

The Relationship Between Workload And Performance On Employee In PT. X

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Abstract. The caliber of an organization's human resources must be raised. The degree to which a system within an organization or company is able to serve and satisfy the needs of employees and organizations or firms, on the other hand, determines the quality of human resources. One of the important factors to be able to carry out the functions and to achieve the goals of a company is the role of employees in a company. Employees can become planners, executors and controllers who actively participate in achieving company objectives. If an employee has good or high performance, then the company can be encouraged to achieve success as expected. Vice versa, if employee performance decreases, then this can harm or make the company experience a decline. Employees who do not have the ability to deal with demands or work targets with a short period of time will tend to perceive work as a burden. On the other hand, employees carry out work as a necessity and demand to meet their needs.

Keywords: Workload, Performance, Employees

1. Introduction

Organization can be interpreted as a social unity that is coordinated consciously with a creative boundary that can be identified, working continuously to achieve goals [3]. In the organization, of course, it has one very important role to carry out all activities in the organization, this role is human resources [8]. Human resources (HR) must be handled and used in a balanced and humane manner because people are an organization's most valuable and vital resource [4]. To be able to carry out functions as well as to achieve the goals of a company, the role of employees in a company is a very important factor. The role of employees, for example, such as employees can be planners, implementers as well as controllers to be able to play an active role to contribute to realizing the goals of the company. If an employee has good or high performance, then the company can be encouraged to achieve success as expected. Vice versa, if employee performance decreases, then this can harm or make the company experience a decline [12].

Employees of the firm or agency are typically given goals that must be met within a specified time frame. Employees who do not have the ability to face demands or work targets with a small

period of time will tend to perceive work as a burden. On the one hand, employees undergo work as a necessity and demand to meet their needs. Employees that view their jobs as burdens can be characterized as having a poor work ethic since they do not perceive the purpose of their labor (Devan, 2016). If the workload felt by employees is too high, it will affect the mental and physical condition of employees [7]. Not only the workload is related to the quality and quantity of products produced by employees, but by conducting a workload analysis also prevents excessive work stress and pressure [5].

The explanation above encourages researchers to conduct research on workload on employee performance in PT X. Researchers wanted to see the effect of workload at PT X with employee performance and the relationship between the two variables. Based on this background, the title of this study is *"The Relationship Between Workload and Employee Performance of PT. X"*.

2. Literature Review And Hypothesis Development

2.1 Performance

The word "performance" sources from the words "job performance" or "actual performance," this word refers to someone's actual work performance (Sihombing, 2021). Performance can be interpreted as the result of a job that has been achieved by each employee, quality and quantity can be measured according to the burden and responsibility entrusted by the company to them [9]. When an employee's work over a period of time is compared to other alternatives, such as established standards, targets, and objectives, or criteria that have been previously decided and agreed upon, the result is known as performance (Fitria, 2018).

According to [2], Employee performance is the outcome that a person achieves by doing the activities that have been allocated to him while adhering to predefined standards. Human resources are the most important factor in achieving good performance; even if planning has been organized effectively and cleanly, it will not result in good performance if the employees carrying it out are of high quality and have high morale, then the planning that has been prepared will not be optimal. The outcomes of an employee's work must be able to significantly advance the interests of the employer both now and in the future in terms of the quality and quantity of work that is viewed by the employer.

There are 4 (four) aspects of performance according to [9], which are as follows:

- 1) Quality refers to how many mistakes were made, how long it took, and how determinedly the assignment
- 2) Quantity, with regard to how much product or service can be produced.
- 3) Working time, detailing the number of absences, delays, and working hours each employee has clocked in.
- 4) Coordination, describing how people support or undermine the activities of their colleagues.

2.2 Workload

Workers or employees have tasks that have been mandated where these tasks must be carried out until completion at a certain time using their abilities and potential known as workload (Munandar, 2014). Workload based on Permendagri No. 12/2008, has the understanding that workload is the result of the volume of work and the average amount of time the quantity of work by a position or organizational unit. Workload is too much workload that can cause tension or pressure in a worker or employee and can cause stress. This may be brought on by the excessively high degree of skill required, the excessively high level of work pace, the excessive amount of work, and other factors (Rocky, 2019). Workload means the average of the frequency of activities for each job within a certain period of time. Both physical and mental tasks are included in workload. A worker or employee may experience work-related ailments or diseases as a result of an excessive workload or physically underqualified workers (Surya Wiryang, 2019).

