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The Effect of Big Five Personality and Job Design on Civil Servant's Performance (Studies at the Ministry of Law and Human Rights Regional Office, West Nusa Tenggara)

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**ABSTRACT**

The objectives of this study are (1) To analyze and determine the significance of the influence of the Big Five Personality on the performance of Civil Servants at the Regional Office of the Ministry of Law and Human Rights in NTB.

(2) To analyze and find out the significant effect of the Job Design on the performance of Civil Servants of the Regional Office of the Ministry of Law and Human Rights of NTB. This type of research is associative causality research. This research was conducted at the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara, which is located on Jl. Majapahit No.44, Mataram. The data collection method used in this research is the census method which consists of Echelon IV officials and 126 (one hundred twenty-six) ordinary civil servants. Data analysis used partial least square (PLS). The results showed that (1) Big Five Personality has a positive and significant effect on Civil servant's Performance in the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara.

If Big Five Personality existing owned by 'good' civil servants, then it has an impact on better' Civil servant's Performance at the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara. Vice versa, if Big Five Personality existing are owned by 'less good' civil servants then have an impact on getting 'less good' Civil servants Performance. (2) Job Design has a positive and significant effect on Civil servant's Performance at the Regional Office of the Ministry of Law and Human Rights in West Nusa Tenggara. better' Job Design which is applied to the Office of the Ministry of Law and Human Rights in NTB region, then it has an impact on better Civil servant's Performance.

If Job Design there is 'not good' then impact on getting 'less good' Civil servant's Performance. Keyword: Big Five Personality, Civil servant's Performance

**INTRODUCTION**

Human Resources is a very valuable asset or a large investment which will be the main factor determining the success of an organization (Human Development Report, 2010). The success of an organization can be seen from the performance of civil servants. Performance is a potential that must be owned by every civil servant to carry out every task and responsibility given by the organization to civil servants. Good performance in an organization is marked by solving all organizational burdens effectively and efficiently by members of the organization so that problems that occur in the organization can be resolved properly.

As stated by Rivai (2005) civil servant's performance is the willingness of a person or group of people to carry out an activity and perfect it according to their responsibilities with results as expected. Furthermore, Luthans

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(2001) also stated that performance365IJSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72www.ijset.comis basically what the civil servants do or does not do, performance becomes the real foundation in an organization because if there is no performance then the organizational goals cannot be achieved. Performance needs to be used as evaluation material for leaders to determine the level of performance in the organization.Many factors can affect the civil servant's performance in an organization. Gibson (2008) mentions one of them is Personality.

The theory of personality that is widely researched and used is the Big Five Personality Model. This theory is used in this study because during the late 1980s and early 1990s to the present, most personality psychologists began to gravitate towards the five-factor model. These five factors have been found among various cultures, and use many languages (Mc Crae, 2002). The Big Five theory is a personality theory consisting of five factors to analyze a person's personality (Barrick and Mount, 1991). This analysis can show a person's personality, which then can predict the performance of a civil servant in completing a workload.

This is in line with the statement of Robbins & Judge (2015) that research on the big 5 personalities has found a relationship between personality dimensions and work performance.Personality is an important part of a worker because personality can reflect how someone behaves, generally in everyday life and especially in the world of work. And from this behavior, a pattern of action will emerge, as explained by Pervin, Cervone & John (2010) that personality affects a person's thoughts, feelings, and behavior. This indicates that a job or position must be assigned to a worker with an ideal personality so that the job can be completed satisfactorily.Big Five Personality Model is a theory of personality traits and factors which is based on factor analysis.

