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The Influence of Workload, Work Facilities, and the Quality of Human Resources on Teacher Performance at SMA Negeri 14 Medan**Salwa Algia Mawarid Lubis^{1*}, Prihatin Lumbanraja¹, Yeni Absah¹**¹Postgraduate student in Management Science, Faculty of Economics & Business, Universitas Sumatera Utara

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***Email:** salwaalgiamawaridlubis@gmail.com**ABSTRACT**

The research conducted at SMA Negeri 14 Medan is a type of quantitative research which aims to see that workload, work facilities, and the quality of human resources have a significant effect on teacher performance. This study uses multiple linear regression analysis and uses the SPSS data processing application Version 23 of 2022 to test the research results. This study involved 45 subject teachers who worked for more than 5 years who used census techniques to find out the results. It can be concluded that the results of the analysis test have a positive and significant influence between workload and teacher performance as indicated by the statistical test results tcount of 0.882 with a significance of $0.010 > 0.05$ and a regression coefficient value of 0.657 (positive). The effect of work facilities on teacher performance at SMA Negeri 14 Medan is shown by the results of the tcount statistical test of -0.006 with a significance of $0.003 < 0.05$ and a regression coefficient value of -0.115 (negative). Based on the results of statistical tests, it is known that the tcount value of the variable quality of human resources is -0.011 with a significance of $0.001 < 0.03$ while the regression coefficient is -0.112 (negative).

Keywords: Workload, Work Facilities, Quality Of Human Resources, Performance.

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INTRODUCTION

Education has a strategic role in the development and continuity of the nation. School as an educational institution in which the process of transferring knowledge and instilling social values takes place, is a vehicle for developing the quality of human resources for the Indonesian nation. Judging from the condition of the facilities and human resources at SMA Negeri 14 Medan, both PNS and Honorary teacher's have not been fully managed optimally. Various problems in teacher performance appraisal also occurred, so that several conditions of human resource management in this school, including teacher performance load assessment, became the most serious stage to be criticized in managing teachers. Therefore, sufficient manpower, time and funds are needed to implement an appropriate performance appraisal model for teachers in these schools. Supervision of teacher performance, knowledge and productivity development training as well as administrative implementation in the school environment has not been fully maximized. It is known that SMA Negeri 14 Medan has 45 teachers, each of whom is placed in several parts of the school. In Kasmarani's quote (2012), workload is something that arises from the interaction between the demands of a given task, the work environment where the workplace is used, skills, behavior and perceptions of workers. So it is quite difficult to achieve a normal workload in terms of work volume according to work ability which causes an imbalance even though the deviation is small. According to Apriyadi (2017: 25) suggests that all facilities are physical infrastructure in the form of tools and equipment used to support activities that function to facilitate the achievement of the objectives of the activities carried out. According to Suharto (2012: 70) The quality of human resources is the ability of employees to carry out the audit process which is seen from a person's expertise, educational background, requirements that must be followed to be able to carry out the inspection process, trainings, professional issues and socialization of regulations that already changed. The implementation of a series of activities within the organization is carried out by humans who act as participants in the organization concerned, so that the performance of the organization concerned depends a lot on human behavior in the organization. Fahmi (2014: 226) defines performance as the results obtained by an organization, both profit-oriented and non-profit, which are produced within a certain period of time. This can be individual, because each teacher has a different level of ability in carrying out the assigned tasks, so whether or not the individual performance of a teacher greatly influences the sustainability of an educational organization. The research objectives are as follows:

1. To analyze the positive effect of workload on teacher performance at SMA Negeri 14 Medan.
2. To analyze the positive influence of work facilities on teacher performance at SMA Negeri 14 Medan.
3. To analyze the positive effect of the quality of human resources on teacher performance in SMA Negeri 14 Medan.

