



Journal of Business Issues

ISSN: 2985-4911
E-ISSN: 2985-4695
VOLUME 2, NO 1, 2023
PP: 69-77

THE EFFECT OF WORKLOAD AND WORK STRESS ON BANK EMPLOYEES PERFORMANCE IN NORTH KOLAKA REGENCY

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Abstract

Humans as the driving force of the company is the main factor as the existence of the company depends on the people involved behind it. The company's achievements cannot be separated from the good performance of each of its employees. Employees who have good performance will encourage the company to achieve its goals well too. Conversely, employees with poor performance will affect the stability of the company. Some of the factors that can affect performance include the level of workload given by the company to its employees and the job satisfaction felt by employees towards their work. This study aims to analyze the effect of workload and job satisfaction on employee satisfaction. The research method uses a cross-sectional study design. The research began in April-May 2023 at a bank in North Kolaka Regency. The number of samples used was 82 respondents obtained from the Slovin formula and selected using accidental sampling technique. Data collection was measured using a questionnaire with a Likert scale which was filled in directly by the respondents. Data were analyzed using the Chi-Square test and Multiple Logistic Regression test. The test results show that there is an influence of workload and job satisfaction on bank employee satisfaction in North Kolaka Regency. The company should pay attention to the suitability of the responsibilities given to employees and always meet the needs of employees so that they can produce good performance and in accordance with company goals. The number of samples used was 82 respondents obtained from the Slovin formula and selected using accidental sampling technique. Data collection was measured using a questionnaire with a Likert scale which was filled in directly by the respondents. Data were analyzed using the Chi-Square test and Multiple Logistic Regression test. The test results show that there is an influence of workload and job satisfaction on bank employee satisfaction in North Kolaka Regency. The company should pay attention to the suitability of the responsibilities given to employees and always meet the needs of employees so that they can produce good performance and in accordance with company goals. The number of samples used was 82 respondents obtained from the Slovin formula and selected using accidental sampling technique. Data collection was measured using a questionnaire with a Likert scale which was filled in directly by the respondents. Data were analyzed using the Chi-Square test and Multiple Logistic Regression test. The test results show that there is an influence of workload and job satisfaction on bank employee satisfaction in North Kolaka Regency. The company should pay attention to the suitability of the responsibilities given to employees and always meet the needs of employees so that they can produce good performance and in accordance with company goals.

Keywords:

workload; job satisfaction; performance; employee

A. INTRODUCTION

In today's highly competitive era, every company management must be able to develop the company by holding various ways that are structured in programs to improve employee performance. Many factors are involved in improving company performance. One essential factor that must be considered by the company in achieving its goals is the factor of Human Resources (HR). Humans as the driving force of the company is the main factor because the existence of the company depends on the people involved behind it. Management of human resources is crucial in achieving goals. (Nasta, 2020).

The success of the company is inseparable from the good performance of every employee. Performance is the result or degree of success of a person as a whole in performing a task within a given period of time, compared to various options such as job standards, specifications, or mutually agreed predetermined standards (Rivai and Basri, 2005). . A person's performance is affected by their physical condition. A healthy person has a strong immune system, which eventually translates into a passion for productivity and vice versa. Performance is feedback on things like ability, fatigue, deficiencies, and potential, which in turn helps to set Goals, Paths,

Results for individual employees varied markedly. High-performing employees encourage companies to better achieve their goals. On the contrary, underperforming employees can affect the stability of the company. If the problem is not properly resolved, it will hinder the achievement of the company's goals. Factors that affect performance include the workload imposed on employees by the company and the employee's job satisfaction.

Workload is the amount of activities a person or group of people have to do under normal circumstances in a given period of time. Workload is the process of analyzing the time it takes a person or group of people to complete the tasks of a job or group of positions (work unit) under normal conditions (Haryono, 2004). Permendagri No. 12 of 2008 states that workload is the amount of work that a position/organizational unit has to undertake and is the product of workload and time criteria. When a worker's skill falls below the job's requirements, it creates a sense of boredom at work, which reduces employee productivity.

