

## THE INFLUENCE OF WORK ENVIRONMENT AND WORKLOAD ON EMPLOYEE PERFORMANCE IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF THE PROVINCE WEST PAPUA WITH JOB SATISFACTION AS A MEDIATION VARIABLE

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### Abstract:

The existence and advancement of organizations, whether in the public or private sector, rely heavily on the strategic role of Human Resources (HR) as the main driving force. This study aims to analyze the effect of Work Environment and Workload on Employee Performance, with Job Satisfaction as a mediating variable, at the Population and Civil Registration Office of West Papua Province. A quantitative approach was employed, with a total population of 39 employees from the Secretariat Division. The sampling technique used was saturated sampling, where all members of the population were included as samples. Data analysis was conducted using Structural Equation Modeling with the Partial Least Square (SEM-PLS) method. The results show that the Work Environment has a positive and significant effect on both Employee Performance and Job Satisfaction. Workload has a negative and insignificant effect on Employee Performance but a negative and significant effect on Job Satisfaction. Furthermore, Job Satisfaction has a positive and significant effect on Employee Performance. The mediation analysis reveals that Job Satisfaction partially mediates the effect of the Work Environment on Employee Performance but does not mediate the effect of Workload on Employee Performance.

**Keywords:** Employee Performance, Work Environment, Workload, Job Satisfaction

## INTRODUCTION

The existence and progress of an organization cannot be separated from the strategic role of Human Resources (HR) as the main driver, both in the private and public sectors. HR not only plays a role as an operational implementer but also as a driver of innovation, a determinant of work culture, and a key factor in building an organization's competitive advantage. The Population and Civil Registration Service (DISDUKCAPIL) of West Papua Province is a regional government institution responsible for managing population administration and civil registration in the province. Its functions include providing services for issuing population documents, such as Identity Cards (KTP), Family Cards (KK), birth certificates, death certificates, and other civil registration documents. This institution plays an important role in supporting regencies in West Papua, including Manokwari Regency, by ensuring that every citizen has a valid legal identity for access to public services, such as education, health, and social assistance. The benefits for Manokwari Regency include accurate data collection to support regional development, election implementation, and population data-based policies.

Referring to the results of the initial review at the Secretariat Office of the Population and Civil Registration Service of West Papua Province, problems were still found related to employee



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Based on the phenomenon of problems and the results of previous studies that the author has described regarding the work environment, workload and job satisfaction and the impact of these problems on employee performance at the Population and Civil Registration Service of West Papua Province, the author is interested in researching and analyzing a study entitled "The Influence of Work Environment and Workload on Employee Performance at the Population and Civil Registration Service of West Papua Province with Job Satisfaction as a Mediating Variable".

**Employee Performance.** Performance is a function of motivation, competence, and compensation; the factors that influence performance are ability factors, motivation factors, and compensation. According to Aguinis (2019), employee performance refers to measurable results from individual efforts, including task performance (goal achievement) and contextual performance (behavior that supports organizational culture, such as collaboration and proactive problem-solving). Employee performance is the work results achieved by an employee in carrying out their duties according to their role in the organization (Sanjaya et al., 2022). Employee performance indicators in this study include work quality, work quantity, time utilization, attendance rate, cooperation, independence, and efficiency in carrying out tasks.

#### Work environment

According to Robbins and Judge (2021), the work environment is defined as the totality of physical conditions, social interactions, and organizational policies that shape employees' daily experiences, influence their job satisfaction, and determine their ability to perform tasks effectively. Sedarmayanti (2021) states that the work environment is the totality of tools and materials encountered, the surrounding environment where a person works, their work methods, and their work arrangements both as individuals and as a group. Work environment indicators in this study include work atmosphere, relationships between coworkers, relationships between subordinates and leaders, availability of work facilities, and safety in the workplace.

The relationship between the work environment and performance is supported by the results of previous studies, including Ernanzda et al. (2024), showing that the work environment has a positive and significant influence on the performance of employees of PT Perintis Perkasa Medan. This finding is also supported by Kusuma et al. (2023), Oktavia & Fernos (2023), Firjatullah et al. (2024), and Sari (2023), who stated that the work environment has a positive and significant influence on employee performance in various agencies and companies.

