality to every commitment, including passion (Alfian et al., 2019; Yusuf et al., 2021), optimism (Hough et al., 2020; Tenney et al.,

2015), courage (Tkachenko et al., 2020), conscientious attitude that determines performance (Imhof & Rüsseler, 2019). Employee performance can be seen from the quality of work produced by the employee concerned and concerning the quality of service, which will be seen from the neatness of work, accuracy, or the level of errors made by employees (Niswaty et al., 2021; Sari et al., 2020; Suprianto & Arhas, 2022). An employee must be able to carry out tasks neatly and thoroughly so that mistakes made in carrying out tasks can produce good quality work. Research and study volunteers must work quickly and thoroughly because the government's decision-making depends on the volunteers' data.

Carefulness had a positive effect on the performance of research and cross-sectional volunteers. A careful attitude will produce good performance because it can create work efficiency so that the work productivity of volunteers is high. Realizing the performance of public services so that they can support the administration of government, being careful to provide services quickly, namely in completing administrative arrangements according to predetermined operational standard times, where accuracy in terms of clarity of information on administrative equipment must be known. The data obtained by the research and study volunteers will be used as a reference for the government in determining policy. According to Brookes (2015), in communicating with the community, volunteers must act carefully and carefully to ensure community involvement.

## 6. CONCLUSION

The results showed that neuroticism in terms of worry, irritability, and loneliness did not affect volunteers' performance as government representatives in socio-economic registration activities. However, a caring attitude impacts the performance of research and study volunteers. Furthermore, extraversion, in terms of liking crowds, being friendly to everyone who is just known, and being filled with energy, does not affect the performance of research and study volunteers. However, a caring attitude will make the people in the data feel more comfortable so that excessive behaviour will not make people feel awkward. The openness of interest in learning new things from other people and having various emotions did not affect the performance of research and study volunteers. However, by being careful, volunteers as government representatives will produce work productivity because an attitude that is too open will make work exceed the allotted time limit because of the attitude attached to it.

Furthermore, the attitude of agreeableness in terms of being polite to new people, thinking positively about other people, being considerate, and being altruistic has a positive effect on performance but has a negative effect if the variable is careful. This shows that caution in agreeableness has a negative impact on performance. Conscientiousness in terms of being able to pace yourself to finish the job on time, face the situation with complete preparation, being serious about the task given, having clear goals and working to achieve them following the allotted time, and being committed and being able to be relied on to follow them up

affects the performance of volunteers both directly and through the careful variable. Being careful in keeping a low profile, following SOP, being humble and dressing neatly affected the performance of the research and study volunteers. This research can be used as reference material for governments in various sectors to provide debriefing for volunteers

on duty and things that need to be improved in volunteer debriefing. The limitations of this research are at the locus of research, which is quite limited, only in one region. At the same time, Indonesia is known as a return area with 514 regencies/cities spread across 38 provinces, which have different characteristics due to cultural differences.

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