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The Influence of Workload and Work Environment on Employee Performance

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Abstract: The purpose of this research is to determine and analyze: (1) Workload (2) Work Environment; (3) Employee Performance; and (4) the Influence of Workload and Work Environment on Employee Performance at the X Office in West Java Province, both simultaneously and partially. The research methods used in this study are descriptive surveys and explanatory surveys, with the unit of analysis being the employees at the X Office in West Java Province, with a sample size of 30 people. The type of investigation is causality, and the time horizon in this study is cross-sectional. Based on the research results, it was found that the Workload experienced by Employees of Office X in West Java Province is already good, the Work Environment at Office X in West Java Province can generally be considered good, and the Performance of Employees at Office X in West Java Province is currently rated as good. Workload and Work Environment simultaneously and partially affect Employee Performance at Dinas X in West Java Province. However, partially, Workload has a more dominant influence on Employee Performance than Work Environment. Because Workload more dominantly affects Performance, it becomes the top priority in improving that Performance. Therefore, employees of the X Office in West Java Province are advised to improve the working conditions and atmosphere, so they can work more professionally.

Keywords: Workload, Work Environment, Employee Performance.

INTRODUCTION

Organizations in achieving their goals are greatly determined by various factors, one of the most crucial being the human resources factor. In essence, human resources are the main driving force behind the dynamics of an organization. An organization is not merely a collection of resources but must produce something that increases and develops. The development of an organization can occur by combining capital resources, natural resources, and human resources. Furthermore, human resources are objects that can be nurtured and trained in their entirety to align with the organization's goals.

A good organization, growing and developing, will emphasize human resources to perform its functions optimally, especially in facing the dynamics of environmental changes that occur. Thus, the technical, theoretical, conceptual, and moral abilities of the organization's/company's actors at all levels of work are highly needed. In addition, the position

of human resources at the highest level is useful for encouraging the company to display behavioral norms, values, and beliefs as important means in improving its performance.

Career development is a formal approach undertaken by organizations to ensure that individuals within the organization possess the appropriate qualifications, skills, and experience when needed. Therefore, the company needs to manage and develop careers well so that employee productivity remains maintained and can encourage employees to always do their best and avoid work-related frustration that results in a decline in the company's performance. Career management and development will enhance the effectiveness and creativity of human resources, which can improve their performance in supporting the company to achieve its goals.

According to Robbins (1996), career development is something that indicates the improvements in a person's status within an organization along the career path that has been established within the respective organization. Another factor that influences the success level of an organization is by paying attention to the work environment. The work environment is everything around the workers that can influence them in carrying out the tasks assigned, such as cleanliness, music, and so on. The physical work environment in a company is a work condition that provides a comfortable atmosphere and work situation for employees in achieving the desired goals of the company. Poor working conditions have the potential to cause employees to easily fall ill, become stressed, have difficulty concentrating, and experience a decline in work productivity. Just imagine, if the workspace is uncomfortable, hot, with inadequate air circulation, too crowded, less clean, and noisy, it will certainly have a significant impact on employee work comfort.

In achieving workplace comfort, it can be done by maintaining physical infrastructure such as consistently maintained cleanliness, adequate lighting, air ventilation, music sound, and a comfortable office layout. In addition to the physical work environment, the non-physical work environment also affects employee performance. If employees are unable to create a good working environment among other employees, it will disrupt their performance. The work environment can create binding work relationships among the people within it..

Every organization requires an adequate level of professionalism to ensure operational readiness and high-quality performance. Organizational professionalism is one of the main priorities of the comprehensive development goals of the X Office in West Java Province. In addition to having quality human resources, an organization must also place employees according to their abilities and job objectives. This implies that by providing equal opportunities to all employees to achieve performance and the highest positions based on their talents and abilities, it will yield optimal results for the progress of the organization. Hamid (2003:4) explains, "A professional employee can be defined as someone who always thinks, works hard, works full-time, is disciplined, honest, highly loyal, and fully dedicated to the success of their work."