McCrae and Costa (1992) in Feist & Feist (2010), see that the nature of personality is bipolar and follows a bell distribution. Whereas most people will have scores that are close to the midpoint of each trait, few people will score at the extreme. John, Angleitner, & Ostendorf (1988) in Feist & Feist (2010), a five-factor model is built on a simpler approach by trying to find the basic core of personality by analyzing the words used by people to describe the personality of others. Further explanation regarding the big Five Personality Model proposed by Costa and McCrae (1992) in Klang (2012), the basic structure of 5 main factors, where each factor is built by interrelated parts. The five basic dimensions are self-confidence (Neuroticism); extraversion (Extraversion); openness to new things (Openness to Experience), ease to get along or easy to agree (Agreeableness); and conscientiousness.According to Cervone and Pervin (2012) Big, Five Personality is the most precise and accurate formula in measuring a person's personality in supporting or not supporting their performance in working in an organization.

It is also strengthened by the opinions raised by Thoresen, et.al., (2008), who states that the dimensions of a person's personality if it is associated with the level of productivity and performance at work, can be measured accurately using the Big Five Personality trait because the five dimensions in this theory are considered to most represent a person's personality dimensions at work.Apart from personality, job design is also considered a variable that can influence performance. A good job design can increase the knowledge and understanding of civil servants in carrying out tasks based on their roles and functions. On the other hand, a job that is not well designed will cause a decrease in performance and productivity.

Job Designs that are not based on or are not following the needs of the type of work carried out will lead to less than the optimal performance achieved by the organization. According to Munandar (2001), there are five intrinsic characteristics of work that show their relationship to the civil servant's performance for various types of work. The five intrinsic characteristics are skill variety, task identity, task significance,Many previous studies on personality related to performance such as research conducted by Thoresen, et.al (2004) showed that personality has a positive and significant effect on civil servant's performance. Meanwhile, according to research by Tseng & Lee (2011) in their research, it shows that personality characteristics can improve civil servant's performance.

Research conducted by Alfian, et al. (2018) found that personality has a positive and significant influence on the performance of civil servants of PT PLN (Persero). Research conducted by Whidiastuti (2014)366IJSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72www.ijset.comstates that there is an influence of each

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factor in the Big Five Personality, namely the Neuroticism factor; Extraversion; Openness to Experience; Agreeableness; and Conscientiousness towards creativity which has implications for performance. The results of previous research on the influence of personality on a civil servant's performance show that personality plays an important role in civil servant's performance levels.

By improving and developing a good personality for civil servants, the company will be able to benefit. These benefits can be obtained if the organization can develop the personality of its civil servants on an ongoing basis which leads to positive work behavior. Thus the civil servants will have a good performance. Some of these results also show differences between one study and another, namely in the form of personality and performance measurement indicators used. Therefore this research is very interesting to be studied further. There are many previous studies on the effect of job design on performance including research conducted by Chandra, et al.,

(2017) which states that job design consisting of skill variety, task identity, task significance, autonomy, and feedback has a significant and positive effect on civil servants performance. Research conducted by Afandy (2016) found that job design consisting of skill variety, task identity, task significance, autonomy, and feedback had a significant and positive effect on civil servant's performance. Frismandiri (2018) found that job design through organizational commitment variables has a significant and positive effect on civil servant's performance. The results of previous research on the effect of job design on performance are interesting to study further because every organization requires the design of a systematic work mechanism to increase the efficiency and effectiveness of both organizational and individual civil servant's performance. This systematic design is job design. Personality factors and job design in this study are interesting to study because they are following the phenomena that occur at the research location that has been selected, namely the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara, which is a vertical representative office. As an extension of the regional government, the West Nusa Tenggara Regional Office of the Ministry of Law and Human Rights oversees several Technical Implementing Units throughout West Nusa Tenggara Province.