The relationship between the work environment and job satisfaction by previous research results, including Dharmawan & Nugroho (2023), showed that the work environment has a positive and significant effect on employee job satisfaction at PT. Dhamar Tunggul Wulung, Kediri City. Similar results are also supported by Lawren & Ekawati (2023), Uma & Swasti (2024), Jumanis & Rianto (2023), and Halizah (2023), who stated that the work environment has a positive and significant effect on employee job satisfaction in various organizations. Based on theory and several previous researchers, the following hypothesis is formulated:

- H1: Work environment has a positive and significant influence on employee performance.
- H2: Work environment has a positive and significant influence on job satisfaction.

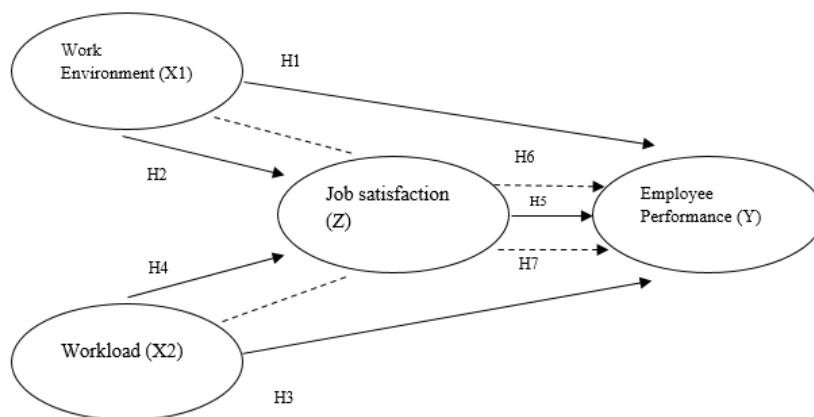
**Workload.** According to Idayanti., et al (2020), workload is one source of stress due to excessive work or tasks. This condition requires leaders to have more energy to complete their work, but it all depends on the individual; the final result of each task depends on how someone experiences the workload they feel. Nurhasanah et al. (2022) define workload as a collection of work activities that must be completed on time according to the time target given by the company. Workload indicators in this study include targets to be achieved, mental burden, work conditions and time burden.







- H7: Workload has a negative and significant effect on Employee Performance through Job Satisfaction.



**Figure 1.** Research Framework

## METHODS

This study focuses on the influence of work environment and workload on employee performance at the Population and Civil Registration Service of West Papua Province, with job satisfaction as a mediating variable. The scope of this study is the Population and Civil Registration Service of West Papua Province located at Jl. Brigjen Marinir (Ret.) Abraham O. Ataruri Arfai, Manokwari, West Papua. This study uses quantitative methods. The population in this study were 39 employees of the Secretariat Section of the Population and Civil Registration Service of West Papua Province. The sample in this study was 39 employees who worked Population and Civil Registration Service of West Papua Province. The data collection methods used include survey methods using questionnaire instruments. The statement items are measured using a Likert scale using five numbers from 1 (strongly disagree) to 5 (strongly agree). Interviews forget information directly from respondents and observations to find out the real situation in the field. The data analysis technique used is inferential analysis using SmartPLS 3.

## RESULT AND DISCUSSION

**Validity and Reliability Test.** Convergent validity is a criterion for measuring the validity of an indicator that is reflective. An indicator is said to be valid if the outer loading coefficient is between 0.60-0.70, but for an analysis whose theory is not clear, the outer loading is 0.50, and the significance at the alpha number is 0.05, or the t-statistic is 1.96.

Table 1 shows that all indicators meet the valid requirements based on the Convergent validity criteria, namely the outer loading value > 0.60, which is statistically significant.

**Table 1.** Test ResultsConvergent Validity

Variables	Indicator	Loading factor	T Statistics ( O/STDEV )	P Values	Caption
Work environment(X1)	X1.1 <-Working Atmosphere	0.923	18,649	0.000	Valid
	X1.2 <-Coworker Relationships	0.840	7,536	0.000	Valid
	X1.3 <-Leadership Relations	0.939	18,772	0.000	Valid
	X1.4 <-Work Facilities	0.855	17,545	0.000	Valid
	X1.5 <-Security	0.906	26.117	0.000	Valid