Dinas X in West Java Province has made several efforts to improve performance through planned and objective career development and by creating a conducive work environment to foster work spirit and favorable conditions. The career pattern that has been established in Dinas X in West Java Province is by placing and assigning positions that align with the field of work according to the education and skills possessed, thereby enhancing their role in the organization. The achievement of the organization's expectations is to actively involve every employee to foster a sense of shared responsibility. Department X in West Java Province consistently provides opportunities for employees to receive both formal and non-formal education, as well as various forms of training that will be tailored to their positions and ranks in the workplace, balanced with their loyalty, dedication, and abilities.

Starting from the above objective conditions, Dinas X in West Java Province strives to manage and improve the quality of human resources as best as possible. The author observes

several factors that influence performance improvement, including work motivation, career development, work environment, members' welfare level, work discipline, employee transfers, employee coaching, and others. This results in employee performance not meeting expectations, as seen in daily situations where some employees work diligently while others work casually or even leave before their time. Some possible reasons for these occurrences are the uneven distribution of tasks, tasks not aligning with job descriptions, or uneven mastery of work areas.

In several departments, there are some employees who have been working for a long time and have a high level of expertise in both fieldwork and office administration tasks, but are reluctant to share their knowledge and experience with other employees, especially new ones. Furthermore, the uneven career development, with some employees being placed in positions that do not match their expertise and skills, is largely based solely on regulations. And the placement of employee positions also results in disparities in the level of welfare that employees receive. The above symptoms will result in a decline in employee performance and are likely to lower their work morale.

Based on field observations (2024), there is a decline in employee performance indicated by the following issues:

1. The employees lack initiative and work skills.
2. There are employees who perform work without considering effectiveness and efficiency.
3. Employees tend to be careless or more focused on chasing targets. Not carrying out work according to the work program or activity plan with actual needs.
4. There are still employees who have weaknesses in planning and implementing various work programs.
5. Evaluating work better in the future is very weak.
6. Employees in planning their work do not base it on the accurate evaluation results from the previous year.
7. The decline in employee work motivation can be seen from indiscipline, such as the tendency to leave the office during working hours without a clear reason.
8. The K-Mob system for employee attendance (Absence) is still weak due to the application being unstable in operating K-Mob on Android. In the future, this system will affect the employee performance system (SKP).
9. Employees are not yet able to conduct peer reviews effectively.

In addition, employees holding other positions within the organizational structure have a workload that differs from the workload borne by other employees. This results in greater responsibilities, leading to a heavier workload. Likewise, the uneven distribution of work leads to a workload. This workload includes both physical and mental work. According to Irwandy (2007), the definition of workload is the average frequency of activities for each job within a certain period. As a result of excessive workload or insufficient physical ability, it sometimes causes an employee to experience disturbances or obstacles in carrying out their work according to the established procedures. The responsibilities assigned to employees are too great, resulting in increased workloads and affecting their performance, making it less than optimal.

In addition, the problem that occurs is the lack of harmonious relationships among coworkers, which makes the work environment less conducive and leads to a decline in employee performance. The work environment, according to Kussriyanto (2001:2), is one of the factors that influence an employee's performance. An employee who works in a supportive work environment will produce good performance, whereas if an employee works in an

inadequate environment that does not support optimal work, it will make the employee lazy, easily fatigued, and thus their performance will be low.

Based on the research background above, the problem can be formulated as follows:

How do workload and work environment affect employee performance at Dinas X in West Java Province, both simultaneously and partially?.

METHOD

The method used in this research is the descriptive survey and explanatory survey methods, which were conducted through data collection in the field.

The population of employees at Dinas X in West Java Province is 88 people. Meanwhile, the method for determining respondents used in this study is the rule of thumb for path analysis, where according to Sugiyono (2017), the research sample is obtained based on the formula of 10 times the number of variables, which means 10x3 (number of variables), so the population members are made respondents, namely the employees of Dinas X in West Java Province, totaling (N) 30 people according to the characteristics of the respondents.

RESULTS AND DISCUSSION

To determine whether the independent variables, namely the Influence of Workload and Work Environment on the Performance of Employees at Service X in West Java Province, were analyzed using path analysis and the software used was SPSS release 12. The steps taken include calculating the correlation between variables, resulting in the table below.

