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Workload and Work Stress in Affecting Employee Performance

Simon Siamsa^{1,*} Adrianus Aprilius

¹Department of Management, Universitas Musamus, Merauke, Indonesia

²Department of Economic Education, Universitas Musamus, Merauke, Indonesia

*Correspondence Author. E-mail: Aprillius@unmus.ac.id

ABSTRACT

The primary objective of this research is to examine how the amount of work and stress experienced on the job impact the overall performance of employees working at BPJS Merauke. This investigation employs a quantitative approach. The sampling method utilized is Total Sampling, involving all 31 employees in the BPJS Merauke branch. Data collection encompasses questionnaires, interviews, and observations. The collected data is processed through the utilization of SPSS version 25, using the technique of multiple regression analysis. The findings of the study reveal that the workload significantly influences employee performance at BPJS Merauke, as evidenced by the computed t-value of 4.455, surpassing the critical t-table value of 2.048. Additionally, the p-value of 0.000, which is less than the significance level of 0.05, strengthens this significance. Furthermore, the impact of work stress on employee performance is also substantial. This is substantiated by the t-value of 3.232, exceeding the critical t-table value of 2.048. The associated p-value of 0.003, which is lower than the 0.05 significance level, further underscores the significance of this relationship.

Keywords: *Workload, Work Stress, Employee Performance*

1. INTRODUCTION

In this era of globalization, the results of job demands have changed a lot, including technical skills, busy working hours, and fierce competition among employees. So it is necessary for companies to manage human resources professionally in order to achieve a balance between the needs of employees with the demands and capabilities of the company's organization, so that the company develops and is productive [1]

As mentioned in reference [2] human resource management involves the series of actions related to obtaining, educating, evaluating, and remunerating staff members. Additionally, it encompasses the administration of employee interactions, well-being, safety, and matters pertaining to fairness. One of the implementation of operative functions of human resource management is workforce maintenance so that the organization runs effectively and efficiently. However, manpower maintenance is not easy and complex, this is because humans are different from machines and other equipment and have limitations in working. So that in the maintenance of the workforce it

is necessary to pay attention to the provision of workload and work stress.

According to [3] workload is any form of work given by the organization to human resources to be completed within a predetermined period of time. the workload is too much and can cause tension in a person [4] This is due to the high level of expertise and speed of work demanded, with short time constraints, as well as a large volume of work so that work piles up, plus if the number of workers is limited. If this happens continuously and in a fairly frequent period of time, it will have the effect of decreasing work quality, customer complaints, increased absenteeism. Therefore it is necessary to pay attention to work stress so that the organization runs effectively and efficiently.

According to [1] Work stress is the emergence of feelings of pressure felt by employees in carrying out their work. This feeling of depression affects one's emotions, thoughts and physical condition which results in a person's inability to interact with his environment in [5]. Moreover, stress is now a lifestyle phenomenon that occurs due to drastic changes in job demands in the last few decades. Work stress is also a universal problem

experienced by people from various professional backgrounds due to various uncertainties in environmental changes, organizational demands, and personal problems. Which, if left unchecked, work stress is not impossible to be a threat that disrupts the physical, psychological, and dissatisfaction conditions in the organization which interferes with the organization running effectively and efficiently, and affects employee performance [6]

As outlined in citation [1] performance pertains to the outcomes, both in terms of quality and quantity, attained by an employee while fulfilling their responsibilities in alignment with their assigned tasks.. Therefore, company performance is a measure of organizational success, especially for companies that manage resources effectively and efficiently. Improving individual performance and supported by work management within the organization is able to improve overall employee performance and reflect increased productivity within the organization.