Regional offices have a very central role in running the wheels of organization in the regions, but several phenomena occur both in the regional office environment and the Technical Implementation Unit of the Ministry of Law and Human Rights, including civil servants who find it difficult to accept new things and are slow in accepting new things. do innovation. Even though they are stimulated to innovate, they will be reluctant to take part in training or upgrading their skills such as training in technology. Also, some personalities find it difficult to accept criticism and suggestions and are afraid of changes in the organization. When the organization will make a change, not all civil servants will follow and sometimes judge the leader negatively. This shows that their personality will have low openness to experience so that they tend to have narrow, conservative thinking, do not like change, and are less willing to take risks which lead to low performance of Civil Servants who are in the scope of the Regional Office of the Ministry of Law and West Nusa Tenggara Mamusia Human Rights. In

addition to personality factors, job design factors that exist in the scope of the Regional Office of the Ministry of Law and Human Rights of West Nusa Tenggara, which can be seen from a large number of civil servants who have insufficient skills at work, a delegation of tasks and authorities that are not following the main duties and functions of each. Each civil servants, the placement of civil servants that do not match their educational qualifications, and the lack of feedback from the leadership to their subordinates are also considered as triggers for the decline in the performance of Civil Servants in the office. 3671 | IJSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 | ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 | www.ijset.com The objectives of this study are as follows: 1) To analyze and determine the significance of the influence of the Big Five Personality on the performance of Civil Servants at the Regional Office of the Ministry of Law and Human Rights in West Nusa Tenggara. 2)

To analyze and find out the significant effect of job design on the performance of Civil Servants of the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara. THEORETICAL BASIS  
Personality  
Larsen & Buss (2008) state that personality is a set of psychological traits and mechanisms within an organized, relatively enduring individual that affect the interaction and adaptation of individuals in the environment (including the infographic, physical and social environments). Cervone and Lawrence (2012) explain that personality is a relatively permanent character pattern and a unique character that provides

consistency and individuality to a person's behavior. Personality can be said as the total number of ways individuals react and interact with others. Some characteristics are generally inherent in each individual. These characteristics when shown in various situations are referred to as personality traits.

This personality trait shows the various behaviors of the individual in a variety of actual patterns. The more consistent and frequent the appearance of these characteristics in various situations, the more it will describe the characteristics of an individual (Robbins & Judge, 2008). The most researched and used personality is the Big Five Personality Model. During the late 1980s and early 1990s to the present, most personality psychologists began to gravitate towards the five-factor model. These five factors have been found among various cultures, and use many languages (Mc Crae, 2002). The Big Five theory is a personality theory consisting of five factors to analyze a person's personality (Barrick and Mount, 1991).

This analysis can show a person's personality, which then can predict the performance of a civil servant in completing a workload. This is in line with Robbins & Big Five Personality the raised Costa & McCrae (Cervone and Lawrence, 2012) is an introduction to five different components which when presented together will provide a true picture of how the type of person responds to a situation or others (Landy & Conte, 2004). Big Five Personality (Costa & McCrae in Cervone and Lawrence, 2012) is an approach that theoretically refers to the five personality traits, namely trait neurotics, extraversion (openness), openness to experience (openness to experience), agreeableness (agreement), and conscientiousness (conscience). Job Design Simamora (2004) states that job design is the process of determining the tasks to be carried out, the methods used to carry out these tasks, and how the work is related to other jobs in the organization.

Job design combines the content of the job (duties, powers, and relationships) and the required qualifications (skills, knowledge, and abilities) for each job in a way that meets the needs of civil servants and organizations. Work that is not according to experts will be very difficult for civil servants to carry out. The job design must be designed as well as possible by considering the elements that affect the Job Design. Handoko (2018) said that job design is a function of determining the work activities of an individual or group of civil servants in an organized manner. Its purpose is to organize work assignments that meet organizational, technological, and behavioral needs. From the perspective of personnel management, job design greatly influences the quality of work-life, which is reflected in the individual satisfaction of officeholders. Dessler (2004) said that job design is written knowledge about what a worker should do, how that person should do it, and how the working conditions are.