Competitors of other banks are increasingly becoming competitors, triggering an increasing workload for the bank's employees. Increased competition will make employees work harder to achieve their goals, and it turns out that employees already have their own stress and stress beforehand. This results in an increased workload for the employee for the job role assigned by the company. Work overload that does not match the skills of the workforce as well as physical fatigue resulting in reduced quality of work, reduced concentration, self-control and accuracy of work, resulting in substandard work (Irawati and Carrollina, 2017).

Job satisfaction is an emotional state in which employees perceive their jobs as comfortable or uncomfortable. Job satisfaction has a significant impact on performance. When someone has high job satisfaction, it has a huge impact on their performance, and vice versa. Employee dissatisfaction occurs when employees feel that what they are doing does not compare to what they are getting from the company. Dissatisfaction can also arise when employees are not valued in the company they work for. This dissatisfaction is reflected in negative employee attitudes towards the

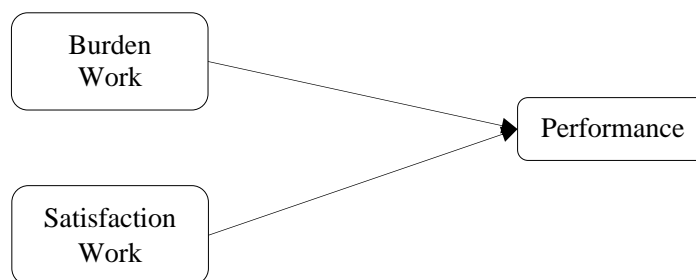
company, such as high absenteeism and high turnover rates, leading to delays in the company's vision and mission.

David Mack's theory. Clelland noted in Mangkunegara (2015) that one of the characteristics of people with high achievement motivation is that they feel some satisfaction when the work is very easy. This means that people with high job satisfaction also perform better when it comes to getting work done. Therefore, if a company manages to increase the job satisfaction of its employees, the company will reap many benefits such as getting jobs done faster, reducing losses, reducing costs, etc. Conversely, employees with low job satisfaction are difficult to achieve good results, and are easily forced to give up when problems arise (Daud, 2010).

Based on Octavianti and Hamni's (2022) study on employees of PT Inkabiz Indonesia, showing that job satisfaction and workload have a positive and significant simultaneous impact on employee performance, the hypothesis test score is determined by the value $F\text{-count} > F\text{-table}$ or $(117,574 > 3.13)$. In addition, further research was conducted on the performance of PT employees. Airmas Perkasa found that job satisfaction has a positive and significant impact on employee performance, but workload has a negative and significant impact on employee performance (Sagita & Assa, 2019). Based on the above description, the authors were interested in investigating the impact of patient trust and hospital facilities on inpatient satisfaction at Hasanuddin University Hospital.

Conceptual Models

Performance is said to be very influential in the company because it serves to identify whether workers are doing a good job or vice versa. Performance is a process with a focus on achieving goals that ensures organizational procedures are designed to maximize individual, team and organizational output. Then performance can be identified as the effectiveness of employee activities that contribute to the realization of the company's goals. (Suryani & Foeh, 2019). To improve employee performance, good management is required to inline with the company's plans, one of which can be done to manage employee performance, namely workload and job satisfaction must be managed and paid attention to (Kartikasari and Irbayuni, 2022).



Picture1: Conceptual framework

B. RESEARCH METHOD

Location and Research Design

This study used an observational method with a cross-sectional design. This research was conducted in April-May 2023 at a bank in North Kolaka Regency. .

Population or Samples

The population in this study were bank employees, totaling 452 people. A total of 82 employees were sampled in this study obtained from the Slovin formula and selected using the accidental sampling technique.

Data Collection Method

Data collection was carried out by direct research in the field. Data were obtained through 3 questionnaires, namely questionnaires about workload, job satisfaction, and performance which were filled directly by the respondents.

