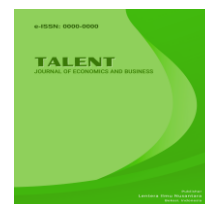




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The Influence of Workload and Work Stress on Employee Performance in Bekasi Regency

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Abstract

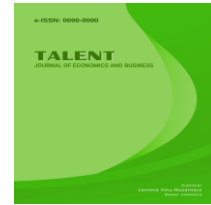
This study aims to analyze the effect of workload and work stress on employee performance in Bekasi Regency. Using a quantitative method with a probability sampling technique in the form of simple random sampling, this study collected data from 74 respondents through questionnaires distributed using g-form. Data analysis was carried out using the algorithm and bootstrapping methods with SmartPLS 3.0. The results showed that workload has a positive and significant effect on employee performance with a T-Statistic value of $2.211 > 1.99$ and a P-value of $0.027 < 0.05$. Work stress also showed a positive and significant effect on employee performance with a T-Statistic value of $4.121 > 1.99$ and a P-value of $0.000 < 0.05$. The R-square value of 0.323 indicates that workload and work stress have a 32% effect on employee performance, while the remaining 68% is influenced by other factors outside the research model. This study concluded that controlled workload and work stress can improve employee performance, but need to be maintained at ideal levels to maintain optimal productivity.

Keywords : Workload, Job Stress, Employee Performance

Introduction

Bekasi Regency is the only largest industrial area in Southeast Asia and as a buffer zone for the capital city of DKI Jakarta. Historically, Bekasi Regency was an area under the rule of the Padjajaran Kingdom. Bekasi Regency is located in West Java Province with a strategic area and directly borders Bogor Regency and DKI Jakarta Province. Famous for its dense industrial activity, it has an influence on the area, namely as a home for millions of immigrants because it is one of the economic centers. According to the databoks census, 72.56% of the population of Bekasi City by age group is the productive age group (aged 15-64 years). This indicates that Bekasi City is still in a demographic bonus period. As many as 7.91% are residents who are no longer productive/elderly (aged over 65 years) and 19.53% are residents who are not yet productive (aged 0-14 years). Based on the generation grouping according to William H Frey in the databoks census, 11.27% of the population of Bekasi City is Post Gen Z (born in 2013 and above). Then, 26.58% are Gen Z (born 1997-2012), and 27.67% are Millennials (born 1981-1996).

Human resources are a very important component for an organization to achieve its goals and vision. By having good quality human resources, the company can strengthen its goals and vision, namely organizational goals with the main driving factor of humans (Hidayat, 2020). Responsibility and self-confidence in employees who feel capable of completing their tasks allow work to run quickly and accurately. The organization must be able to be a means to improve the quality of employee performance (Suparman & S Pd I, 2020).

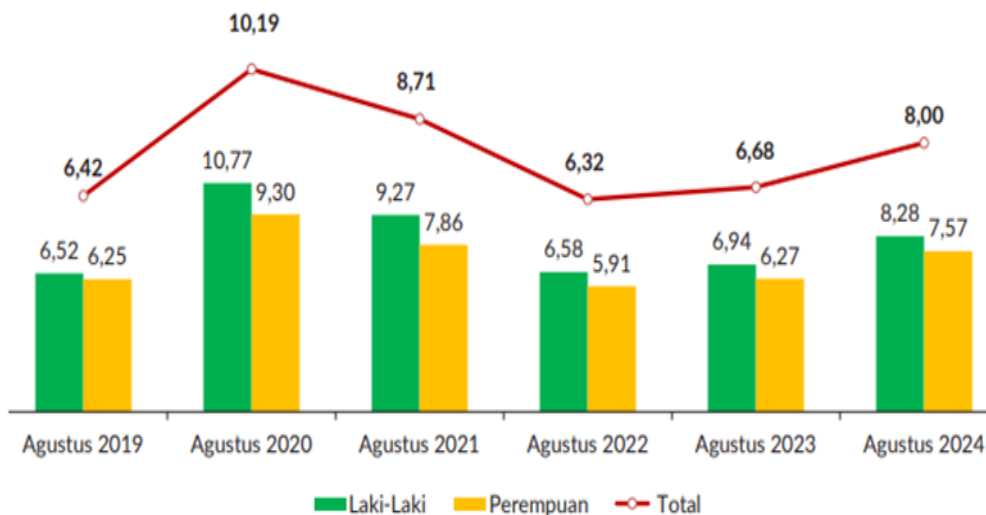


Employee performance should be considered because it shows a worker's ability to complete a given task. It serves as a standard and shows the level of dedication and contribution of a worker to achieve company goals (Widyaningrum & Widiana, 2020) . If employees are more involved in their work, they are more likely to participate in things that the organization aims for. (Fitriadi et al., 2022) .