Job design includes job368IJSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijset.com identification, job and job relationships, work standards and authority, work conditions must be described in terms of work. clear, an explanation of the positions below and above. According to Rivai and Sagala (2010), job designer experts consider these elements to create satisfying and productive work. Each element of Job Design has an important value that varies depending on the person designing it. Civil servant's productivity and job satisfaction will provide feedback, how well a job is designed. Poor job design will result in low productivity, frequent civil servant's shifts, absences, complaints, sabotage, splits, and other problems. According to Rivai and Sagala (2010), the elements that influence job design are organizational, environmental, and behavioral elements. The organizational element deals with efficiency issues.

Jobs are designed efficiently to encourage capable and motivated civil servants to achieve maximum productivity in the best possible ways. These efforts show that specialization is the key to job design. The second aspect of job design relates to environmental elements such as the ability and availability of potential civil servants and their social expectations as well as the civil servants' physical attitude (ergonomics). Work cannot be designed using only the elements that lead to efficiency. Instead, job designers use behavioral research to provide a work environment that helps meet individual needs. A certain level of need becomes very important. Performance Organizational performance is the level of achievement of results to achieve organizational goals (Simamora, 2004).

Performance is a work result that can be achieved by a person or group of people in an organization per their respective authorities and responsibilities to achieve organizational goals (Wibowo, 2008). Performance appraisal is a process of appraising work results that will be used by management to inform civil servants

individually about the quality of their work from the point of view of the interests of the organization. In this case, civil servants must be informed of the results of their work. Many factors can affect the civil servant's performance in an organization. Gibson (1987:78-80) mentions one of them is Personality. The theory of personality that is widely researched and used is the Big Five Personality Model.

This theory is used in this study because during the late 1980s and early 1990s to the present, most personality psychologists began to gravitate towards the five-factor model. These five factors have been found among various cultures, and use many languages (Mc Crae, 2002). The Big Five theory is a personality theory consisting of five factors to analyze a person's personality (Barrick and Mount, 1991). This analysis can show a person's personality, which then can predict the performance of civil servants in completing a workload. This is in line with the statement of Robbins & Judge (2015) that research on the big 5 personalities has found a relationship between personality dimensions and work performance. In

Government Regulation Number 30 of 2019 concerning Performance Assessment of Civil Servants, Performance Planning consists of the preparation and determination of Civil servants Performance Targets with due regard to Work Behavior. Civil servants Work Objectives with indicators for Job Duties and Activities (Quantity, Quality, Time, and Cost), Work Behavior consists of Service Orientation, Work Initiatives, Commitment, Cooperation, and Leadership. CONCEPTUAL FRAMEWORK AND HYPOTHESES Personality is one of the distinctive and unique factors of a person that underlies civil servant's behavior at work (Rivai and Sagala, 2011). According to Robbins (2008) personality is basically a physical and psychological system in an individual that determines his unique adaptation to the environment. Personality is one of the important aspects of career maturity and one's performance in living a career (Riadi, 2018).

Performance is the level of success in carrying out tasks and the 369 IJISSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijiset.com ability to achieve predetermined goals. A person's personality will greatly affect how an individual achieves the goals that have been set. The first hypothesis (H1) can be formulated: Big Five Personality has a positive and significant effect on the performance of Civil Servants at the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara. According to Rivai and Sagala (2009) job design is the process of determining which task will be carried out or implemented, the methods used to carry out this task, and how they work is related to other jobs.

Job design determines how the manager's working relationship with his civil servants and the relationship between the civil servants themselves. Job design has significance for civil servants and organizations. Thus, of course, there is a relationship between job design and the performance produced by civil servants, meaning that the better the Job Design is, it is assumed that the resulting performance will be better too. This is because the Job Design has provided a professional work picture to be done by every civil servant involved in one job. Simamora (2004) said job design is the process of determining the tasks to be carried out, the methods used to carry out these tasks, and how the work is related to other jobs in the organization. Thus there is an influence of job design on civil servant's performance.