Variables	Indicator	Loading factor	T Statistics ( O/STDEV )	P Values	Caption
Workload (X2)	X2.1 <- Target Achieved	0.817	9,243	0.000	Valid
	X2.2 <-Mental Burden	0.909	18,761	0.000	Valid
	X2.3 <-Job Conditions	0.848	10,047	0.000	Valid
	X2.4 <-Time Burden	0.671	5,443	0.000	Valid
Job Satisfaction (Z)	Z1.1 <-Work	0.888	19,853	0.000	Valid
	Z1.2 <-Wages	0.940	26,781	0.000	Valid
	Z1.3 <-Supervisor	0.913	22,134	0.000	Valid
	Z1.4 <-Work performance	0.841	12,698	0.000	Valid
	Z1.5 <-Work Regulations	0.878	13,371	0.000	Valid
Employee Performance (Y)	Y1.1 <-Quality of Work	0.864	14,085	0.000	Valid
	Y1.2 <-Quantity of Work,	0.881	8,375	0.000	Valid
	Y1.3 <-Utilization of Time	0.733	4,275	0.000	Valid
	Y1.4 <-Attendance Rate	0.889	18,994	0.000	Valid
	Y1.5 <-Cooperation	0.903	10,971	0.000	Valid
	Y1.6 <-Independence	0.810	10,664	0.000	Valid
	Y1.7 <-Task Efficiency	0.874	11,279	0.000	Valid

Source: Data processed by SmartPLS 3

Table 2 shows that the Composite Reliability and Cronbach's Alpha values for each construct are greater than 0.70, so all instruments have met the reliability requirements.

Table 2. Reliability Test Results

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Workload (X2)	0.829	0.852	0.887	0.665
Job Satisfaction (Z)	0.936	0.940	0.951	0.797
Employee Performance (Y)	0.937	0.943	0.949	0.727
Work Environment (X1)	0.936	0.941	0.952	0.798

Source: Data processed Data processed SmartPLS 3

**Hypothesis Testing.** The results of the path and significance tests are shown in Table 3. Based on the analysis results, it shows:

- H1 is accepted, namely that the work environment has a positive and significant effect on employee performance. This is shown by Work Environment (X1) also has a positive effect of 0.373 on Employee Performance (Y), and this relationship is significant at the level of  $0.048 < 0.05$  with a t-statistic value of  $1.979 > 1.96$ .
- H2 is accepted, namely, the work environment has a positive and significant effect on job satisfaction. This is shown by the work environment (X1) having a positive effect of 0.591 on job satisfaction (Z), and the relationship is significant because the p-value is  $0.000 < 0.05$  and the t-statistic is  $5.822 > 1.96$ .
- H3 is rejected. This is shown from workload (X2) has a negative effect of -0.074 on employee performance (Y), but this relationship is not significant because the p-value is  $0.603 > 0.05$  and the t-statistic value is  $0.521 < 1.96$ .
- H4 is accepted. Namely, the workload has a negative and significant effect on job satisfaction. This is shown by the workload (x2) having a negative effect of -0.295 on job satisfaction (z), and the relationship is significant at the level of  $0.006 < 0.05$ , and the t-statistic value is  $2.781 > 1.96$ .



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5. H5 is accepted, namely, that job satisfaction has a positive and significant effect on employee performance. This is indicated by job satisfaction (Z) having a positive effect of 0.471 on employee performance (Y), and the relationship is significant at the level of  $0.039 < 0.05$  with a t-statistic value of  $2.070 > 1.96$ .
6. H6 is accepted, namely, work environment has a positive and significant influence on employee performance through job satisfaction. This is shown by the results of the analysis of the mediation role test through indirect effects and direct effects.
7. H7 is rejected. This is indicated by the results of the analysis of the mediation role test through indirect effects and direct effects.

Table 3 shows that the value R-Square ( $R^2$ ) on the Job Satisfaction variable (Z) is 0.680 (strong model). This shows that 68.0% of the variation in Job Satisfaction can be explained by the independent variables in the model, namely Work Environment (X1) and Workload (X2). The remaining 32.0% is explained by other variables not included in this model. Furthermore, the R-Square value on the Employee Performance variable (Y) is 0.735 (strong model), which shows that 73.5% of the variation in Employee Performance can be explained by the Work Environment (X1), Workload (X2), and Job Satisfaction (Z). Other variables outside the model explain the remaining 26.5%.

MarkQ<sup>2</sup> for the Employee Performance variable (Y) is 0.506. Since  $Q^2 > 0$ , it can be concluded that Work Environment (X1), Workload (X2), and Job Satisfaction (Z) have good predictive relevance to the Employee Performance variable. Therefore, the structural model has a strong predictive ability to the Employee Performance variable.