In achieving company goals, if some employees meet company standards, it is not a problem. However, if employees do work below standard, the amount of overwork will definitely occur. The effect of overwork on management performance evaluation is very important because it is related to employee performance and their level of engagement in the workplace. To ensure that employee performance is always consistent, the company must always pay more attention to its employees. The amount of work or work that must be completed by a person in a certain period of time is called workload. This includes not only the amount of work, but also the complexity, level of responsibility and time limits. Excessive workload creates work stress for employees (Novianti et al., 2023)

Employees usually identify stressful conditions with their psychological symptoms and actions. However, stress is not always a negative condition. At some point, stress can come from competition in the workplace or from superiors. This is because at some point, stress can encourage workers to act more productively and encourage increased productivity. According to Chen in a study developed by Anggraini et al., (2023) when an employee faces the demands of his work related to it they feel stressed. A person's ability to overcome problems at work can be damaged by excessive stress. If high stress levels are combined with a lack of motivation, workers will become dissatisfied and this can lead to a decrease in worker productivity levels, which can result in the loss of the company. Even worse, workers will leave the company to look for new jobs.

Figure 1. Unemployment Rate Trend by Gender

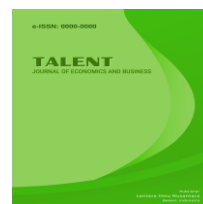


Source: Central Statistics Agency (2024)



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Based on graph 1, it is explained that there are many human resources who are unemployed or unempoyed. Judging from the graph, it shows that there will be an increase in the number of unemployed in 2024. One of the reasons for this is because the pressure at work is too excessive. resulting in a decrease in the number of workers or employee turnover . After seeing how work stress has a positive and negative impact on worker performance, it greatly affects social life. With less workload, workers will feel more comfortable in their workplace and they will feel more comfortable in their workplace. (Ruwana et al., 2023) . If there is this level of stress, employees will feel bored with their work, less productive, and lose motivation, so they are less productive. However, if there is an ideal level of stress, employees will work more productively because they have high motivation, calmness, and peace of mind. (Rohman & Ichsana, 2021) . The purpose of this study was to determine the effect of workload and work stress on employee performance.

Based on the issues, phenomena and research problems, it is concluded that workload and work stress affect employee work performance, so the author is interested in conducting a study and raising this research problem with the title "**THE EFFECT OF WORKLOAD AND WORK STRESS ON EMPLOYEE PERFORMANCE IN BEKASI DISTRICT**"

Methods

The respondents used in the study were all employees working in Bekasi Regency. Data collection in this study used a questionnaire distributed through g-form , so that respondents could fill out the questionnaire effectively and data could be quickly retrieved by researchers. The statements in the questionnaire were made using a Likert scale of 1-5 with criteria starting from strongly disagree for a value of 1 and a value of 5 for strongly agree. The researcher conducted data collection with a quantitative research type where the researcher used algorithm and bootstrapping techniques using the indicator multiplication formula for sampling.

The method in this study the author used one of the techniques in probability sampling is simple random sampling. Simple random sampling is the taking of sample members from a population that is carried out randomly without paying attention to the strata in that population (Syaputra, 2022) . According to Syaputra (Syaputra, 2022) the process of processing and analyzing data to produce relevant or accurate information is known as a questionnaire. A questionnaire is a method of data collection that involves giving a group of written questions or statements to the people being surveyed for them to answer. The Likert scale is used to measure the attitudes, opinions, and perceptions (views) of a person or group of people about social phenomena. Answers to the questionnaire are scored using this scale.

Results and Discussion

The results of the research data obtained from 74 respondents who work in companies in Bekasi Regency with characteristics summarized in Table 1.

Table 1. Respondent Data

Respondent Characteristics	Amount	Percent
Gender		
- Woman	61	82.4%
- Man	13	17.5%
Age		
- 17 To 26 Years Old	31	41.9%
- 27 To 36 Years Old	35	47.2%
- 37 To 46 Years Old	5	6.7%
- 47 To 56 Years Old	3	4.1%
Education		
- High School/Vocational School	38	51.3%
- Diploma (D1,D2,D3)	11	14.8%
- S1/S2	25	33.7%
Years Of Service		
- Less Than 1 Year	40	54.1%
- 1 To 10 Years	25	33.7%
- 11 To 20 Years	9	12.1%
- 20 Years	3	4.1%

Source: Data Processing Results (2024)

Based on table 1, it is explained that most of the respondents of this study were women as many as 61 people and men as many as 13 people. With the largest average age ranging from 27 years to 36 years as many as 47.2% or 35 people. The largest average education is high school / vocational school as many as 51.3% or 38 people, and the average length of work of the most respondents is less than one year, which is 54.1% or 40 people.

Table 2. R Square Alghorythm Test

	R Square	R Square Adjusted
kk	0.323	0.304

Source: Data Processing Results (2024)

Based on table 2, the R-square value shows that the employee performance variable is 0.323 (adjusted 0.304) so that it means that workload and work stress have a positive effect on employee performance of 32% and the rest is from the external model. Thus, the R-square value in this study is categorized as substantial (large).