Civil servant's performance will be good if the job design is well fulfilled. The second hypothesis (H2) can be formulated: Job Design has a positive and significant effect on the performance of Civil Servants at the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara. CONCEPTUAL FRAMEWORK Based on the description, background, theoretical basis and the relationship between the variables above, the conceptual framework of this study is as follows: Big Five Personality Job Design H1 Performance of Civil Servants H2 Figure 1 Conceptual Framework METHOD This type of research is associative research, which is research that aims to analyze the relationship between two or more variables (Wijaya, 2013: 106).

The form of analysis used is causality because researchers want to analyze in-depth the relationship between variables to personality and job design on performance. The data collection method used in this research is the census method. The census method is a method that uses all members of the population to become samples of respondents (Sugiyono, 2013: 85). The total population is 126 (one hundred twenty-six) people. The data collection tool used in this study was a questionnaire. The Big five personality questionnaire is sourced from Cosa and McCrae (in Corvone and Lawrence, 2012). The number of Big Five Personality items is 20 items.

Meanwhile, the Job Design is sourced from (Simamora,2004) with a total of 15 indicators. The civil servant's performance questionnaire is sourced from Government Regulation Number 30 of 2019 concerning Civil Servant Performance Measurement with 10 items of indicators. The product-moment correlation value for the Big five personality variable ranges from 0.547-0.638; the Job Design variable is scaled between 0.518-0.659; the civil servant's performance variable ranges from 0.558-0.793.

This value is greater than the standard product-moment correlation of 0.3 means that all variable items are declared valid. Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijiset.com correlation of 0.3 means that all variable items are declared valid.

Meanwhile, the Cronbach alpha value for the Big five personality variable was 0.903, the job design variable was 0.800, the civil servant's performance variable was 0.827. This value is greater than the Cronbach alpha standard of 0.60, which means that all variable items are declared reliable. This study uses the Partial Least Squares (PLS) method. The PLS method is a method that combines the properties of the main component and multiple linear regression. The purpose of the PLS method is to estimate and analyze the dependent variable from the independent variables.

In this case, PLS reduces the dimensions of the independent variables by forming new variables which are linear combinations of independent variables with smaller dimensions (Abdi, 2010). PLS analysis is used per the problems studied, the condition for the number of samples that is not large and does not require normality, and other requirements that are strictly following a variety of parametric statistical approaches. RESULT Description of Research Variables With the average value of the respondents' answers, it can be stated that the Big Five Personality belongs to the good category. This means that civil servants at the Regional Office of the Ministry of Law and Human Rights in the West Nusa Tenggara have Big Five good or high Personality in the profession they do as Civil Servants. With the average value of the respondent's answers, it can be stated that the Job Design is in a good category.

This means that the Regional Office of the Ministry of Law and Human Rights in the West Nusa Tenggara has a good Job Design that has been adjusted to the abilities and qualifications in the profession that Civil Servants are engaged in as HR in the organization. Civil servant's performance is in the high category. This means that civil servants at the Regional Office of the Ministry of Law and Human Rights in the West Nusa Tenggara have high performance in the profession they do as Civil Servants. Results of Partial Least Square (PLS) Analysis Hypothesis testing in this study using Partial Least Square (PLS) analysis with the SmartPLS 3.0 program. Table 1. Structural Model Relationship Between Variables Path Coefficient Big Five Personality Civil T Statistic P Values Information servant's Performance 0.696 10.626 0.000 Significant Job Design 's Performance 0.181 2.352 0.020 Significant Following the hypothesis that has been built, the first hypothesis states that "Big Five Personality positive and significant effect on civil servant's performance.