There are several aspects of workload according to (Munandar, 2014), as follows:

- 1) Physical load, or workload that affects health issues such those affecting the nervous system, heart, breathing, and sensory organs of a person's body as a result of working conditions.
- 2) Mental load is the workload that results from employees' mental and psychological activity while at work.
- 3) Time load is a form of workload that develops when employees are asked to accomplish activities by a specific time.

3. Research Methods

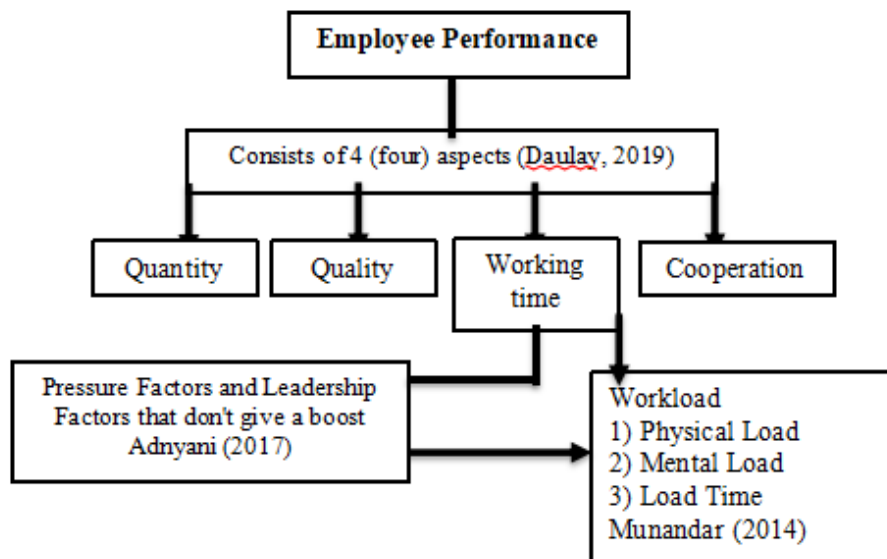


Figure. 1 Research Concept Framework

The conceptual framework describing the relationship between workload and employee performance in PT X. Employee performance consists of four aspects, namely quantity, quality, working time and cooperation [9]. There are problems in several aspects of performance that cause several factors, this is due to several aspects of workload, namely physical load, mental load and time load (Munandar, 2014). The workload of employees is influenced by pressure factors and leadership factors that do not provide encouragement. Mentioned in factors according to [1] where there are factors such as, personal factors, team factors, leadership factors, system factors and competitive factors.

3.1 Hypothesis

The existence of a negative correlation between the two variables is the hypothesis in this study, where the higher the workload given, the lower / decreased the performance of PT X and vice versa, the lower / least workload given, the more employee performance increases.

4. Results And Discussion

4.1 Results

Based on data from 150 Employees/Respondents, it is known that there are 15 Security with a percentage of 10%, 8 foremen with a percentage of 5.3%, 10 Clerks with a percentage of 6.6%, 12 Office Staff with a percentage of 8%. 9 Maintenance people with a percentage of 6%, 50 harvesters with a percentage of 33.3%, 10 Tractor Operators with a percentage of 6.6%, 21 Truck Drivers with a percentage of 14%, 10 Mechanics with a percentage of 6.6% and 5 Office Helpers with a percentage of 3.3%.

Rangkuti (2017) states that correlation tests are used to prove relationships between variables through testing instrument hypotheses and showing interrelationships between variables. With the aid of the SPSS program version 25 for Windows, the correlation test for this study was conducted using Spearman's rho correlation test.

Table 1. Correlations
Correlations

		Workload	Performance
Workload	Pearson Correlation	1	.328**
	Sig. (2-tailed)		.000
	N	150	150
Performance	Pearson Correlation	.328**	1
	Sig. (2-tailed)	.000	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

According to the aforementioned table, the significant value $P = 0.000$ indicates a substantial correlation between employee performance and workload. where the P value can be said to be

significant if $p < 0.05$. These results show that the hypothesis proposed in this study is that there is a relationship between two variables in this study. The results of Spearman's rho test using IBM SPSS Version 25.0 can be said to be calculated results $(0.328) > r_{table} (0.228)$. The rsquare value is 0.107 so that the effectiveness contribution is 10%. As a result, it can be concluded that at PT. X, it is found that between workload and the performance of employees has a considerable correlation.

