

Effect of Workload, Work Environment, Work Stress on Employee Performance of Private Universities in the City of Bandung, Indonesia

Jaja Jahari

UIN Sunan Gunung Djati Bandung, Indonesia

Email: djadjadjahari@gmail.com

Abstract

The purpose of this study was to determine the effect of workload, work environment, and work stress on the performance of employees of private universities in the city of Bandung, Indonesia. This research uses a descriptive verification method which was conducted on 150 employees of private universities in the city of Bandung. Data collection techniques in this study used questionnaires. Data analysis techniques using correlation analysis, regression, determination and hypothesis testing (t-test). The results of hypothesis testing prove that workload has a negative effect on employee performance, the work environment has a positive effect on employee performance, and work stress has a negative effect on employee performance.

Keyword: Human Resources, Private University, Bandung City.

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A. INTRODUCTION

The progress of an organization will not be separated from the existence and influence of human resources in it. Human resources become the main motor of the organization in carrying out all its activities in an effort to achieve goals. Human resources are one of the most important elements in an organization because humans are the drivers and determiners of the course of an organization. The success of an organization's management depends on the performance of the human resources in it. In other words, the survival of an institution is largely determined by the performance of the employees in it (Handoko, 2001).

Employee workload is one of the factors affecting employee performance (Monika, 2010; Astianto & Supriyadi, 2014; Putro, 2017; Lukito & Alriani, 2018; Arfani & Luturlean, 2018; Siregar, 2018). The high workload can improve employee performance, but the workload that is too excessive can cause a decrease in employee performance. This is due to the inability of employees to complete the work caused by the capacity and ability of employees not in accordance with the demands that must be done (Arfani & Luturlean, 2018).

In addition to workload, another factor influencing employee performance is the work environment (Sedarmayanti, 2009; Kurniawan & Ikasari, 2013; Wibawa & Indrawati, 2014; Lukito & Alriani, 2018). The work environment is something that is around the worker and that affects him in carrying out the tasks assigned. A comfortable work environment for the company can improve performance. Conversely, an inadequate work environment will reduce performance (Sedarmayanti, 2009).

In addition to the workload and work environment, another factor influencing employee performance in an organization is work stress. Job stress is a relatively new phenomenon of the modern lifestyle (Qureshi et al., 2012). Stress is a situation or condition of tension that is associated with an opportunity, obstacle or demand (Robbin, 2002; Magkunegara, 2013). Job stress has a negative and significant effect on employee performance (Friend, 1982; Anderson, 2003; James et al., 2007; Monika, 2010; Putro, 2017; Siregar, 2018; Lukito & Alriani, 2018).

Based on the description above, the purpose of this study is to determine the effect of workload, work environment, and work stress on employee performance by taking case studies at private universities in the city of Bandung, Indonesia.

B. LITERATURE REVIEW

1. Effect of Workloads on Employee Performance

According to Setyawan and Kuswati (2006), if the workload continues to increase without an appropriate division of workload, employee performance will decline. This was supported by research conducted by Monika (2010), Astianto & Supriyadi (2014), Putro (2017), Lukito & Alriani (2018), Arfani & Luturlean (2018), Siregar (2018), who stated that workloads had a negative impact and significant to employee performance. That is, the higher the workload will reduce employee performance. Based on the description above, the hypothesis in this study is as follows: H1: Workload negatively affects employee performance /.

2. Effect of Work Environment on Employee Performance

According to Anandini (2018), good working environment conditions will make employees feel comfortable at work. The preparation of a product system in good work will not be carried out effectively if it is not supported by a satisfying work environment within the company. This is supported by research conducted by Sedarmayanti (2009), Kurniawan & Iksari (2013), Wibawa & Indrawati (2014), and Lukito & Alriani (2018) which states that the work environment has a positive and significant effect on employee performance. Based on the description above, the hypothesis in this study is as follows: H2: The work environment has a positive effect on employee performance

3. Effect of Job Stress on Employee Performance

According to Gibson and Ivancevich (2001), the stress in optimal performance is a positive stress condition because it can encourage employees to work at a higher level, while stress due to too little and too much burden is a negative stress condition because it can cause a decrease in employee performance. This is supported by research conducted by Friend (1982), Anderson (2003), James et al. (2007), Monika (2010), Putro (2017), Siregar (2018), Lukito & Alriani (2018) which stated that work stress had a negative and significant effect on employee performance. Based on the description above, it can be made a hypothesis in this study is as follows: H3: Work stress has a negative effect on employee performance.

C. METHOD

This research was conducted using descriptive and verification methods (Sugiyono, 2017). By using the research method will be known as significant effects or relationships between the variables studied so as to produce conclusions that will clarify the picture of the object under study. The population in this study were employees of private universities in the city of Bandung, Indonesia. Samples were taken using the Slovincs formula with alpha 5% = 150 respondents, with proportional random sampling. Data collection techniques in this study used a questionnaire distribution, while data analysis used correlation, regression, determination, and testing hypothesis techniques (t-test).

