

THE EFFECT OF WORKLOAD ON EMPLOYEES OF PT. WAHANA PUTRA YUDHA PEMATANGSIANTAR

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ABSTRACT

Human resources are the most important thing for PT. Wahana Putra Yudha Pematangsiantar. The issue of human resources is a challenge in itself for management, because the performance that a company seeks from a person depends on the individual's ability, motivation and support received, if someone in the company, namely human resources, can run effectively then the company will continue to run effectively. Based on the results of observations made at PT. Wahana Putra Yudha Pematangsiantar, the workload received by employees is the target of getting large sales of products at PT. Wahana Putra Yudha Pematangsiantar and employees are also often told to go home later if the daily target has not been met. And for the training provided by PT. Wahana Putra Yudha Pematangsiantar, the results of the training that has been carried out are that employees still have the same abilities as before the training was provided. The lack of ability to sell and meet existing targets makes the training that has been carried out less effective for employees at PT. Wahana Putra Yudha Pematangsiantar.

Keywords: Human Resources, Performance, workload

1. INTRODUCTION

he most important human resource for a company or organization is human resources, namely people who have given their energy, talent, creativity and effort to the organization, if you want the company to progress, the company must have human resources who are able to display good performance.

The problem of human resources is a challenge for management, because the success of management and others depends on the quality of human resources, the performance sought in a company from a person depends on the ability, motivation and individual support received, if someone in the company, namely human resources, can run effectively, the company will continue to run effectively.

Performance is a process of how direct work to achieve work results. Employee performance is what affects how much they contribute to the organization. Performance is also the result of work that is displayed in accordance with its role in the organization. Human resources are the main factor in the company, where

humans act as regulators in carrying out the running of a company in order to achieve certain goals, the best programs made by the company will be difficult without the active role of employees owned by the company.

Workload is something that arises from the interaction between the demands of the work environment tasks where used as a workplace, skills and perceptions of the work of physical workload and mental workload. Physical workload is a burden received by the physical alone will result in changes in the functions of the body's tools and assessment of physical workload can be done with two objective methods, namely assessment, direct and indirect direct measurement methods, namely measuring energy expended through oxygen intake during work, indirect measurement methods by calculating the pulse rate during work, mental workload is the workload received by workers as mental work demands with the mental abilities possessed by the workers concerned.

Another factor that affects employee performance is that training is needed in order to improve the quality of human resources. In promoting the company and is one of the important factors in competition both from within and from outside the development of science and technology which is very fast in handling and running the company, adjusting the ability to carry out tasks to carry out training for employees. Training is an effort to develop human resources, especially to develop intellectual and human personality, providing training is an effort to increase the knowledge of an employee's expertise to do a certain job.

Based on the results of observations made at PT Wahana Putra Yudha Pematangsiantar, the workload received by employees is the target to get large sales of products at PT Wahana Putra Yudha Pematangsiantar. And for the training provided by PT Wahana Putra Yudha Pematangsiantar, the result of the training that has been carried out is that employees still have the same abilities as before the training provided. The lack of ability to sell and meet existing targets makes the training that has been carried out less effective for employees at PT Wahana Putra Yudha Pematangsiantar. Based on this background, this research is entitled: " THE EFFECT OF WORKLOAD ON EMPLOYEES OF PT. WAHANA PUTRA YUDHA PEMATANGSIANTAR".

2. RESEARCH METODOLOGY

The method used in this research is descriptive method, which aims to describe the state of the data as it is which will then be analyzed in accordance with the objectives and research questions. The descriptive method according to Sugiyono (2019: 21) is a method used to describe or analyze a research result but is not used to make broad conclusions.

Quantitative data is data in the form of numbers. The data used in this study are quantitative, namely the results of answers from respondents or filling out questionnaires on a Likert scale.

The data collection techniques used this study are:

- Survey

The survey method is a primary data collection method that uses oral and written questions. The technique used in this survey method is to use interviews or questionnaires as a tool for collecting data.