Based on the results of the linearity test, it shows that the significant value obtained is 0.181, meaning that the significant value (Deviation from Linearity) > 0.05 . So that a linear relationship is found to be owned by the two variables.

Table 2. ANOVA

			Sum of Squares	df	Mean Square	F	Sig.
Performance * Workload	Between Groups	(Combined)	4159.834	18	231.102	2.287	.004
		Linearity	1866.193	1	1866.193	18.467	.000
		Deviation from Linearity	2293.642	17	134.920	1.335	.181
	Within Groups		13238.539	131	101.058		
Total			17398.373	149			

The table below shows that the R Square value is 0.107 or 10.7%, so that it can be interpreted that the independent variable, namely workload, can affect the dependent variable, namely employee performance with the possibility of occurring is 10.7%.

Table 3. Measures of Association

	R	R Squared	Eta	Eta Squared
Performance * Workload	.328	.107	.489	.239

It can be explained that the performance of PT. X mostly fall into the high category of 55 subjects or (36.7%), as many as 95 subjects or (63.3%) fall into the low category of 0 subjects or (0%). And workload on employees of PT. X mostly falls into the high category of 85 subjects or (56.7%), as many as 65 subjects or (43.3%) falls into the low category of 0 subjects or (0%).

4.2 Discussion

This study is a research with a type of correlation that aims to examine the relationship between two variables, namely workload on the performance of PT X employees. This study aims to prove that workload and employee performance of PT X have a relationship. The hypothesis proposed in this study is the relationship of workload to the performance of PT X employees. It can be concluded that if the workload increases, employee performance will decrease and vice versa. Factors that affect performance are factors in their personal, leadership factors and how to process the leader's load to their employees, work system factors in the company and contextual factors or pressures that exist in the work environment [1]. This is supported by a theory which state that workload significantly negatively effects employee performance. When workload is no longer the main cause of decreased employee performance, other things such as job satisfaction and work stress can be a trigger for decreased employee performance [11].

According to [4], employees and workload are both very influential on the Company.

Companies must obey the regulations made by the Government and must be in accordance with predetermined standards, but companies can also pay more attention to the condition of employees and their performance so that company goals that should be achieved can be easily implemented. Employee productivity is affected by their workloads since organizations can assign individuals to the best positions by first looking at the workload. This is done to improve employee performance, make him feel at ease with his tasks, and help the firm reach its objectives in an effective and efficient manner. However, in this study it can be explained that the performance of PT. X mostly fall into the high category of 55 subjects or (36.7%), as many as 95 subjects or (63.3%) fall into the low category of 0 subjects or (0%). As for the workload, it is explained that the workload on the employees of PT. X mostly fell into the high category of 85 subjects or (56.7%), as many as 65 subjects or (43.3%) fell into the low category of 0 subjects or (0%).

5. Conclusion

It may be inferred from the findings of the study and the discussion that there is a connection between Workload and Employee Performance at PT. X with the results showing that the significant value $P = 0.00 < 0.05$ and the calculated result $(0.328) > r_{table} (0.228)$. The rsquare value is 0.107 so that the effectiveness contribution is 10%. So it can be said that workload and employee performance at PT X have a significant relationship. As the hypothesis proposed where the higher the workload given, the lower the performance achieved, and vice versa.

From the above conclusion, the following suggestions can be made: (1) For employees are expected to be able to improve performance and manage or maintain the burden felt either through physical or mental, so as not to have an impact on work time and performance, so that employees are able to increase production and achieve targets determined by the company. (2) Researchers hope that this research can be useful both as a consideration in conducting a study and adding insight. Therefore, it is recommended that when data collection can be done offline or thoroughly and in compiling items, use words that are easier for respondents to understand so that hopefully not too many items will fall. In addition, it can conduct research on the same problem by involving other variables so that it can become a research update.

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