

THE INFLUENCE OF WORKLOAD ON EMPLOYEE PERFORMANCE AT MAKASSAR MAIN PORT AUTHORITY OFFICE

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Abstract

This research aims to determine the effect of workload on employee performance at the Makassar Main Port Authority Office. The type of data used in this research is quantitative obtained from questionnaires distributed and related to the problem studied, with a sample of 91 employees. The data were analyzed using a simple linear regression analysis method using SPSS data to strengthen the hypothesis. The research results show that the workload variable has a positive and significant influence on employee performance.

Keywords: Workloads, Employee Performance.

INTRODUCTION

The role of human resources is very important in organizations and agencies. As is known, an organization cannot function properly without human resources in it. In an agency/institution, human resources are an important element that can support the operations of the agency/institution.

Every organization wants professional, loyal and highly dedicated employees whose welfare is guaranteed. Realizing that human resources are a very important asset that can drive all the wheels of an organization, the agency sets the highest priority for human resource development. Therefore, organizations need to think about how to develop their employees, so that they can encourage organizational progress in achieving organizational goals. According to Jamaludin (Jamaludin, 2017) Performance is the result of a person/individual's work in carrying out a task during a certain period compared to various standards of work results, goals and objectives or criteria that have been determined in advance and have been mutually agreed upon.

To achieve optimal performance results, human resources in an organization must be managed and managed as well as possible so that they can feel comfortable in carrying out their duties so as to achieve maximum results. (Paramitadewi, 2017) Many performance researchers have concluded that employee participation in decision making is an important factor that can influence employee performance. Employee participation in decision making can improve employee performance, which in turn can increase employee personal productivity and the public sector. According to (Kristanto et al., 2023) workload is the process of determining the number of working hours of human resources used and needed to carry out a job during a certain time period.

The formation of the Port Authority (OP) is confirmed in Law no. 17 of 2008 concerning Shipping and Government Regulation NO.61/2009/concerning Ports. The Port Authority is a government institution at the port as an authority that carries out the functions of regulation, control and supervision of port activities that are carried out commercially. So, in carrying out the duties, functions and authorities provided for by law and government regulations, the characteristics are integrated into the work system. The Makassar Main Port Authority Office was officially established by the Minister of Transportation based on KM.63 of 2010 on December 20 2010 in Jakarta, on June 1 2012 by the Minister of Transportation E.E Mangindaan issued Ministerial Regulation Number 35 of 2012 then it changed to the Makassar Main Port Authority Office .

Development of Number of Performance of TKBM Management Employees

No	Month	Number of Employees	Unloading Quantity	Load Amount	Unit
1	January	15	5115	2492	Box
2	February	15	4752	2425	Box
3	March	15	6251	3930	Box
4	April	15	6029	3606	Box
5	May	15	6659	3887	Box
6	June	15	5906	2976	Box
7	July	15	6341	2750	Box
8	August	15	6572	3470	Box
9	September	15	6892	4452	Box
10	October	15	7055	4101	Box
11	November	15	6669	3841	Box
12	December	15	7556	3777	Box

Source: Port Authority Office

In the table above, it is known that the TKBM development every month in 2022, here it can be seen in general that the total TKBM of the Makassar Main Port Authority Office is irregular or experiences ups and downs. Performance achievement is the result of the performance of each employee who is involved and has been given their duties and responsibilities. Therefore, employee performance is reflected in the results of TBKM management's performance achievements. In the initial data collection carried out by researchers at the Makassar Main Port Authority Office, they said that employee performance in 2022 was declared less stable.

Problems involving employee demands must be resolved immediately and properly. Apart from the problem of human resources whose capabilities are lacking or uneven, the workload that occurs is that in the loading and unloading section, there are a lot of loading and unloading processes and this causes employees on the TKBM management team to not have time to rest during break times, causing employees to become overwhelmed. Another problem faced by the OP is that there are queues at the dock which causes the activity process to be slow, so that it does not reach the performance standards set by the center. This shows that the workload of employees at the Makassar Main Port Authority Office is seen from employees who continue to work even during breaks, so that in completing their tasks employees become overwhelmed and the infrastructure can be said to be incomplete or inadequate which causes employee workload to increase.