Test results on the intermediate path coefficient Big Five Personality with Civil servants Performance at the Regional Office of the Ministry of Law and Human Rights in the West Nusa Tenggara region according to Table 1. shows a coefficient value of 0.696 with a p-value of 0.000 which is smaller than the standard 5% (0.000 < 0.05) which means significant. Therefore, it can be stated that Big Five Personality has a positive and significant influence on civil servant's performance, so the first hypothesis is accepted. The second hypothesis states "Job Design has a positive and significant effect on Civil servants Performance at the Regional Office of the Ministry of Law and Human Rights in the West 371 IJSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijiset.com Nusa Tenggara". The test results on the path coefficient between Job Design and Civil servants Performance following Table 1.

have a positive effect of 0.181 with a p-value of 0.020 which is smaller than the standard error of 5% (0.020 < 0.05) which means significant. Therefore, it can be stated that Job Design has a significant positive effect on Civil servants Performance, which means that the second hypothesis proposed in this study can be accepted. DISCUSSION The Influence of Big Five Personality on Civil servant's Performance The results of the analysis using partial least square (PLS) have proven that the Big Five Personality has a positive and significant effect on Civil servant's Performance at the Regional Office of the Ministry of Law and Human Rights in the West Nusa Tenggara. This is evidenced by the PLS results which show a path coefficient of 0.696 with a p-value of 0.000.



The meaning is, if the Big Five Personality owned by civil servants is getting 'better', then the impact on Civil servants Performance is getting 'higher' in the Regional Office of the Ministry of Law and Human Rights in the West Nusa Tenggara. Likewise, if the Big Five Personality of civil servants is 'not good', then the impact on civil servant's performance is getting 'lower'. These findings are in line with the concept that has been stated that personality is the right predictor of achieving the best performance for all types of work. Personality is a very important aspect of study regarding behavior in an organizational environment (Robbins, 2012; Gibson et al., 2008).

The ability of individuals to survive their jobs with their work environment depends on their success in adapting their personalities to their work environment. Individuals with personalities that match the demands of their work environment will feel accepted in the organization. However, individuals with personalities that are incompatible with the demands of their work environment are faced with two choices, namely trying to be adaptive or withdrawing from the organization and joining other organizations that are more in line with their demands. This shows that individual personality is one of the determinants of work effectiveness to achieve organizational goals.

Based on this personality approach, civil servants with personalities that do not match the personalities of civil servants may experience a decrease in performance because they feel that the workload is too high. Demands for high civil servant's performance have indeed become part of all government agencies, including within the Regional Office of the Ministry of Law and Human Rights in West Nusa Tenggara has the task of carrying out the duties and functions of the Ministry of Law and Human Rights in the province based on the Minister's policy and the provisions of laws and regulations. However, the existing facts show that not all civil servants have a high performance per the expectations of government agencies. Therefore, to be able to improve performance, one of the things that need to be considered by civil servants is the personality factor. These personality factors include neutralism, extraversion, openness to experience, agreeableness, conscientiousness. John, Donahue, and Kentle (1991) describe the top five dimensions of personality as Neuroticism characterized by having high creativity, imagination, and curiosity from emotional stability. Extraversion is characterized by talkative and passionate.

Openness to experience is characterized by originality, curiosity, and ingenuity. Conscientiousness is characterized by regularity, responsibility, and reliability, sometimes also called dependability. Agreeableness is characterized by kindness, willingness to cooperate, and trust. Extraversion synonymous with energetic, positive emotions, passionate or excited, and likes to group. Yuwono (2005) states the dimensions of personality extraversion include a person's level of pleasure in establishing interactions. People who extrovert tend to like groups and can socialize in groups: they like to talk, stand out, and seeks attention for themselves, and are assertive.

An organization needs civil servants who are active in interacting with other civil servants to facilitate coordination with fellow civil servants in completing a job and a feeling of enthusiasm for work because of personality types extraversion who is easy to adapt and get along with anyone. This can make civil servants not lazy and have high-quality performance. 3721JISSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijiset.com Openness to experience identified with intellectuality, high cognitive abilities, consequent, and creative. Civil servants with high creativity, high intellectual, and high cognitive abilities will tend to have high performance because of the creativity of new ideas that the civil servants have to complete a job with certain skills that make it easier for civil servants to complete tasks. Thus, someone with an imaginative openness and full of insight can see a vision for the future of the organization (Judge and Bono, 2004). Neuroticism is identified with have creativity, imagination, and high curiosity.

