

THE EFFECT OF WORKLOAD ON EMPLOYEE PERFORMANCE WITH WORK SPIRIT AS AN INTERVENING VARIABLE AT PT. PERKASA MITRA PERKASA HIGH CLICK

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Abstract

Good performance will encourage the company to achieve its goals, while poor performance will hinder every company process to achieve company goals. PT. Perfect Mitra Perkasa Tebing Tinggi is a company engaged in the pharmaceutical sector which is a distributor of drugs. For North Sumatra, Aceh and Riau. At PT. Perfect Mitra Perkasa Tebing Tinggi performance phenomenon in the warehouse division that can be seen and felt is slow performance. The following conclusions can be drawn: The first hypothesis is accepted, meaning that workload (X) affects morale (Z), The second hypothesis is accepted, meaning that workload (X) affects employee performance (Y), The third hypothesis is accepted, meaning that employee performance (Y) affects morale (Z), The fourth hypothesis is accepted, meaning that workload (X) affects employee performance (Y) with morale (Z) as the intervening variable.

Keywords: Workload, Employee Performance, Work Spirit

INTRODUCTION

Human resources (employees) are the most important assets in the continuity of a company or organization. Where employees are the main driving factor in all activities that occur within the company which have their respective functions and positions. Especially in this era of economic globalization, companies must innovate to achieve company goals. The company's main goal is to achieve large profits, therefore the quality of human resources must be prioritized and developed so that the main goal is achieved.

In achieving company goals requires employees who are professional and capable in their fields. This is based on the understanding that employees are the determinant of a company's performance. In other words, the success of a company is based on the performance of its employees. According to Moeheriono (2012), performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of the organization as outlined in an organization's strategic planning. The results achieved by employees are based on the standards set by the company. The standards set by the company determine whether the employee's performance is good or bad. Performance

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Tebing Tinggi performance phenomenon in the warehouse division that can be seen and felt is slow performance. This is based on the fact that 60% of the employees in the warehouse are new employees, which affects the speed and proficiency of employees in completing work in a timely manner because new employees do not fully understand how and work systems in the warehouse. The consequence received from a slow processing process is a delay in delivery.

LITERATURE REVIEW

Every job generally has a workload. In any division and in any company there is always something called workload. Heavy or light workload depends on how employees carry out their performance and depends on how the company provides targets or job demands to its employees. Workload can also be one of the company's benchmarks in providing an assessment to employees, whether the employee is able to carry out well or vice versa. According to Menpan (2010) the notion of workload is a group or number of activities that must be completed by an organizational unit or position holder within a certain period of time. Munandar said (2011) workload is the tasks given to the workforce or employees to be completed at a certain time with use the skills and potential of the workforce. Workload according to Hart & Staveland (2015), that workload is something that arises from the interaction between the demands of work environment tasks which are used as a workplace, skills, behavior and perceptions of workers. From the understanding of the experts, workload means work demands that must be completed by employees within a certain time limit set by the company.

In an organization, there are various kinds of positions and positions with their respective duties that will lead to the achievement and goals of the company. The tasks carried out will produce different results. The results of work that can be called employee performance will be a benchmark in achieving company targets. According to Moeheriono (2012), performance is a description of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission of the organization as outlined in an organization's strategic planning. According to Anwar Prabu Mangkunegara (2013) Performance is work performance or work results in quantity and quality achieved by an employee in carrying out tasks and in accordance with the responsibilities given. According to Robbin (2016) performance is a result achieved by employees in their work according to certain criteria that apply to a job. Based on the understanding of the experts, it can be concluded that performance means the result of the work that has been completed by the employee in quantity or quality according to the time given by the company and is a work achievement that is produced to complete his role in the company.

Every employee who works for a company must have such a thing as morale in any case. If an employee has lost enthusiasm for work, it will have an impact on his performance in the company, which will decrease slowly, which means his performance in the company will also decrease. Conversely, if an employee has high morale, the employee will do every job well which will increase his performance in the company. According to Hasibuan (2013), morale is a person's desire and ability to do his job well and be disciplined to achieve maximum work performance. According to Busro (2018) work enthusiasm is a work atmosphere that exists within an organization that shows a sense of enthusiasm in carrying out work and encourages employees to work better and more

productively. According to Nitisemito (2013) work enthusiasm can also be interpreted as a climate or work atmosphere that exists within an organization that shows a sense of enthusiasm in carrying out work and encourages them to work better and more productively. Based on the understanding of the experts above, it can be concluded that morale means the desire to do the job faster and better to achieve work performance without increasing fatigue.