**Table 3.** Hypothesis Test Results

Construct	Original Sample (O)	T Statistics ( O/STDEV )	P Values	Information
Workload (X2) -> Job Satisfaction (Z)	-0.295	2,781	0.006	Significant
Workload (X2) -> Employee Performance (Y)	-0.074	0.521	0.603	Not Significant
Job Satisfaction (Z) -> Employee Performance (Y)	0.471	2,070	0.039	Significant
Work Environment (X1) -> Job Satisfaction (Z)	0.591	5,822	0.000	Significant
Work Environment (X1) -> Employee Performance (Y)	0.373	1,979	0.048	Significant
Workload (X2) -> Job Satisfaction (Z) -> Employee Performance (Y)	-0.139	1,655	0.099	Not Significant
Work Environment (X1) -> Job Satisfaction (Z) -> Employee Performance (Y)	0.278	1,991	0.047	Significant
R2 Job Satisfaction = 0.680				
R2 Employee Performance = 0.735				
Q2 =0.506				

**The Influence of Work Environment on Employee Performance.** Based on the results of the analysis, it shows that H1 is accepted, namely that the work environment has a positive and significant effect on employee performance. This is shown by Work Environment (X1) also has a



positive effect of 0.373 on Employee Performance (Y), and this relationship is significant at the level of  $0.048 < 0.05$  with a t-statistic value of  $1.979 > 1.96$ .

This relationship is supported by several indicators of the Work Environment (X1), which show good descriptive results. First, the Work Atmosphere indicator shows that respondents feel that a comfortable and conducive work environment helps them work more productively and focused. Second, harmonious relationships between coworkers allow for good collaboration and communication in completing tasks. Third, the indicator of the Relationship between Subordinates and Leaders also plays an important role because open and mutually respectful interactions create higher work motivation. Furthermore, the Availability of Work Facilities, such as work support tools and adequate workspace, also provides convenience in carrying out tasks. Finally, Security in the Workplace makes employees feel calm and protected, which indirectly supports the smoothness and quality of performance. Thus, the better the work environment felt by employees, the higher the performance of DISDUKCAPIL employees of West Papua Province.

This is in line with research conducted by (Ernanzda et al., 2024) state that the work environment has a positive and significant influence on the performance of PT Perintis Perkasa Medan employees. (Kusuma et al., 2023) The work environment has a positive and significant effect on the performance of PT. Gema Perkasa Electronic employees. (Oktavia & Fernos, 2023) The work environment has a positive and significant influence on the performance of employees of the Padang City Population and Civil Registration Service. (Firjatullah et al., 2024) The work environment has a significant positive influence on employee performance in an agency or company. (Sari, 2023) Work Environment (X1) has a significant influence on Employee Performance PT. Security Operations Group Indonesia.

**The Influence of Work Environment on Job Satisfaction.** Based on the results of the analysis, H2 is accepted, namely that the work environment has a positive and significant effect on job satisfaction. This is indicated by the work environment (X1) having a positive effect of 0.591 on job satisfaction (Z), and the relationship is significant because the p-value is  $0.000 < 0.05$  and the t-statistic is  $5.822 > 1.96$ .

This positive relationship is supported by several indicators of the Work Environment (X1), which have good descriptive values. The Work Atmosphere indicator shows that a comfortable and non-pressuring environment makes employees feel at home and satisfied in working. Harmonious relationships between co-workers also increase a sense of togetherness and social support, which psychologically contributes to job satisfaction. The Relationship between Subordinates and Leaders indicator plays a major role in creating a sense of being appreciated and given space to develop, which is an important factor in job satisfaction. In addition, the availability of work facilities such as supporting facilities, work tools, and decent rooms also provide comfort in carrying out daily tasks. Finally, Workplace Security provides a sense of protection and tranquility, which makes employees feel that their work environment is decent and supportive. Thus, the better the work environment felt by employees, the more it will increase the job satisfaction of DISDUKCAPIL employees of West Papua Province.

This is in line with research conducted by (Dharmawan and Nugroho, 2023). The work environment has a positive and significant effect on employee job satisfaction at PT. Dhamar Tunggal Wulung, Kediri City. (Lawren & Ekawati, 2023) The work environment has a positive and significant influence on the job satisfaction of PT. TSA employees in Bogor. (Uma & Swasti, 2024) states that the work environment has a significant positive effect on job satisfaction. (Jumani & Rianto, 2023) The work environment has a positive and significant influence on employee job



satisfaction at CV. Kita Sukses Mandiri. (Halizah, 2023)The work environment has a positive influence on employee job satisfaction at BAPPEDA Probolinggo City.