METHOD

This type of research uses associative quantitative research. This research aims to solve problems by explaining the problems that arise. This is based on the consideration that in this article the researcher wants to understand, investigate and explain in detail the impact of workload on the performance of Makassar Main Port Authority employees. This research uses statistical data analysis techniques, namely descriptive data analysis techniques which are used to analyze data by describing or presenting the data that has been collected as it is, without intending to draw broad conclusions or generalizations (Sugiyono, 2014).

This descriptive analysis is intended to determine the frequency distribution of answers from the questionnaire results by collecting data from the respondents' answers and then tabulating them in tables and discussing them descriptively.

RESULTS AND DISCUSSION

Research result

a. Respondent Characteristics

There were 91 respondents in this study who were described based on several characteristics. Based on the age of the respondent, there are employees aged 31 - 40 years, namely 42 employees or 46.2% of the total number of respondents. Of this age, the majority of employees working are aged 31 – 40 years. Because those aged 31 - 40 years are said to have worked for a long time and are experts in their field and have more experience. Meanwhile, those aged 20 - 30 years are 20 employees or 22%, while those aged > 40 years as many as 29 employees or 31.9%. Based on gender, 59 employees or 64.8% were male, while 32 employees or 35.2% were female. So, based on the data above, it shows that the majority of respondents were male, with 59 respondents with a percentage of 64.8%. Based on the latest education, 60 employees have a bachelor's degree level of education or 65.9% of the total number of respondents. Master's level education was 23 employees or 25.3% of the total number of respondents. Meanwhile, 8 employees or 8.8% had a high school education level.

b. Descriptive Analysis

Table 1. Descriptive Statistical Analysis

	N	Minimum	Maximum	Mean	Std. Deviation
Workload	91	21.00	30.00	26.6923	2.84680
Employee Performance	91	34.00	50.00	44.2308	4.10441
Valid N (listwise)	91				

To see respondents' responses to research variables and also the calculation of scores for the variables studied can be seen as follows:

a. Workload(X)

The Workload variable (X) has a minimum value of 21, a maximum value of 30, and a mean of 26.6923 with 6 statement items ($26.6923 : 6 = 4.4487$) so that 4.4487 is on the value scale which indicates a very high answer choice. The standard deviation value shows a deviation of 2.84680 from the average value of the number of respondents' answers.

b. Employee Performance (Y)

The Employee Performance variable (Y) has a minimum value of 34, a maximum value of 50, and a mean of 44.2308 with 10 statement items ($44.2308 : 10 = 4.4231$) so that 4.4231 is on the value scale which indicates a very high answer choice. The standard deviation value shows a deviation of 4.10441 from the average value of the number of respondents' answers.

c. Instrument Test

a. Validity test

In this research, conditions are used by looking at the significance value, where if the significance level value is < 0.05 means the question item is valid, conversely if the significance level is > 0.05 then the question item is invalid.

1) Workload (X)

The results of validity testing show that all question items from the work load variable (X) studied are valid with the r-count value of all statement items being above 0.2061 or r-count > r-table and significance value less than 0.05 or < 0.05 so that all statement items in the instrument are said to be valid.

2) Employee Performance (Y)

The results of validity testing show that all question items from the Employee Performance (Y) variable studied are valid with the r-count value of all statement items being above 0.2061 or r-count > r-table and significance value less than 0.05 or < 0.05 so that all statement items in the instrument are said to be valid.

b. Reliability Test

Reliability testing is carried out to see how consistent the results of a study are when carried out repeatedly.

Table 2. Variable Reliability Test Results

Variable	Cronbach's Alpha	Information

Workload (X)	0.911	Reliable
Employee Performance (Y)	0.929	Reliable

Based on the calculation results in the table above, the reliability test shows that the Cronbach's alpha value for all variables is greater than 0.60. Where is the Workload variable(X) has a Cronbach's alpha value 0.911 > 0.60. Then for the Employee Performance variable(Y) has a Cronbach's alpha value 0.929 > 0.60. So it can be concluded that from the questionnaire used to illustrate that the Workload and Performance variables can be said to be reliable and reliable as a variable measuring tool.

Test Linearity

The heteroscedasticity test is to find out whether there is a significant linear relationship between two variables. A good correlation should have a linear relationship between the independent variables(X) with the dependent variable (Y).