Data Analysis Method

Data processing and analysis was carried out using SPSS with bivariate analysis using the Chi-Square test to see the relationship between the independent and dependent variables with $\alpha = 0.05$, as well as multivariate analysis using the Multiple Logistic Regression test to see the independent variables that have the most influence on the dependent variable. The research results will be presented in the form of tables and narratives.

C. RESULTS

Tabel-1:Distribution of employees based on age, education level, and years of service

Characteristics of Respondents		
Characteristics of Respondents	Respondents	
	(n)	(%)
Age		
Young (<35 Years)	49	59,8
Old (\geq 35 Years)	33	40,2
Level of education		
SENIOR HIGH SCHOOL	8	9,8
D3/S1	61	74,4
S2	13	15,8
Years of service		
Old (> 5 years)	56	68,3
New (\leq 5 years)	26	31,7
Total	82	100%

Source:Primary Data, 2023

Table 1 shows the characteristics of respondents by age group, mostly dominated by the young age group of 49 respondents (59.8%). Based on the level of education, it showed that there were more patients with D3/S1 education level, namely 61 respondents (74.4%). Then seen from the length of service, it shows that employees are most dominated by employees who have worked for more than 5 years, namely as many as 56 respondents (68.3%).

Table-2.The Relationship between Workload and Job Satisfaction with Performance of Bank Employees in North Kolaka Regency

Variable	Employee performance				Total		P-values
	Good		Not good		n	%	
	n	%	n	%			
Workload							
Tall	16	26,3	45	73,7	61	74,4	0.004
Low	13	61.9	8	38,1	21	25,6	
Job satisfaction							
Satisfied	31	77.5	9	22.5	40	48,9	0.027
Not satisfied	29	69,1	13	30,9	42	51,1	

Based on table 2, the results of the bivariate analysis show that of the 61 respondents who have a high workload, the majority of respondents produce poor performance, namely 45 employees or 73.7%. In addition, of the 42 employees who were dissatisfied with their jobs, the majority of respondents produced poor performance, namely 13 employees or 30.9%. Then the results of the chi-Square test obtained that the workload variable is significantly related to employee performance with $p\text{-value} = 0.004 < 0.05$, so it can be concluded that there is an influence between workload and the performance of bank employees in North Kolaka Regency. Whereas for the variable job satisfaction with employee performance, the results of the chi-Square test with $p\text{-value} = 0.027 < 0$.

Table-3. Results of Multivariate Analysis of the Most Influential Variables

Variable	Coef	std. Error	Wald	p-values	OR	(95% CI)	
						Lower	Upper
						Workload	1,472
Job satisfaction	1,273	0,678	4,725	0.033	3,138	1,273	5,832

Table 3 shows that the factor that most influences the performance of bank employees in North Kolaka Regency is the workload variable with $p=0.011$ and $OR = 5.724$. These results indicate that workload has a greater effect of 5.724 on the performance of bank employees in North Kolaka Regency.

D. DISCUSSION

The research was conducted at a bank in North Kolaka Regency. A total of 82 respondents were used as samples in this study. This research was carried out in April-May 2023. Based on the results obtained, the characteristics of the respondents were based on age, level of education, and years of service. Employees in the younger age group dominate this study, namely 49 respondents (59.8%). Then, on average, 61 respondents (74.4%) had a D3/S1 education level, and 56 respondents (68.3%) had worked as bank employees for more than 5 years.

a. The Effect of Workload on the Performance of Bank Employees in North Kolaka Regency

Workload greatly influences employee performance, and determines the performance and wages of an employee based on work targets achieved, so that employees have a positive assessment of the number of tasks demand or activities that must be completed within a certain time. If these employees have a positive perception, they will perceive the workload as a challenge at work so that they are more serious at work and produce something useful for themselves and the company where they work. Conversely, if negative perceptions arise, workload is considered as work pressure therefore it can affect employee performance, has a negative impact on himself and the company where he works (Elfadilla, 2018)

The results of this study indicate that the workload variable has a significant effect on performance based on the chi-Square test with $p\text{-value} = 0.004 < 0.05$ which means the hypothesis is accepted. This means that workload affects the performance of bank employees in North Kolaka Regency. Workload is also considered to improve employee performance. If a worker is able to complete and adapt to a given number of tasks, then this does not become a workload. However, if the workforce is not successful then these tasks and activities become a workload (Samana, 2022).