**The Influence of Workload on Employee Performance.** Based on the results of the analysis, it shows that H3 is rejected. This is shown from workload (X2) has a negative effect of -0.074 on employee performance (Y), but this relationship is not significant because the p-value is  $0.603 > 0.05$  and the t-statistic value is  $0.521 < 1.96$ .

The relationship between workload and performance has a negative but insignificant effect on performance and can be influenced by the time load indicator. This indicator shows that some respondents still feel limited time to complete work, especially during peak hours and peak service periods. Based on the interview results, this condition occurs due to the high volume of public services, limited personnel, and administrative demands that often have to be completed in a short time. This explains why the perception of time load is still quite high even though the workload is generally low. Thus, it can be concluded that a low workload can improve employee performance, but this effect is not significant for DISDUKCAPIL employees of West Papua Province. Other factors can improve employee performance.

This is in line with research conducted by Sitompul and Simamora (2021), that workload does not have a significant effect on employee performance at PT. Tannery Sejahtera Mandiri Pekanbaru.

**The Effect of Workload on Job Satisfaction.** Based on the analysis results, it shows that H4 is accepted. Namely, the workload has a negative and significant effect on job satisfaction. This is shown by the workload (x2) having a negative effect of -0.295 on job satisfaction (z), and the relationship is significant at the level of  $0.006 < 0.05$ , and the t-statistic value is  $2.781 > 1.96$ .

This relationship suggests that a light and controlled workload can increase comfort and satisfaction. West Papua Province Population and Civil Registry Service employees. Employees feel they can manage their time well, complete work without excessive pressure, and have room to rest or balance work with personal life. This is supported by several indicators, namely, first, in the Target to be Achieved indicator, employees feel that the targets given are still within their capabilities and do not cause excessive work stress. Second, Mental Burden is felt to be low because the tasks given are clear, structured, and not confusing. Third, in the Work Conditions indicator, the majority of employees feel that working conditions are quite orderly and not overwhelming. Fourth, although Time Burden is a concern, most employees are able to complete work within a reasonable time limit without having to work overtime or work outside working hours.

This is in line with research conducted by (Pramono and Suko Priyono, 2023) that workload has a negative and significant effect on the job satisfaction of PT Pos Indonesia Erlangga Semarang employees. (Pramujo & Suhana, 2024) Workload has a significant negative effect on the performance of employees at the Rembang Regency Regional Disaster Management Agency Office. (Uma & Swasti, 2024) states that workload has a significant negative effect on job satisfaction Performance. (Dewi & Heryanda, 2022) Workload has a significant negative effect on employee job satisfaction in Unggahan Village, Seririt District. (Yuridha, 2022) Workload has a significant negative effect on job satisfaction. Workload has a negative and significant effect on job satisfaction. Employees in outsourcing companies.

**The Influence of Job Satisfaction on Employee Performance.** Based on the results of the analysis, it shows that H5 is accepted, namely that job satisfaction has a positive and significant effect on employee performance. This is indicated by job satisfaction (Z) having a positive effect of 0.471 on employee performance (Y), and the relationship is significant at the level of  $0.039 < 0.05$  with a t-statistic value of  $2.070 > 1.96$ .

This relationship shows that high job satisfaction can improve the performance of DISDUKCAPIL West Papua Province employees. This is supported by several factors, namely, first, in the Job indicator, employees feel that the type of work they do is in accordance with their abilities and interests, thus fostering a sense of satisfaction and involvement in work. Second, the Wage indicator shows that the compensation received is considered fair and appropriate, thus increasing employee enthusiasm and loyalty. Third, the Supervisor indicator reflects that superiors or leaders are able to provide direction, support, and appreciation for employee performance, which also increases the sense of being appreciated. Fourth, in the Work Performance indicator, employees feel that their work results are recognized and appreciated well, thus motivating them to maintain and improve performance. Fifth, the clear and consistent Work Procedures and Regulations indicator makes employees feel calmer and more focused, without confusion in carrying out daily tasks.

This is in line with research conducted by (Suryadi & Karyono, 2022). Job satisfaction has a positive and significant effect on employee performance at PT Keihin Indonesia. (Ramadhani & Rinaldi, 2023) Job satisfaction has a positive and significant effect on employee performance at Hotel X in Samarinda. (Irbayuni & Pratama, 2023) Job satisfaction has a very important influence in improving employee performance PT. Yun Cargo Indonesia. (Siregar et al., 2023) Job satisfaction has a positive and significant effect on the performance of employees of PUDAM Tirta Bina, Labuhanbatu Regency. (Octavianti & Hamni, 2022) Job satisfaction has a positive and significant effect on the performance of PT Inkabiz Indonesia employees.