Neurotic individuals are highly intelligent and conscientious. When civil servants complete certain jobs, in which in fact their work is routine and accumulates, the owner of the neuroticism personality type will improve their performance. Agreeableness according to Yuwono (2005) states this dimension shows an individual's tendency to submit and agree with others. There is a tendency for someone to be able to work by helping each other both individually and in groups, to have mutual trust and sympathy for their work partners because it can be said that the job qualifications performed by civil servants tend to require agreeableness in the work

process and interaction patterns.

This is also reinforced by the statement that agreeableness is a personality that shows pleasure to work with others, related to aspects of trust, flexibility, cooperation, and tolerance (Neuman, Wagner, & Christiansen, 1999). Conscientiousness According to Sinha (2007), individual conscientiousness is a productive worker and has high performance, because someone conscientious tends to have a strong direction and work hard to achieve goals. Individuals whose conscientiousness is goal-oriented and detail-oriented, tend to be actively involved in management, they are reliable and unlikely to shirk job responsibilities, they are also unlikely to exhibit passive leadership behaviors which include a lack of self-discipline and a standard of leadership responsibility (John, 1991). The results of this study are in line with research conducted by Gupta and Gupta (2020); Ali, I.,

(2019); Rashid, Sah, Ariffin, Ghani, and Yunus, (2016); Darmawan (2017); Komarraju, Karau, Schmeck, Avdic (2011) who found that personality with 5 types, namely neuroticism, extraversion, openness to experience, agreeableness, conscientiousness has a significant effect on performance. Likewise, the results of research conducted by Arief Rahman Hakim (2010), Ahmad Sugiyanto (2013), Whidiastuti (2014), Herman Sulistio (2016), Lusiana Dewi (2016), Nur Muhsin (2016), Tekege et al (2018), Alfian et al (2018), Rinaldi Adam (2019), and Mochammad Al Musadieg M. Cahyo Widyo Sulistyo (2018), who state that the Big Five Personality has a positive and significant effect on Civil servants Performance. The Influence of Job Design on Civil servant's Performance The results of the analysis used analysis partial least square (PLS) has proven that Job Design has a positive and significant effect on Civil servant's Performance at the Office of the Ministry of Law and Human Rights in the NTB region. This is evidenced by the PLS results which show a path coefficient of 0.696 with a p-value of 0.000.

The meaning is, the 'better job Design which is applied to the Office of the Ministry of Law and Human Rights in the NTB region, has an impact on the 'higher' of civil servant's performance. Vice versa, if Job Design if there is 'not good', it will have an impact on 'lower' civil servants performance. According to Mathis and Jackson (2006), job design is concerned with organizing work, tasks, and responsibilities in a productive work unit that involves the content of work and its effect on labor. Job design needs more attention because job design can affect performance. A

job design that describes the determination of tasks, the methods used, and how their work is completed within the organization is well-formed so that individual performance will be good (Simamora, 2004: 116). According to Fajar & Heru (2010), the objective of the overall job design is to produce work assignments that are in accordance with the needs of the organization, technology needs, and which satisfy the personal needs of the job implementers. The key to successful job design is to strike a balance between the needs of the organization and the needs of the job implementer. 373 IJISSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijiset.com In Luthan (2006: 560) it is stated that there are five approaches to Job Design.

Starting from technical work, job enrichment, quality of work-life, social information processing, and finally job characteristics. The job characteristics approach or better known as the Job Characteristic Model was developed by Hackman and Oldham. The job characteristics model identifies five core dimensions of job characteristics and their relationship to personal and work outcomes. The five core dimensions of job characteristics are (a) Skill variety, namely the extent to which the job demands a variety of different activities so that the job can use a number of different skills and abilities. (b) Task identity, namely the extent to which the work demands the completion of all pieces of work in its entirety and can be recognized. (c). Task significance is the extent to which the job has a significant impact on the life of someone else's job.