METHOD

1. Descriptive Analysis

a. Instrument Test

1) Validity Test

Validity test is used to measure the validity or validity of a questionnaire. 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. So validity wants to measure whether the questions in the questionnaire that we have made can actually measure what we want to measure (Ghozali, 2016). The validity test used is Pearson Correlation. The significance of the Pearson correlation used in this study was 0.05. If the significance value is less than 0.05 then the question item is valid and if the significance value is greater than 0.05 then the question item is invalid (Ghozali, 2016).

2) Reliability Test

Ghozali (2016) states that reliability is a tool for measuring a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if one's answers to questions are consistent or stable over time. The reliability test used in this study is OneShot or

one-time measurement, where the measurement is only once and then the results are compared with other questions or measure the correlation between the answers to questions. Reliability was measured by CronbachAlpha statistical test. A construct or variable is said to be reliable if it gives a CronbachAlpha value > 0.70 (Ghozali, 2016).

Classic assumption test

In the classical assumption there are several tests that must be carried out, namely the Normality Test, Multicollinearity Test and Heteroscedasticity Test.

Multiple Linear Regression Analysis

Multiple Linear Analysis is an analysis used to measure the effect of independent variables on the dependent variable. Multiple linear regression analysis is used to measure the intensity of the relationship between two or more variables.

The data used to analyze this research is using multiple linear regression analysis method. The data obtained was processed using the SPSS program using the Multiple Linear Regression Method. The Multiple Linear Regression formula is as follows:

Information :

Y = Employee Performance

a = Constant

b1 = Workload Regression Coefficient Standard

b2 = Standard Morale Regression Coefficient

X1 = Workload

X₂ = Enthusiasm
e = Error or residual

RESULTS AND DISCUSSION

Linear regression testing explains the role of the independent variables on the dependent variable. Data analysis in this study used two linear regression equations, using SPSS 25.00 for windows. The results of data processing for equation I can be seen in table 4.12 below

Tabel 1. Linear Regression Results Equation I

Model	Coefficients ^a		
	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
(Constant)	10,565	1,489	
Workload	1,466	,120	,893

a. Dependent Variable: Enthusiasm

The results of data processing for equation II can be seen in Table 2 below:

Model	Coefficients ^a		
	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
(Constant)	9,876	1,706	
Workload	,689	,200	,882
Enthusiasm	,658	,122	1,382

a. Dependent Variable: Employee Performance

The value used in viewing the coefficient of determination in this study is in the adjusted R square column. This is because the value of the adjusted R square is not susceptible to the addition of independent variables. The value of the coefficient of determination in Equation I can be seen in Table 3 below:

Table 3. Coefficient of Determination of Equation I

Model	Model Summary ^b		
	R	R Square	Adjusted R Square
1	,893 ^a	,798	,793

a. Predictors: (Constant), Workload

b. Dependent Variable: Enthusiasm

Table 4. Coefficient of Determination of Equation II

Model	R	Model Summary ^b	
		R Square	Adjusted R Square
1	,714 ^a	,511	,484

a. Predictors: (Constant), Enthusiasm, Workload

b. Dependent Variable: Employee Performance

CLOSING

Conclusion

This study aims to determine the effect of workload on employee performance with morale as an intervening variable at PT. Perfect High Cliff Mighty Partner. This research is a type of quantitative research using primary and secondary data obtained from the results of distributing questionnaires as measured by a Likert scale point 5, interviews and from scientific reference books. Questionnaires were distributed to respondents who were employees of PT. Perfect High Cliff Mighty Partner. Questionnaire data was processed using SPSS version 25 to test the validity, reliability, normality, linearity, multicollinearity, heteroscedasticity, multiple linear regression and t test to find the effect of each variable. Based on the analysis in chapter V of this study, the following conclusions can be drawn:

1. The first hypothesis is accepted, meaning that workload (X) affects morale (Z).
2. The second hypothesis is accepted, meaning that workload (X) affects employee performance (Y).
3. The third hypothesis is accepted, meaning that employee performance (Y) affects morale (Z).
4. The fourth hypothesis is accepted, meaning that workload (X) affects employee performance (Y) with morale (Z) as the intervening variable.

Based on the results of this study, the authors provide suggestions or input as follows:

1. For the company PT. Perfect High Cliff Mighty Partner
 - a) Continue to maintain good relations with leaders and co-workers. The leader's attention to his subordinates is maintained because it is very important for the success and progress of the company. Therefore, leaders must always pay attention to and treat employees as well as possible so that employee performance gets better.
 - b) Communication and cooperation relations between employees are maintained and further enhanced, so that many workloads can be completed on time and according to the set targets. Collaboration between employees is needed at PT. Perfect Mitra Perkasa Tebing Tinggi because of its work system which prioritizes teamwork and team cohesiveness

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