#### **The Influence of Work Environment on Employee Performance through Job Satisfaction.**

Based on the analysis results, it shows that H6 is accepted. Namely, the work environment has a positive and significant influence on employee performance through job satisfaction. This is shown by the results of the analysis of the role of mediation through indirect effects and direct effects. The indirect effect of the Work Environment on Employee Performance through Job Satisfaction shows a significant relationship.

On the other hand, the direct relationship of the Work Environment on Employee Performance is significant, and the relationship of the Work Environment on Job Satisfaction is significant. The relationship between Job Satisfaction and Employee Performance is also significant. This states that Job Satisfaction acts as a partial mediator or partial mediation in the relationship between the Work Environment and Employee Performance. This concludes that a good work environment will increase employee job satisfaction, which in turn increases the performance of DISDUKCAPIL West Papua Province employees.

This is in line with research conducted by (Hidayat et al., 2024). The work environment has a significant influence on employee performance both directly and indirectly through the mediation of job satisfaction at the Directorate General of Treasury, Ministry of Finance. (Pauuma et al., 2024) The work environment has a significant influence on employee performance through Job Satisfaction as a Mediating Variable at the Maulafa District Office, Kupang City. (Raymond et al., 2024) The work environment has a significant influence on employee performance through job satisfaction. Study on Nurses at XYZ Hospital. (Andri & Kuswati, 2024) work environment mediated by job satisfaction has a positive effect on employee performance Giriwoyo 1 and 2 Health Center UPTD. (Syaputra & Purnomo, 2024) The work environment has a significant positive effect on employee performance through job satisfaction as a mediator. PT.

**The Influence of Workload on Employee Performance through Job Satisfaction.** Based on the results of the analysis, H7 is rejected. This is indicated by the results of the analysis of the role of mediation through indirect effects and direct effects. The indirect effect of Workload on Employee Performance through Job Satisfaction shows an insignificant relationship. On the other hand, the

direct relationship between Workload on Employee Performance is also insignificant, but the relationship between Workload on Job Satisfaction is significant. The relationship between Job Satisfaction on Employee Performance is also significant. This states that Job Satisfaction does not act as a mediator or unmediated in the relationship between Workload and Employee Performance.

These results indicate that although a low Workload can increase Job Satisfaction, and high Job Satisfaction can increase Employee Performance, the relationship is not formed completely in a series of mediation effects. Thus, Job Satisfaction does not have a role as a statistical mediator in bridging the influence of Workload on Employee Performance.

This condition illustrates that in the DISDUKCAPIL employees of West Papua Province, employees who feel a lighter workload do not necessarily experience increased performance through job satisfaction. This indicates that other factors outside the research model influence employee performance.

## CONCLUSION

Work Environment has a positive and significant effect on Employee Performance. This means that the better the work environment, the more employee performance at DISDUKCAPIL West Papua Province will increase. Work Environment has a positive and significant effect on Job Satisfaction. The more comfortable, safe, and supportive the work environment felt by employees, the higher the level of job satisfaction. Workload has a negative and insignificant effect on Employee Performance. This means that the lighter the workload felt, the more performance increased. However, this effect was not significant in DISDUKCAPIL West Papua Province. Other dominant factors affect employee performance. Workload has a negative and significant effect on Job Satisfaction. This means that the lighter the workload felt by employees, the more their job satisfaction will tend to increase. Job Satisfaction has a positive and significant effect on Employee Performance. This means that the more satisfied employees are with their work, the better their performance will be at DISDUKCAPIL West Papua Province. Job Satisfaction partially mediates the effect of Work Environment on Employee Performance. This means that a good work environment not only directly improves performance but also indirectly through increasing employee job satisfaction. Job Satisfaction does not mediate the effect of Workload on Employee Performance. This shows that although workload affects job satisfaction, and job satisfaction affects performance, the relationship does not form a statistically significant mediation.

To improve performance, it is recommended to conduct continuous coaching, revitalization of the work environment, fair workload management, and strengthening the role of superiors. This study has limitations in the limited number of respondents and the limited context of the agency, so it cannot be generalized. Further research is recommended to add other variables such as work motivation, leadership style, or organizational culture, as well as expand the number of respondents and the scope of the agency so that the results are more comprehensive and representative.

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