D. RESULT AND DISCUSSION

1. Effect of Workload on Employee Performance

Based on the results of multiple linear regression analysis obtained the following equation: $Y = -0.203X_1 + 0.680X_2 - 0.201X_3$. The regression coefficient of the X_1 variable is workload with a value of -0.203 (negative value), which means that the lower the workload the employee performance increases. From the t-test results obtained t-test value = $-2.066 < t_{table} = 1.671$ with $(df = NK-1 = 50-3-1 = 46)$ with a significance value of 0.044 (less than 0.05) so that H_0 is rejected and H_a is accepted which means that workload has a negative and significant effect on the performance of employees of private universities in the city of Bandung.

The results of this study support the results of previous studies conducted by Monika (2010), Astianto & Supriyadi (2014), Putro (2017), Lukito & Alriani (2018), Arfani & Lutarlean (2018), Siregar (2018), who stated that the workload negative and significant impact on employee performance. That is, the higher the workload will reduce employee performance. According to Lisnayetti & Hasanbasri (2006), there is a relationship between Workload and Employee Performance. High workload will cause a lack of performance ". Which can be explained that the higher workload received by an employee will affect the performance of the employee.

One of the causes of decreased performance of workloads is the necessity to take on two or more tasks that must be done simultaneously. The more requests to carry out these tasks, the less performance in the work. Employees are often faced with having to complete two or more tasks that must be done simultaneously. These tasks certainly require time, energy and other resources for their completion. The burden of providing

resources that are often limited will certainly cause employee performance to decline. Problems that can arise include weakened employee endurance and feeling depressed.

2. Effect of Work Environment on Employee Performance

Based on the results of multiple linear regression analysis obtained the following equation: $Y = -0.203X_1 + 0.680X_2 - 0.201X_3$. The regression coefficient of the X_2 variable is the work environment worth 0.680 (positive value), which means that the better the work environment, the more employee performance increases. From the t-test results obtained t-test value = 6.928 > t table = 1.671 with a significant value of 0.000 (less than 0.05) so that H_0 is rejected and H_a is accepted, which means that the work environment has a significant positive effect on employee performance.

The results of this study support the results of previous studies conducted by Sedarmayanti (2009), Kurniawan & Ikasari (2013), Wibawa & Indrawati (2014), and Lukito & Alriani (2018) who stated that the work environment had a positive and significant effect on employee performance. Environmental conditions can affect employee performance as stated by Robbins (2002), that employees pay great attention to their work environment, both in terms of personal comfort and ease of doing good work. The work environment can be divided into two, namely the physical work environment and the non-physical work environment.

The creation of a good work environment can affect employee performance. The physical work environment and non-physical work environment also affect the motivation and morale of employees because if the work environment in the company is comfortable and pleasant, of course, employees can improve their performance so that the company's goals can be achieved well.

3. Effect of Job Stress on Employee Performance

Based on the results of multiple linear regression analysis obtained the following equation: $Y = -0.203X_1 + 0.680X_2 - 0.201X_3$. The regression coefficient of the X_3 variable is work stress with a value of 0.201 (negative value), which means that the lower the stress of the employee the more employee performance increases. Based on the t-test results obtained the value of t-test = -2.050 > t table = 1.671 with a significance value of 0.046 (less than 0.05) so that H_0 is rejected and H_a is accepted which means that work

stress has a significant negative effect on employee performance.

The results of this study support the results of previous studies conducted by Friend (1982), Anderson (2003), James et al. (2007), Monika (2010), Putro (2017), Siregar (2018), Lukito & Alriani (2018) which stated that work stress had a negative and significant effect on employee performance. The relationship between stress and employee performance can be illustrated by the inverted U curve. Low-stress levels low employee performance. In this condition employees do not have challenges and boredom arises because of under-stimulation. As stress increases to an optimal point, it will produce good performance. This condition is called optimal stress level. At this optimal stress level, it will create innovative ideas, enthusiasm, and constructive output. At very high-stress levels, employee performance is also low. In this condition, there is a decrease in performance. Excessive stress levels will cause the employee in a depressed condition because they are no longer able to handle tasks that are too heavy.

E. CONCLUSION

Based on the results of the study note that the workload has a negative and significant effect on employee performance, with a regression coefficient of -0.203 (negative value) which means that the lower the workload the employee performance increases. The work environment has a positive and significant effect on employee performance, with a regression coefficient of 0.680 (positive value), which means the better the work environment, the better the performance of employees. Job stress has a negative and significant effect on employee performance, with a regression coefficient of -0.201 (negative value) which means that the lower the stress of the employee the more employee performance increases.

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