Table 1. Correlations between Variable

		Correlations		
		KINERJA	BEBAN KERJA	LINGKUNGAN KERJA
Pearson Correlation	KINERJA	1.000	.882	.773
	BEBAN KERJA	.882	1.000	.664
	LINGKUNGAN KERJA	.773	.664	1.000
Sig. (1-tailed)	KINERJA	.	.000	.000
	BEBAN KERJA	.000	.	.000
	LINGKUNGAN KERJA	.000	.000	.
N	KINERJA	30	30	30
	BEBAN KERJA	30	30	30
	LINGKUNGAN KERJA	30	30	30

Source : SPSS

Next, based on the results of the correlation matrix calculations, the path coefficients, the overall influence from X1 to X2, and the path coefficients of other variables outside the X1 to X2 variable can be calculated as shown in Table 2 below.

Tabel 2. Path Coefficients

Path Coefficients X ₁ to X ₂	px_1x_2	0.664
Path Coefficients X ₁ to Y	pyx_1	0.882
Path Coefficients X ₂ to Y	pyx_2	0.773

source : SPSS

The calculation results for the multiple determination coefficient (R² Y.X1, X2). Correlation coefficient (R Y.X1, X2), coefficient of determination of other variables against Y

(P2 Y €), and path coefficient of other variables against Y (P Y €), are detailed in Table 3 below. :

Table 3. Multiple Determination Coefficients, and Other Path Coefficients

Mutiple Determination (R^2)	$R^2_{Y.X1, X2}$	0.732
Mutiple Determination Coefficients	$R_{Y.X1, X2}$	0.889
Other Path Coefficients	$P^2_{Y€}$	0.268

Source: SPSS

This means that the influence of variables X1 and X2 together on variable Y is 0.732 or 73.2%, indicating that variables X1 and X2 together affect Y, and the remaining 0.268 or 26.8% is influenced by other variables not included in the study.

Based on the theoretical framework that there is an influence between Workload and Work Environment on the Performance of Employees at Service X in West Java Province, the overall hypothesis will be tested in the form of Table 4 as follows. :

Table 4. Simultaneous Test of X1 and X2 to Y

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	117.342	2	117.342	14.551	.000 ^b
	Residual	84.322	27	2.776		
	Total	201.664	29			

a. Dependent Variable: KINERJA

b. Predictors: (Constant), LINGKUNGAN KERJA, BEBAN KERJA

Source: SPSS

From Table 4 above, it can be seen that the F-count value is 14.551 with a significance level of 0.00, which is smaller than 0.05. Therefore, it can be concluded that the simultaneous test results are proven or significant, and further analysis can be conducted with partial testing.

Meanwhile, the results of the causal relationship or the direct influence of X1 and X2 on Y can be seen in Table 5 below.

Table 5. Influence of X1 and X2 to Y and Outside influence

Path Interpretation		
Explanation	Influence	%
Influence X1, X2 to Y	0.732	73.2
Outside Influence X1, X2	0.268	26.8
Jumlah		100

Source: SPSS

From the test results, it can be concluded that Workload and Work Environment have an impact on the Performance of Employees at Dinas X in West Java Province, amounting to 73.2%, while the remaining 26.8% is influenced by other factors not examined by the author, namely work climate, commitment, work culture, and work motivation. However, when viewed partially, workload dominantly affects employee performance more than the work environment. From the hypothesis testing results, a causal relationship diagram of variables X1, X2 to Y can be illustrated as follows. :