The same research was conducted by Omela (2021), showing that workload has a positive and significant effect on the performance of employees of PT Bank Mandiri (Persero), Tbk Medan Imam Bonjol Area. Another study conducted on Kawan Malang People's Credit Bank (BPR) employees, obtained an R-square value indicating that the workload variable affects employee performance (Aisah, 2022). In addition, research on Bank Nagari Syariah Padang Branch employees shows that based on the hypothesis test it shows that the workload variable has a positive and significant effect on employee performance (Yulianti, et al., 2022).

Inappropriate workload, will cause customer complaints about the services provided. Customer complaints arise because the service received does not meet expectations. Like having to wait a long time and unsatisfactory service results. Too much workload can also result in employees being too tired which can cause illness. This has a bad effect on the smooth running of the company's work because the absentee level is too high, so it can affect the company's overall performance (Irawati and Carrollina, 2017).

b. The Effect of Job Satisfaction on Bank Employee Performance in North Kolaka Regency

Job satisfaction reflects a person's feelings towards his work which can be seen from the attitude of employees towards work and everything in the work environment. In addition, job satisfaction also has a pivotal meaning for self-actualization of employees. Employees who receive good job satisfaction usually have good records of attendance, work turnover and work performance compared to employees who don't get job satisfaction.

Job satisfaction has a very important meaning to provide a conducive situation in the company environment. (Suardi, 2019).

The results of this study indicate that the variable job satisfaction has a significant influence on performance based on the chi-square test with $p\text{-value} = 0.027 < 0.05$ which means the hypothesis is accepted. This means that job satisfaction affects the performance of bank employees in North Kolaka Regency. Job satisfaction reflects a person's feelings towards his work. This can be seen in the positive attitude of employees towards work and everything that is faced in terms of job satisfaction, employees who do not receive job satisfaction will never achieve psychological satisfaction and eventually will arise the negative attitudes or behavior then cause frustration, conversely employees who satisfied will be able to work well, enthusiastically, actively, and be able to obtain high achievement compared to the employee who does not receive job satisfaction (Octavianti and Hammi, 2022)

The same research was conducted by Maulidiyah (2020), showing that job satisfaction has a positive and significant effect on performance of 34.4% for Bank Indonesia representative employees in Jember. Another study conducted on JKN patients at Padjonga Daeng Ngalle Hospital, Takalar Regency, found that job satisfaction has a positive and significant effect on employee performance at PT. BPR Sedana Murni is 0.438 or 43.8% (Wirya, et al., 2020). In addition, research on employees of PT. Bank Syariah Mandiri, Palembang Simpang Patal Branch, shows that the job satisfaction variable simultaneously has a significant effect on performance (Marisa, 2020).

Job satisfaction needs to be considered by company managers, if employees feel satisfied in carrying out their work then it can encourage to maximize the employee's performance. Employees who are satisfied with the work they are doing have a greater possibility of talking positively about the company, helping others and maximizing their job performance (Robbins, 2006). Job satisfaction basically depends on what a person wants from his job and what they get. The most dissatisfied people are those who want the most, but get little, while the most satisfied are the people who want a lot and get it. This means that companies must pay attention to the level of employee needs.

E. CONCLUSION

Based on the results of the study it can be concluded that workload and job satisfaction have a significant influence on the performance of bank employees in North Kolaka Regency. In addition, workload is the variable that most influences the performance of bank employees in North Kolaka Regency. We recommend that the company should pay attention to the appropriateness of the responsibilities given to employees and always meet the needs of employees so that they can produce good performance and in accordance with company goals.

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