Primary data is a source of research data obtained directly from original sources not through intermediary media. Data is collected specifically to answer research

questions in accordance with the wishes of the researcher. With primary data obtained through questionnaires personally given to respondents, namely PT.Wahana Putra Yudha Pematangsiantar employees.

- Population and Sample

Population is a generalization area consisting of: objects / subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions (Sugiyono 2019: 215). The existing population is 35 employees.

While the sample according to Sugiyono (2019: 215) is part of the population. Data taken based on data from all 35 employees of PT Wahana Putra Yudha Pematangsiantar using the Saturated Sampling Technique, which is a sampling technique that makes all members of the population into samples.

3. RELATED RESEARCH/LITERATUR REVIEW

Definitin Of Workload

According to (Nurwahyuni, 2019), Workload is the amount of responsibility carried by a person as measured by multiplying the existing work size by the length of service given to a person in a certain position or department in an entity.

Factors Affecting Workload

According to Suci (2017: 24) the factors that affect workload include:

- Internal Factors

Internal factors that affect workload factors that come from within the body as a result of external workload reactions such as gender, age, posture, health status and motivation, satisfaction, desire or perception.

Gender, age, posture, and health status are things that are considered by companies/institutions/institutions in giving job responsibilities.

- External Factors

External factors in the world of work will also affect employee workload. External factors are factors that come from outside the employee's body such as the work environment, physical tasks, work organization.

Definition of Training

according to Nawawi (2011), training is essentially an effort made by the company to help its workforce to understand the specific potentials that exist so as to provide improvements to the weaknesses that exist in the company. The main activity in training is to provide an increase in the effectiveness of meeting the latest consumer demand.

Benefits of Training

Quoted from (Sysindo Konsultan, 2019), it is explained that the benefits of employee training and development, as follows:

1. Increase job satisfaction and employee morale
2. Increase employee work motivation
3. Improve efficiency in processes, resulting in financial benefits
4. Increase capacity to adopt new technologies and method
5. Increase innovation in strategies and products
6. Reducing employee turnover

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4. RESULTS AND DISCUSSION

Respondent Identity Research Results

The identity of the respondent is a description of the employees who are respondents in the study, which can be seen from gender, age and education level.

1) Respondet By Gender

Based on the data that has been processed, the resultd of the distribution of respondents based on gender in this study can be seen in the table now:

Table 4.1 Respondents By Gender

Gender	Amount	Percentage
Men	23	65,71%
Women	12	34,29%
Amount	35 people	100%

2) Respondents by Age

From the study 35 respondents with classification by age can be shown in the following table:

Table 4.2 Respondents By Age

Age	Amount	Percentage
20-30 year	23	65,71%
31-40 year	8	22,86%
41-50 year	4	11,43%
Amount	35 People	100%

3) Respondents According to Education Level

Based on the data that has been processed, the results of the distribution of respondents based on the level of education in this study can be seen in the table now:

Table 4.3 Respondents Menurut Tingkat Pendidikan

Education Level	Amount	Percentage
High School	21	60,0%
S1	14	40,0%
Amount	35 People	100%

4.2 Instrument Test

This instrument test was carried out to see whether the question was feasible or not to be used as an instrument in this journal.

1. Validity Test

The validity test is used to measure whether a questionnaire is valid or not. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire.

The validity test will test each variable used in this study, where all research variables contain 15 questions that must be answered by respondents. The criteria used in determining whether the questions used in this study are valid or not are as follows: confidence level = 95% ($\alpha = 5\%$), degree of freedom (df) = $n - k = 35 - 3 = 32$, obtained r table = 0.3338. If r count (for each item can be seen in the Corrected Item - Total Correlation column) is greater than r table and the r value is positive, then the statement item is said to be valid.

2. Reliability Test

The reliability test is intended to measure a questionnaire which is an indicator test of the variable. Reliability is measured by the Cronbach's Alpha statistical test. A variable is said to be reliable if it gives a Cronbach's Alpha value > 0.60 .