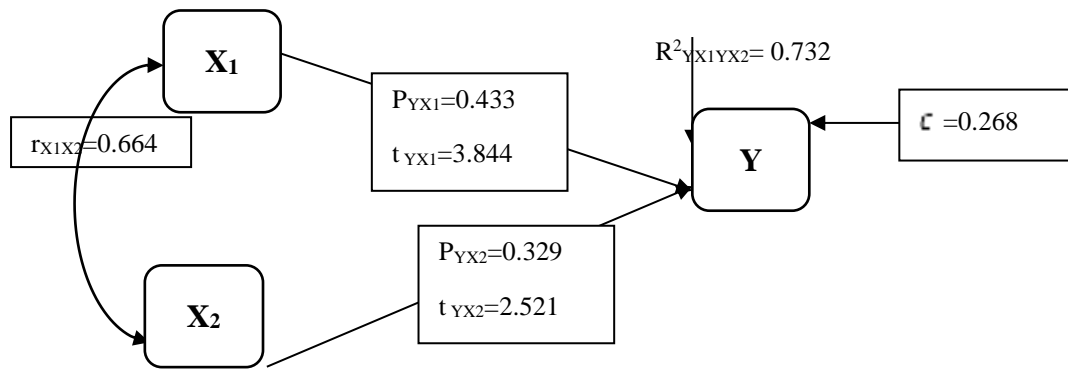


Figure 1. Causal Diagram between Workload (X1) and Work Environment (X2) on Employee Performance (Y)

As shown in Figure 1 above, it is evident that Workload predominantly affects employee performance with a path coefficient of 0.433 and a t-value of 3.844, with a t-table value at the significance level $\alpha(0.05) = 1.67$, compared to the work environment with a coefficient of 0.329 and a t-value of 2.521, with a t-table value at the significance level $\alpha(0.05) = 1.67$. Both variables have been proven to affect employee performance, as seen in Table 6 below..

Table 6. Partial Path Coefficients

Path Coefficient		T _{test}	t _{table}	Summary
PYX ₁	0.433	3.844	1.67	Ho Rejected. There is an influence of workload on performance.
PYX ₂	0.329	2.521	1.67	Ho Rejected There is an influence of the work environment on performance.

Source: SPSS

From the table above, it can be seen that the contribution of Workload to employee performance directly is 38.35% with a t-statistic coefficient of 3.844, while the t-table value at the significance level $\alpha(0.05) = 1.67$, because the t-statistic value > t-table, and indirectly through the work environment variable is 9.77%. Meanwhile, the contribution of workload to overall employee performance reaches 48.42%, it can be concluded that workload significantly directly affects employee performance. This empirical evidence indicates that in efforts to improve employee performance, there needs to be an improvement in the workload factor, as the workload factor is closely related to the enhancement of employee performance. The path coefficient shows a positive and significant value, meaning that the better the workload carried, the higher the employee performance will be.

And, From the table above, it can be seen that the contribution of the work environment to performance directly is 15.01% with a t-statistic coefficient of 2.521, while the t-table value at the significance level $\alpha(0.05) = 1.67$, because the t-statistic value > t-table, and indirectly

through the workload variable by 9.77%. Meanwhile, the contribution of supervision to overall performance reaches 24.78%, it can be concluded that the work environment significantly directly affects employee performance. This empirical evidence indicates that in efforts to improve performance, it is necessary to enhance the work environment factors, as these factors are closely related to performance improvement. The path coefficient shows a positive and significant value, meaning that the better the work environment that is formed, the higher the performance will be..

CONCLUSION

Based on the research conducted to determine the effect of Workload and Work Environment on the performance of employees at Dinas X in West Java Province, the following conclusions can be drawn:

1. The workload according to the employees of Dinas X in West Java Province has not received a good response, meaning that the workload is one of the factors that has a significant impact on the continuity of the organization, but the employees still feel that the workload does not match the tasks assigned and the expectations of the respective employees.
2. The work environment according to employees of Dinas X in West Java Province is generally not satisfactory. Some indicators have quite high values. However, there are several indicators with low values that need to be improved.
3. Employees of the X Office in West Java Province have high performance based on several existing indicators, overall showing good and high values.
4. Workload and Work Environment simultaneously affect the Performance of Employees at Dinas X in West Java Province, and their influence is positive. However, partially, workload predominantly affects employee performance more than the work environment. And partially, the influence of workload and work environment on employee performance is as follows:
 - a. The workload affects employee performance, so if the workload is appropriate, employee performance will also improve
 - b. The Work Environment affects Employee Performance, so if the Work Environment is shaped according to employee expectations, then Employee Performance will also improve.

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