(d). Autonomy (autonomy), namely the extent to which the job provides considerable freedom, independence, and flexibility to individuals in scheduling the work and determining the procedures used in completing tasks. In Hackman & Oldham (1976) feedback is divided into two sources, namely feedback from the work itself and feedback from superiors and colleagues. The five core dimensions above will cause 3 psychological states that can be felt by civil servants, namely: (1). Feelings of meaning, namely cognitive states which include the level of how civil servants feel that their work can contribute valuable, important, and valuable. (2).



Responsibility, this situation focuses on how civil servants feel personal responsibility or accountability for their work. (3). Knowledge of the results is obtained from continued feedback, this psychological state involves the level at which civil servants are able to understand how they are performing. In this case, the diversity of skills, the identity of the task, and the significance of the task lead to the experience of feeling meaningful. Autonomy creates a feeling of responsibility and feedback results in knowledge of the work. If these three psychological states are as painful as seen, civil servants feel more comfortable with themselves when they show good performance (Luthan, 2006: 564).

Hackman in Luthan (2006) suggests that this model proposes that the internal reward is achieved by an individual when he learns (knowledge of results) that he personally (feels responsibility) does well a task he cares about (meaningful feelings). "The job characteristics model illustrates that the five job characteristics are related to the quality of the civil servant's performance. CONCLUSION Based on the descriptive research results, it is concluded that the Big Five Personality of Civil servants Performance in the Regional Office of the Ministry of Law and Human Rights of West Nusa Tenggara is categorized as good. Job Design on Civil servants Performance at the Regional Office of the Ministry of Law and Human Rights of West Nusa Tenggara is also categorized as good.

Likewise, the performance at the Regional Office of the Ministry of Law and Human Rights in West Nusa Tenggara was in a good category. Furthermore, based on the results of the PLS analysis, it can be concluded that the Big Five Personality has a positive and significant effect on Civil servants Performance at the Regional Office of the Ministry of Law and Human Rights in West Nusa Tenggara. If the Big Five Personality of civil servants is 'good', it will have an impact on 'higher' Civil servants Performance at the NTB area of the Ministry of Law and Human Rights Office. Vice versa, if the Big Five Personality owned by civil servants is 'not good', it will have an impact on 'lower' civil servants performance. Furthermore, Job Design has a positive and significant effect on Civil servants Performance at the Regional Office of the Ministry of Law and Human Rights, West Nusa Tenggara.

This means that if the Job Design is applied 'well' to the Office of the Ministry of Law and Human Rights in the NTB region, it will have an impact on 'higher' civil servants performance. Likewise, if the existing job design is 'not good', it will have an impact on 'lower' civil servants performance. 374 IJSET - International Journal of Innovative Science, Engineering & Technology, Vol. 7 Issue 12, December 2020 ISSN (Online) 2348 – 7968 | Impact Factor (2020) – 6.72 www.ijiset.com FURTHER RESEARCH SUGGESTIONS The addition of external variables to see the civil servant's performance so as to expand the scope of research with related topics can be considered for further research.

Using the instrument of extracting information with a personal interview system is a good suggestion to explore broader answers to each individual from the related variables, especially in explaining the phenomenon that occurs. Exploration of variables Big Five Personality it can be said that it is still very general so it needs to be classified into 5 variables to become research variables in the framework of future scientific development. REFERENCES Affandy, R. E., 2016, The Effect of Job Characteristics on Civil servants Performance with Motivation and Work Environment as Moderating Variables. Journal of Economics and Business. Vol. 07 No. 02 Month July 2016 Page 77-86 p-ISSN: 2088-6845 e-ISSN: 2442-8604 Ali, I., (2019), Personality traits, individual innovativeness and satisfaction with life, Journal of Innovation & Knowledge 4 (2019) 38–46, <https://doi.org/10.1016/j.jik.2017.11.002> Alfian, Y., Musadieg, M., Sulisty, M. C. W.,

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