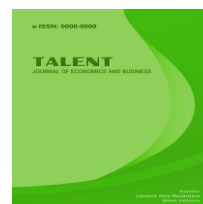


Table 3. Bootstrapping Path Coefficient Test

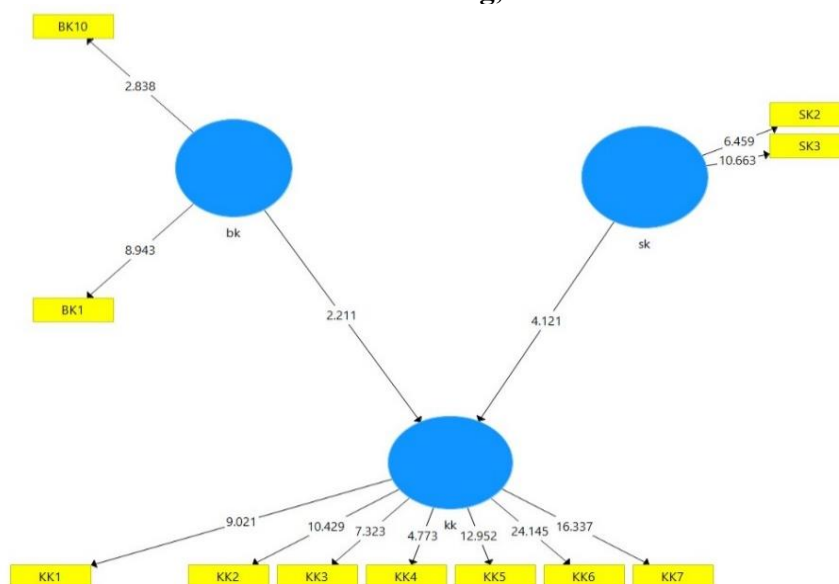
	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
bk -> kk	0.234	0.258	0.106	2.211	0.027
sk -> kk	0.434	0.447	0.105	4.121	0.000

Source: Data processing results (2024)

The results of bootstrapping analysis, as presented in Table 2, reveal the influence of workload (BK) and work stress (SK) on employee performance (KK). The workload variable shows a positive relationship with employee performance, evidenced by an Original Sample (O) value of 0.234, a T-Statistic value of 2.211 (> 1.99), and a P value of 0.027 (< 0.05), indicating significant results. Similarly, work stress also demonstrates a positive and significant relationship with employee performance, with an Original Sample (O) value of 0.434, a T-Statistic value of 4.121 (> 1.99), and a P value of 0.000 (< 0.05). These findings suggest that both workload and work stress significantly and positively affect employee performance.

PLS Model Analysis

Figure 1 Outer Model With Factor Loading, Path Coefficient and R-Square



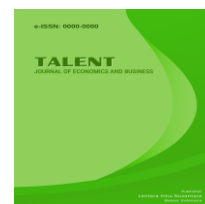
Source: Data Processing Results (2024)

The arrow between the variable and the indicator is called the factor loading value, the location of the R square which is in the circle of the endogenous variable or employee performance variable can also be seen from the magnitude of the path coefficient which is above the arrow line between the exogenous variables.



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To show the relationship between variables in the study with other variables, the path coefficient method is used in the analysis. The bootstrapping results are used in data processing to find the path coefficient using Smartpls 3.0. This bootstrapping method will produce path coefficients, t-statistics and also p values for each independent variable against the dependent variable.

The existence of previous research indicating the emergence of inconsistencies in research results is the basis for conducting this research, in order to discuss the actual effects of workload and work stress on employee performance. If workload indicators such as targets to be achieved, work conditions and work standards are met in a balanced manner, employee performance will increase. The work targets set must be in accordance with the employee's abilities. Work conditions also include how employees view their current work conditions in the company, for example their ability to make decisions quickly and handle unexpected situations, such as when they have an accident (Nabawi, 2019) . Therefore, the purpose of this study is to further validate the effects of workload and work stress on employee performance.

The Influence of Workload on Employee Performance

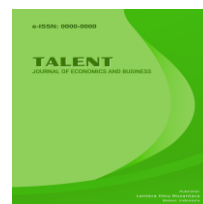
The results of the data analysis show that workload has an effect on employee performance. In line with research on workload on employee performance conducted by Surijadi (2020), this means that employee performance is better with a greater workload. This applies even when the daily workload in the office is very large, employee performance remains consistent. Nataria (2019) explained that she felt that the tasks given were a responsibility or challenge that must be completed so that they could improve performance. So that workload has a positive effect on employee performance. Nabawi (Nabawi, 2019) stated that workload has a negative effect. This means that companies should not give employees excessive workloads, because excessive workloads can reduce employee performance at work, so that the effect of workload on employee performance is negative. on employee performance. Other research according to Sulastri (2020) concluded that workload has a negative effect on employee performance, which means that an increase in workload will reduce employee performance.

The Impact of Work Stress on Employee Performance

In Rohman's research (Rohman & Ichsan, 2021) concluded that if work stress increases, employee performance will increase. This shows that work stress has a positive effect on employee performance. In a study conducted by Steven (2016), work stress has a significant negative effect on employee performance.

Conclusions

The study concludes that workload and work stress significantly influence employee performance. A controlled workload positively impacts performance, ensuring tasks are aligned with employees' abilities, while work stress, when managed at an optimal level, can enhance productivity by motivating employees. The findings highlight the importance of maintaining a balanced workload and manageable stress levels to achieve sustained employee performance.



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