



Research Paper

The Effect Of Work Load On The Performance Of Employees With Stress As Intervening Variables At Hasanuddin University

Baso Amir , Syarifuddin, Wahda

ABSTRACT

BASO AMIR. *The Effect of Workload on Employee Performance in the Finance Department with Stress as an Intervening Variable at Hasanuddin University (supervised by Syarifuddin and Wahda)*

This study aims to determine how much workload has a direct effect on employee performance and indirect influence on employee performance in the financial department through stress at Hasanuddin University Makassar. This study uses a quantitative approach. The data used are primary data. A sample of 110 respondents. The respondent is a financial management employee as a whole. The data was collected through a survey using a questionnaire that was distributed to respondents. Data were analyzed using multiple regression analysis (multiple regression) and path analysis with the statistical package for the social sciences (SPSS) version 25 as a tool.

The results showed that workload had a negative and significant direct effect on employee performance, and there was a negative and significant indirect effect between workload and employee performance which was intervened by stress variables. This shows that when a high workload is followed by high stress, the employee's performance will decrease. Vice versa.

Keywords: *workload, employee performance, stress*

Received 14 May, 2021; Revised: 28 May, 2021; Accepted 30 May, 2021 © The author(s) 2021.

Published with open access at www.questjournals.org

I. INTRODUCTION

Good performance can support the success of an organization, but sometimes the capabilities, standardization, and demands of tasks given by an agency make these individuals unable to escape from pressure and work not optimally. Basically, agencies are emphasized on creating high employee performance to develop their institutions. Agencies must be able to build and improve performance in their environment. The workload of a person has been determined in a standard form or what is called an employee work target (SKP). If most of the employees work in accordance with the standards of a government agency, it will not be a problem. Conversely, if the employee works below the standard, the workload is excessive. Meanwhile, if the employee works above the standard, it means that the estimated standard set is lower than the employee's own capacity. Human resource requirements can be calculated by identifying how much output the organization wants to achieve in a particular part. Then it is translated in the form of the length of time (hours and days) the employees need to achieve the output, so that it can be seen in what types of work are according to the standard or not according to the standard.

Apart from workload, another thing that can affect employee performance is stress. Stress is a form of a person's response, both physically and mentally to a change in the work environment that is felt to result in him being threatened (Anoraga, 2005). The occurrence of stress is caused by the presence of stress symptoms which include physical, behavioral, and psychological symptoms and the number of stressors that enter a person's mind. So that someone cannot perceive the situation well. The existence of someone's physical condition that is not good enough, excessive workload and environmental conditions at one's workplace are sources of stress that can lead to stress on employees. Conditions like this can experience dissatisfaction at work and reduce one's performance.

Research conducted by Sasono (2004) reveals that stress has both positive and negative impacts. The positive impact of stress at a low to a moderate level is functional in the sense that it acts as a driver for improving employee performance. Meanwhile, the negative impact of high level stress is a drastic decrease in employee / employee performance. The same thing was also stated by Luthan (2006) where stress is a condition

in which a person is faced with a confrontation between opportunities, obstacles, or requests for what he wants and the results are perceived as uncertain and important.

In most studies related to work stress and its impact on individual performance, in general, it is only focused on service professions such as doctors, teachers, police, nurses, social workers and other public service workers. workers and productive people because of their orientation which is always focused on the goals in both the organizational and creative industries, so that the phenomenon of work stress deserves the attention of all related parties.

II. THEORETICAL FRAMEWORK

Workload

Workload is one aspect that must be considered by every agency, because workload is one that can improve employee performance. According to the Regulation of the Minister of State Apparatus Empowerment of the Republic of Indonesia Number 1 of 2020 concerning Guidelines for Job Analysis and Workload Analysis of State Civil Servants the definition of workload is a group or a number of activities that must be completed by an organizational unit or office holder within a certain period of time. The implementation of workload analysis is essentially expected to fulfill the demands of the need to create effectiveness and efficiency as well as professionalism of adequate human resources in each agency and able to carry out general government and development tasks smoothly based on the spirit of service to the community, nation and state. .