The challenge posed by the impact of workload and work stress on employee performance represents a significant issue within our contemporary society. Within organizational settings, individuals facing extended working hours and heightened responsibilities are compelled to exert greater effort in meeting job requirements. Given the prevailing competitive environment, it becomes imperative to prioritize workforce retention as a strategy for enhancing employee performance in alignment with organizational objectives. This viewpoint is substantiated by prior investigations conducted by researchers such as [4], who have established a detrimental correlation between workload and employee performance. Similarly, research conducted by echoes these findings, indicating a negative influence of workload on employee performance, and by [5], highlighting the adverse impact of work stress on performance. Furthermore, [7] uncovered a noteworthy relationship between workload and employee performance, while partially demonstrating a positive yet statistically insignificant association between work stress and performance. Moreover, also revealed a substantial and positive connection between workload and employee performance.[3]

The Social Security Administrative Body (BPJS) is a government program that began operating in 2014 at the same time as its expertise from PT. Askes Indonesia Persero. In accordance with the mandate of Law no. 24 of 2011 concerning BPJS, the BPJS is obliged to provide social security to all Indonesian people. Not only for Indonesian citizens, foreigners who have worked in Indonesia for at least six months are also required to become BPJS participants. Its application starts from the formal sector, then simultaneously the informal sector, so that it can cover farmers, fishermen

and those who work independently, until the national social security system covers all people in a mutual cooperation mechanism. Especially with the Covid-19 pandemic, data collection was accelerated, so that all Indonesian people have health protection insurance. In December 2021, BPJS performance during the Covid-19 pandemic reached 86.02% of Indonesia's population based on BPJS achievement indicators, or 100% of a total of 235,685,337 participants. Then to speed up so that all Indonesian people can be reached to become BPJS members, there are branch offices in every province and city district, one of which is the BPJS Merauke Branch Office which is located on Jalan Garuda Spadem.

Based on the data above, the Merauke branch office of BPJS has service coverage in four districts and oversees the Asmat, Boven Digoel, and Mappi Regencies. Where in each district there is a Regency/City operational location office or abbreviated as KLOK as an extension of the branch office to facilitate access to participants, and bring services closer. Then KLOK is responsible to the branch office which is the information center, participant recruitment, processing and providing benefits to participants, and managing partnership relationships with BPJS providers.

Based on participant data in the early quarter of 2022 there has been an increase in participants from January to March 2022. This is a problem because the management of participant data must have a high level of accuracy because it involves the participant's personal insurance. However, due to an increase in the number of participants, mainly at KLOK as an extension of the branch office where in each district there are only one to two employees, while at KLOK itself there are four work units so employees have to concurrently work in vacant positions, and this creates a double job. which increases the workload. The workload on KLOK will certainly have an impact on the workload of the main branch office,

The results of the researcher's discussion with HRD BPJS Merauke stated that BPJS Merauke regularly carried out mutation and rotation activities, both between work units and transfers to the district operational location office. When an employee is transferred to a field that has not been mastered, the employee must study again the field in which the employee is placed. In addition, employees also get new colleagues with a more stringent level of competition, and also these employees get new bosses who have different quality and quantity assessment standards which increase work stress. The author also sees that BPJS employees at the Merauke branch have busy working hours from 08.00 am to 15.00 pm. For the sake of providing maximum service, BPJS Merauke district

also continues to open its services even though it is a holiday.

Table 1. Achievements Target Participants

Regency	Number of participants	Total population	Achievement
Asmat	66,772	111,632	59.81%
Boven Digoel	46,559	64,716	71.94%
Mappi	80,175	109,579	73.17%
Merauke	208,967	231,696	90.19%
Total	402,473	517,623	77.75%

Source: processed by the author (BPS data, BPJS 2022)

Even though there has been an increase in the number of participants, when compared to the total population in Asmat, Boven Digoel, Mappi, and Merauke districts, so far the Merauke sub-district BPJS has only managed to reach 77.75% of participants, so that the performance of the Merauke sub-national BPJS based on the target indicators of BPJS achievement is still not optimal. Of course with busy working hours, high work demands, and demanding high accuracy because it involves a large number of participants' insurance data with a very wide range, and having to serve participants quickly certainly affects the level of workload and work stress of employees which directly affects the employee performance.