Table 4. Linearity Test

			Sum of Squares	Df	Mean Square	F	Si.
Employee Performance * Workload	Between Groups	(Combined)	635,345	9	70,594	6,492	,000
		Linearity	492,681	1	492,681	45,307	,000
		Deviation from Linearity	142,664	8	17,833	1,640	.126
	Within Groups		880,809	81	10,874		
Total			1516.154	90			

Based on the results of markDeviation from Linearity Sig 0.12 is greater than 0.05. It can be concluded that there is a significant linear relationship between the workload variable (X) and the employee performance variable (Y). This shows that there is a good relationship between workload variables and employee performance variables.

d. Hypothesis testing

a. Simple Regression Analysis

Table 5. Regression Equation Model Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,293	3,370		6,614	,000
	Workload	,822	.126	,570	6,545	,000

a. Dependent Variable: Employee Performance

Based on the table above, the regression equation formed in this regression test is:

$$Y = 22.293 + 0.822X$$

The model can be explained as follows:

a) The constant value is 22.293. This shows that if independent (workload) is zero (0), then the dependent value (employee performance) is 22,293 units.

Regression coefficient workload (b) is 0.822 and has a positive sign. This means that the value of variable Y will increase by 0.822 if the value of variable X increases by one unit. A coefficient with a positive sign indicates that there is a unidirectional relationship between the workload variable (X) and the employee performance variable (Y). The higher the workload, the higher the employee's performance.

b. R2 Test (Coefficient of Determination)

Table 6. R2 Test Results

Model Summary b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.818a	.670	.665	2,256
a. Predictors: (Constant), Workload				
b. Dependent Variable: Employee Performance				

From the table, an R number of 0.818 is obtained, which shows that the relationship between employee performance and the independent variable is quite strong, because it is defined as quite strong, with the figure between 0.7 - 0.9. Meanwhile, the R-square value of 0.670 or 67% indicates that employee performance variables can be explained by workload variables of 67% while the remaining 33% can be explained by other variables that are not in this research.

c. Partial Test Results (t Test)

**Table 7. Partial Test Results (t Test)
Coefficientsa**

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,293	3,370		6,614	,000
	Workload	,822	.126	,570	6,545	,000

a. Dependent Variable: Employee Performance

The table shows that the workload variable has a significant level of 0.000, which is smaller than 0.05. The coefficient value of 0.822 shows that the influence given is positive on the dependent variable. This means that H_a is accepted and H_o is rejected, so it can be said that workload has a positive and significant effect on employee performance.

Discussion

The research results show that workload has a positive and significant influence on employee performance. The more appropriate or balanced an employee's workload, the better the employee's performance will be. Every job a person does is a workload for that person, and the workload varies depending on how the person works. According to (Munandar, 2001) explains from an ergonomics perspective that each person's workload must be appropriate and balanced with the physical abilities, cognitive abilities and limitations of the person carrying the load. According to Priansa (2017: 269), performance is the level of success of an employee in completing his work.

This means that the increase in workload for Makassar Main Port Authority Office employees will also increase their performance. So, in accordance with the opinion of Artadi (2015), it shows that workload has a positive effect on employee performance, where workload pressure can be positive, thus having an impact on improving performance. Shah, et al (2011) found that workload has a positive effect on performance, where a high workload makes performance evaluations carried out by supervisors very important, because it is related to performance and the size of the bonuses received by employees.

This research is in line with research conducted by (Gobel et al., 2023) which states that workload has a positive effect on employee performance at PT. Alfamart, Lolak District, Bolang Mongodow Regency. This

research is also in line with research conducted by (Diana, 2020) which states that workload has a significant effect on employees.

CONCLUSION

Based on the data collected and hypothesis testing using simple regression analysis, the conclusion of this research is as follows: workload has a positive and significant effect on employee performance. The greater the employee's workload, the greater the employee's performance.

Workload is defined as the responsibilities or tasks given to employees which must be completed within a certain period of time to achieve organizational or institutional goals. Therefore, workload is very important for the office. By providing efficient workloads, organizations can find out to what extent their employees can accept the maximum workload and to what extent this affects the company's performance itself. So that organizational goals can be realized, employees can feel the workload of employees at work, so that work results can increase. Workload can be positive and result in better performance. Applying a workload means employees have to unleash their full potential.

This means that if they have a positive perception, then they will see the workload at work as a challenge to be more serious about their work and produce something that is beneficial for themselves and the company where they work. On the other hand, if there is a negative perception, then the workload is considered work stress, so it can affect the employee's performance and have a negative impact on him and the company where he works.

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