Meanwhile, according to Ahmad (1996: 235), workload analysis is the process of determining the number of working hours of people used or needed to complete a job within a certain time, or in other words workload analysis aims to determine how many personnel and how many responsibilities. or the appropriate workload assigned to an officer. According to Simamora (1995: 57), workload analysis is to identify both the number of employees and the qualifications of employees needed to achieve organizational goals.

Stress

NIOSH (1998) defines work stress as a physical and emotional response that can lead to poor health and even injury, while according to Soyly (2008) stress is a perceived imbalance between internal and external demands faced by individuals coupled with the inability to cope with them. emotional and physical reactions due to an individual's failure to adapt to the environment (Nurhendar, 2007) and sometimes "stress" is also equated with excessive pressure that is detrimental to a person (NIOSH, 1998). Stress can also occur temporarily in a short period of time or even a long period of time. . Mild or severe levels of stress are experienced, depending on how long it lasts, how strong the factors cause it, as well as how the ability of each individual to cope with it (Swagerina, 2004).

Stress can also be interpreted as pressure or challenge that can even be stimulating and beneficial (Soyly, 2008) because when stress levels are relatively low, this syndrome can be a positive force that can enable resources to master the desired changes and achieve results (Daft, 2003: 34).

Performance

Performance refers to the level of achievement of the tasks that make up an employee's job. Performance reflects how well the employee meets the requirements of a job. Often misinterpreted as effort, which reflects the energy expended, performance is measured in terms of results. The meaning of the word performance comes from the words job performance and is also called actual performance or work performance or actual achievement that has been achieved by an employee (Moheriono, 2012). According to Sedarmayanti (2011) performance is a translation of performance, which means the work of a worker, a management process or an organization as a whole, where the results of the work must be shown concrete and measurable evidence (compared to predetermined standards).

III. DISCUSSION

This research was conducted at Hasanuddin University in Makassar. The type of research used is quantitative to determine the effect of three variables, namely workload on performance variables that are intervened by stress. This type of research is quantitative research and the data collection method uses interviews and questionnaires with a scale Likert. The analysis techniques used are multiple regression analysis (multiple regression) and path analysis with a significance level of 5%. The respondents in this study were permanent employees in the Finance Department with a minimum service period of 1 (one) year totaling 110 The design of hypothesis testing was carried out with the help of the SPSS version 25 program which included validity and reliability tests, data collection instruments, classical assumption tests, and path analysis tests to determine the effect of variables simultaneously.

Based on the results of data processing using the SPSS version 25 program, a table of relationships between workload variables and stress on performance can be made:

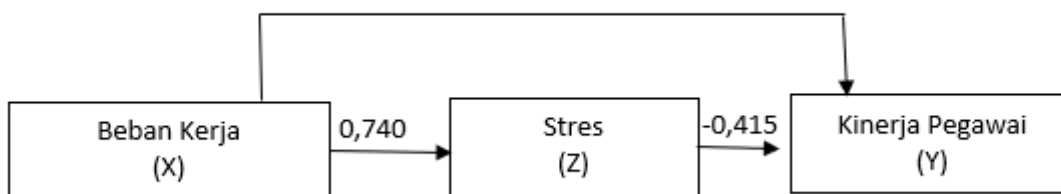
Table 5.1 Influence Between Variables

Influence	Beta	t-test	Sig	R ²
X → Z	0,740	11.439	0,000	54,8%
X → Y	- 0,381	- 3,955	0,000	55,1%
Z → Y	- 0,415	- 4,313	0,000	0,1%

Primary data, 2021

Based on table 5.1 above, it can be described the path analysis used in the study with the following calculations:

-0,381



Primary data, 2021

Figure 1. Result of Path Analysis

Based on the results of SPSS version 25, hypothesis testing was carried out which resulted in the following answers:

1. Hypothesis 1 states that workload has a positive and significant effect on accepted stress, this is indicated by the results of the tcount statistical test of 11.439 with a significance of 0.000 < 0.05 and a Beta value of 0.740 which indicates the conditions where the workload directly affects stress where it occurs. an increase in workload will be followed by an increase in stress.
2. Hypothesis 2 states that workload has a negative and significant effect on acceptable performance, this is indicated by the results of the t-test statistic of -3,955 with a significance of 0.000 < 0.05 and a Beta value of -0.381 which indicates the conditions where the workload directly affects performance employees where an increase in workload will be followed by a decrease in employee performance
3. Hypothesis 3 states that stress has a negative and significant effect on acceptable performance, this is indicated by the results of the tcount statistical test of -4.313 with a significance of 0.000 < 0.05 and a Beta value of -0.415 which indicates a condition where stress indirectly affects employee performance. where an increase in stress will be followed by a decrease in employee performance.

IV. CONCLUSIONS AND SUGGESTIONS

Conclusion

There is a positive and significant influence between workload and employee stress in the financial department at Hasanuddin University Makassar partially. The higher the workload experienced by employees, the higher the level of stress they feel. There is a partially negative and significant influence between workload and employee performance in the financial department at Hasanuddin University Makassar. In other words, if the workload at Hasanuddin University does not increase, the resulting performance will also increase.

There is a partially negative and significant influence between stress on the performance of financial officers at Hasanuddin University Makassar. It can be said that if the workload experienced is high, the stress level is also higher so that the performance of the financial department employees at Hasanuddin University Makassar decreases.

Suggestions

It is recommended that Hasanuddin University Makassar pay more attention to the capacity and ability of employees at work so that stress levels are not too high so that employee performance increases which can benefit Hasanuddin University Makassar.

It is recommended that employees also pay attention to their own capacity and abilities at work, because the more forced individual abilities, the greater the workload and cause the perceived stress to be higher. For this reason, it is better if employees have the courage to submit suggestions and be open to Hasanuddin University Makassar for training and technical guidance in terms of improving job skills.

REFERENCES

- [1]. Ahmad, Komaruddin (1996). Dasar-dasar Manajemen Modal Kerja, PT. Rineka Cipta, Jakarta
- [2]. Anoraga, Pandji (2005). *Manajemen Bisnis*, Cetakan Ketiga, PT. Rineka Cipta, Jakarta
- [3]. Daft, R. L., (2003). Manajemen (Jilid 2., Ed. ke-5). Jakarta: Erlangga.
- [4]. Moheriono (2012). Pengukuran Kinerja Berbasis Kompetensi, Ghalia Indonesia, Bogor
- [5]. NIOSH., (1998). Stress at Work. *National Institute for Occupational Safety and Health*. Diakses tanggal 26 Agustus 2017 dari <http://www.cdc.gov/niosh/docs/99-101/pdfs/99-101.pdf>.
- [6]. Luthans, J. Fred. (2006). *Perilaku Organisasi, Edisi Sepuluh*, Terjemahan oleh Vivin Andhika Yuwono, dkk, ANDI, Yogyakarta.
- [7]. Peraturan Menteri Pendayagunaan Aparatur Negara Republik Indonesia Nomor 1 Tahun 2020 tentang Pedoman Analisis Jabatan dan Analisis Beban Kerja Aparatur Sipil Negara.
- [8]. Sasono, Eko. (2004). *Mengelola Stres*, Jurnal Fokus Ekonomi. Vol III. No.2.
- [9]. Sedarmayanti. (2011). Manajemen Sumber Daya Manusia, Edisi 1, Refika Aditama, Bandung.
- [10]. Simamora, Henry (1995). Manajemen Sumber Daya Manusia, STIE YKPN, Yogyakarta.
- [11]. Soylu, A., (2008). *Causes and Consequences of Work Stress: A Comparison Of Foreign and American Workers In The United States* (Disertasi Doktor). Temple University, Amerika Serikat. Diambil dari ProQuest Dissertation and Theses database. (UMI No. 3300379).
- [12]. Swagerina, M. S., (2004). Perbandingan Tingkat Potensi Burnout Karyawan Berdasarkan Variabel Demografi Di Hotel Quality Yogyakarta (Tesis). Universitas Gadjah Mada, Yogyakarta.