2. LITERATURE REVIEW

2.1. Workload

As outlined in reference [5], workload encompasses all tasks assigned by an organization to its workforce, which must be accomplished within a predefined timeframe. This perspective is echoed by [4], where workload is characterized as a collection of tasks that an organizational unit or individual in a specific position is required to finalize within a designated timeframe.

Drawing from the aforementioned theoretical frameworks, it can be deduced that workload signifies the volume of tasks delegated by the organization as responsibilities for a given role, necessitating completion within a specified timeframe.

2.2. Work Stress

Citing reference [8], workload encompasses various tasks assigned by the organization to its personnel. In accordance with source [1], work stress emerges as a

sensation of pressure experienced by employees while performing their tasks. Furthermore, [9] supplements this by defining stress as a state of tension that develops and has the potential to disrupt an individual's emotional state, cognitive functions, and physical well-being.

In synthesis, it can be deduced that work stress represents a psychological state characterized by tension that negatively affects emotional equilibrium, cognitive processes, and the physical condition of employees. This, in turn, leads to challenges in employees' ability to effectively engage with their work environment, ultimately disrupting their capacity to fulfill their job responsibilities.

2.3. Performance

As stated in reference [1], performance denotes the outcomes achieved by an employee in terms of both quality and quantity while fulfilling their assigned duties in alignment with their given responsibilities. This concept was further elucidated by [10], underscoring that performance embodies the outcomes attained by an employee while executing their responsibilities, drawing from their skills, dedication, experience, and adherence to timelines.

3. RESEARCH METHOD

This research uses quantitative methods with an associative approach. The population in the study were employees at the Merauke Branch Office Social Security Administration, totaling 33 employees. The sample in this study was non-probability sampling with saturated/census sampling because the sample at the Merauke branch BPJS office was relatively small, so the number of samples was the same as the population, namely 33. The hypothesis test used multiple regression.

4. RESULTS AND DISCUSSION

Table 2. Regression Analysis

Model	t	Significance
(Constant)	0.110	0.913
Workload	4.455	0.000
Work Stress	3.232	0.003

4.1 Testing the First Hypothesis (H1)

Obtained t arithmetic workload variable (X1) of 4.455 then with a significance level of 5% two-sided test $df = nk (31-3 = 28)$ obtained t table 2.048. Then the value of t count is $4,455 > t$ table is 2,048 and is

significant at $0,000 < 0,05$ so it can be concluded that H1 is accepted and workload (X1) has a significant effect on performance (Y).

The results of this study are in line with the research of [6] entitled "The Impact of Workload on Employee Performance at the Office of the Social Security Administering Body (BPJS) for Health in the Pematangsiantar Branch" where workload partially has a significant effect on employee performance. besides that, other research that is in line with this research by [7] entitled "The Influence of Workload, Work Environment, Work Stress on Employee Performance at PT. Sinarmas Distribution Nusantara Semarang" where the results of the study show that workload partially affects employee performance.

4.2 Testing the Second Hypothesis (H2)

The calculated t-value for the work stress variable (X2) was 3.232. Using a two-sided test with a significance level of 5% and degrees of freedom (df) equal to nk ($31-3 = 28$), the critical t-table value was determined as 2.048. Given that the computed t-value of 3.232 is greater than the critical t-table value of 2.048 and the significance level of 0.003 is less than 0.05, it can be concluded that the null hypothesis (H0) is rejected, indicating that the alternative hypothesis (H1) is accepted. This suggests that work stress (X2) significantly impacts employee performance (Y).

These findings align with a study conducted by [5] titled "The Influence of Workload, Work Environment, Work Stress on Employee Performance at PT. Sinarmas Distribution Nusantara Semarang," which demonstrates the partial influence of work stress on employee performance at PT. Sinarmas Nusantara Semarang Distribution. Similarly, the research conducted by [11] titled "The Effect of Work Stress on Employee Performance at the Manado IT Center Management Office" also confirms the partial impact of work stress on employee performance at the Manado IT Center Management Office.

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