Table 4.4 Reability Test

Variabel	Cronbach's Alpha	N of Items	Status
Workload (X1)	0,903	5	Reliabel
Training (X2)	0,853	5	Reliabel
Performace (Y)	0,845	5	Reliabel

4.3 Hypotesis Testing

1. The t test

The t test is known as the partial test, which is to test how the influence of each independent variable individually on the dependent variable.

4.5. T Test Measurement Result

Model		Unstandardized Coefficients		Coefficients ^a		Sig.
		B	Std. Error	Standardized Coefficients Beta	t	
1	(Constant)	2,013	1,233		1,632	,112
	Employrr Expenses	,511	,096	,584	5,311	,000
	Training	,398	,111	,395	3,592	,001

a. Dependent Variable: performance

2. F test

The F test is used to test each independent variable has a significant effect on the dependent variable together $\alpha = 0.05$ and accept or reject the hypothesis. The results of the F test calculation can be seen in the following table:

Tabel 4.6 F Test Result

		ANOVA ^a				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	271,546	2	135,773	117,343	,000 ^b
	Residual	37,026	32	1,157		
		308,571	34			

a. Dependent Variable: Performance

b. Predictors: (Constant), Training, Workload

3. Multiple Linear Regression Analysis

In an effort to answer the problems in this study, multiple linear regression analysis is used. The program for analyzing this regression uses SPSS 25 For Windows software, to analyze the effect between the independent variables, namely workload and training on the dependent variable, namely performance. The results of data processing using the SPSS program are as follows:

Table 4.7 Hasil Pengukuran Regresi Linier Berganda

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,013	1,233		1,632	,112
	Workload	,511	,096	,584	5,311	,000
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a. Dependent Variable: Performance

5. CONCLUSION

As for the conclusion for this study as follows:

From the results of the previous hypothesis testing, it can be concluded that some hypotheses are proven and some are not proven. For this reason, this discussion section will contain a more detailed discussion of each.

A. Conclusion of t Test Results (Partial)

1. Hypothesis Test Results of the Effect of Workload (X1) on Performance (Y)
The significance of the t-test results of Workload shows a significant level of 0.000 <5%. The resulting t value is 5.311 with the t table value is 2.036 because the t value is greater than the t table, then H0 is rejected and H1 is accepted, it can be concluded that Workload significantly affects Performance. The t distribution table is sought at $\alpha = 5\%$ (0.05) with degrees of freedom (df) = n-k-1 or 35-2-1 = 32.
2. Hypothesis Test Results of the Effect of Training (X2) on Performance (Y)
The significance of the t-test results of Training shows a significant level of 0.001 <5%. The resulting t value is 3.592 with a t table value of 2.036. Because the calculated t value is greater than the t table, H0 is rejected and H1 is accepted, it can be concluded that training affects performance significantly. The t distribution table is sought at $\alpha = 5\%$ (0.05) with degrees of freedom (df) = n-k-1 or 35-2-1 = 32.

B. Conclusion of F Test Results (Simultaneous)

Sig value. $0.000 < 0.05$, it can be concluded that the model is acceptable. ANOVA analysis shows that together the independent variables have a significant effect on the dependent variable.

This can be proven from the calculated F value of 117.343 which is greater than the F table value (3.29). The model can be used to predict performance or it can be said that workload and training together have an effect on performance. So that workload and training have an effect on the performance of employees of PT Wahana Putra Yudha Pematangsiantar.

C. Conclusion of Multiple Linear Regression Analysis

The regression equation above can be concluded as follows:

1. The constant of 2.013 means that if X1 and X2, the value is equal to 0, then Y (Performance) value is 2.013.
2. The regression coefficient of the workload variable (X1) is 0.511, meaning that the workload has increased by 1%, the performance (Y) will increase by 0.511.
3. The regression coefficient of the Training variable (X2) is 0.398, meaning that the Training has increased by 1%, the Performance (Y) will increase by 0.398.
4. The multiple regression results above show that the independent variables, namely workload and training, have a positive effect on the dependent variable, namely performance.

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