METHOD

This type of research is a quantitative descriptive research that uses surveys and questionnaires as data collection tools. This research describes the conditions seen and encountered in the field regarding a variable, symptom or condition (Arikunto, 2006). This study is a careful measurement of the phenomena that occur in teachers at SMA Negeri 14

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Medan. This research was conducted from September 2022 to January 2023. The population used in this study were all teachers at SMA Negeri 14 Medan, totaling 45 people. the researcher provides criteria related to the participants that the researcher involves in the research as follows:

All subject teachers

Has worked for more than 5 (five) years

Determination of sample size in this study was carried out using the Slovin formula as follows (Sugiyono: 2006: 57):

$$n = \frac{N}{1 + N(e)^2}$$

Where:

n = Number of samples

N = Total population

e = The level of error (error) is 0.1 (10%)

From the formula above, the number of samples (n) is as follows:

$$n = \frac{45}{1 + 45 (0,1)^2}$$

$$n = \frac{45}{1 + 0,1}$$

$$n = 45,1 \approx 45 \text{ people}$$

Based on the results of the above calculation, a sample size of 45.1 or 45 people is obtained. In this study, researchers used the census method where all members of the population were used as samples (Sugiyono, 2008:62), totaling 45 participants. The data used are primary and secondary data. The primary data needed is regarding workload, work facilities and quality of human resources as independent variables, as well as performance as the dependent variable. The data obtained from SMA Negeri 14 Medan is primary data by distributing questionnaires to teachers who teach at the school as homeroom teachers and subject teachers who are sampled in this study. The secondary data needed in this research is data obtained from the results of similar research, literature or other written sources that inform the research variables. The measurement scale used in this study is the Likert scale where respondents will choose one of the answers provided.

RESULT AND DISCUSSION

Total of 45 questionnaires the researcher distributed to teachers at SMA Negeri 14 Medan by gathering all teachers in each field of study to then distribute them to all respondents. The author distributed this questionnaire to teachers at SMA Negeri 14 Medan from November 23 2022 to November 27 2022 with details of the distribution as presented in table 4.1 below:

Tabel 1. Questionnaire Distribution Details

Questionnaire distribution	Number of Questionnaires
Number of Respondents	45
The number of questionnaires distributed	45
The number of questionnaires returned	44
The number of questionnaires that can be processed	42

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Source: Primary data processed by SPSS version 23, 2022

Of these, 44 questionnaires were returned to researchers, but only 42 questionnaires were appropriate to be used as material for analysis in research. This was because there were teachers who applied for leave or permission not to teach because when the questionnaires were distributed near the end of the year holidays, there were teachers who were assigned by the school to carry out outside assignments resulting in incomplete questionnaire sheets. So that from these several factors, the researcher considers the questionnaire invalid to be used as research material and the researcher presents it in the following table:

Table 2. Study Field Teacher Details

Bid Teacher. Studies	Number of registered teachers	Number of teachers absent	Description
Mathematics Study Field	4		
Field of Study of Physics	3		
Chemistry Study Field	4		
Field of Biology Studies	3	1	Outside assignments
Field of Geography Studies	2		
Field of Economic Studies	3	1	Being sick
Field of Study of Accounting	1		
Field of History Studies	3	1	Training
PPKN Study Field	3		
Field of Islamic Studies	3		
Field of Study of Christianity	2		
Field of Indonesian Studies	4		
Field of English Studies	3		
Field of German Studies	2		
Field of Sports and Physical Studies	3		
Field of Arts & Crafts Studies	2		
Total	45	3	42

Source: Primary data processed by SPSS version 23, 2022

The analysis was carried out to determine the frequency of the answer scores for each question item for each variable studied. From these results an average value is obtained

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which will be categorized into several groups. This value can later be used to see the respondent's perception of the performance of each individual in the relationship between the influence of workload, work facilities, and the quality of human resources, where the highest average scale is 5 (five) and the lowest average scale is 1 (one). The higher the answer scale chosen by the respondent, it can be shown that the conditions listed in each question item in the questionnaire are more in accordance with the conditions experienced by each respondent, and vice versa. While giving the average scale of each research variable indicator is presented in the following table:

Table 3. Average Indicator Scale

Num ber	Answer scale	Skala likert	Category	
			Workload/ Work Facilities	Human Resources Quality/ Performance
1	Scale 1	1,23 – 1,45	Very low	Very bad
2	Scale 2	1,76 -2,93	Very low	Very bad
3	Scale 3	2,94- 3,97	Low	Bad
4	Scale 4	3,98- 4,56	High	Good
5	Scale 5	4,57- 5,83	Very high	Very Good
6	Scale 6	5,83- 6,69	Very high	Very Good

Source: Primary data processed by SPSS version 23, 2022

Multiple Linear Regression Analysis

Based on the results of data processing using the SPSS version 23 program, a table of the relationship between workload variables, work facilities and the quality of human resources on performance can be made which the researcher presents in:

Table 4. Results of Multiple Linear Regression Analysis

Independent variable	Regression coefficient	Significance t count	The coefficient of determination	Significance F count
X1	0,882	0,044	0,279	0,010
X2	0,657	0,042	0,037	0,003
X3	0,112	0,011	0,001	0,001
Y	0,456	0,005	0,442	0,003

Source: Primary data processed by SPSS version 23, 2022

The coefficient of determination (R²) for the effect of workload and work facilities on workload is 0.279 or 49.7%. These results mean that 49.7% of the workload can be explained by the variable workload and work facilities simultaneously while the remaining 50.3% is explained by other causes outside the two variables. The coefficient of determination (R²) for the influence of workload, work facilities and quality of human resources on performance is 0.500 or 50%. These results mean that 50% of performance can be explained by the variables of workload, work facilities and quality of human resources simultaneously while the other 50% is explained by other causes outside the three variables

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above, so that the path analysis used in the study can be described. with the following calculations:

$$Y = 0.44X_1 - 0.442X_2 \quad (1)$$

$$Y = -0.42X_2 + 0.044X_3 - 0.456Y \quad (2)$$

DISCUSSION**Descriptive Analysis of Workload Variables**

In the workload variable, the results of the questionnaire show that the majority of respondents experience a high workload as indicated by the existence of an average value (mean) of 4.10. On the X1 indicator, the majority of 22 people (55.5%) of respondents stated that they agreed with the conditions put forward in the questionnaire, while 20 people (45.5%) of respondents stated that they did not agree. On the X2 indicator, 19 people (38.6%) agreed and 23 people (28.5%) did not agree. In indicator X.3, 27 people (26.5%) agreed and 15 people (15.7%) agreed. On the X1 indicator, 38 people (77.3%) agreed and 4 people (13.7%) did not agree. Whereas in the X1 indicator the majority agreed as many as 34 people (85.5%) and disagreed as many as 8 people (15.5%). In the conditions experienced by teachers at SMA Negeri 14 Medan, workload occurs in a relatively high category because the school has work targets and work standards that are given to be completed within a certain period of time for teachers. So if this is left in the long term, then of course it will affect the health of teachers and have an impact on work and school.

Descriptive Analysis of Work Facilities Variables

Regarding the variable work facilities, the results of the questionnaire show that the majority of respondents agree that the work facilities of teachers at SMA Negeri 14 Medan are good, this can be seen from the average value (mean) of 3.52 On indicator X2.1, the majority of 35 people (85.5%) of respondents stated that they agreed with the conditions put forward in the questionnaire, while 7 people (15.5%) of respondents stated that they did not agree. On the X2 indicator, 28 people (75.5%) agreed and 14 people (25.5%) did not agree. On the X2 indicator, 25 people (65.5%) agreed and 17 people (35.5%) agreed. On the X3 indicator. as many as 25 people (65.5%) agreed and 17 people (35.5%) did not agree. While on the Y indicator, the majority of 35 people (85.5%) agreed and 7 people (15.5%) said they did not agree.

Descriptive Analysis of Human Resources Quality Variables

In the variable quality of human resources, the results of the questionnaire generally show that most respondents feel a decrease in quality but at a relatively low level, this is indicated by the existence of an average value (mean) of 3.20 in the low category. If the researcher describes it, the Y indicator is the majority of 11 people (11.8%) agreed while 31 people (63.3%) respondents said they did not agree with the questions asked in the questionnaire. On the X2 indicator, 26 people (85.5%) agreed and 16 people (33%) did not agree. On the X3 indicator, 15 people (16.7%) agreed and 27 people (73.5%) agreed. On the X1 indicator, 15 people (46.3%) agreed and 27 people (54.7%) did not agree. Whereas in the Y indicator the majority agreed as many as 27 people (54.7%) and disagreed as many as 15 people (46.3%). From these data it can be illustrated that the quality of human resources at work plays a role in teacher activities at SMA Negeri 14 Medan. This can happen, because the size of the impact caused by the quality of human resources depends on how long the cause lasts, how strong it is, and how capable each individual is in overcoming it.

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Descriptive Analysis of Performance Variables

In general, the results of the questionnaire show that the average respondent evaluates very well with all the questions asked on the performance variable, this is indicated by the existence of an average value (mean) of 4.57. When the researcher explained, out of a total of 42 respondents, on the Y indicator, the majority of 31 people (69,6%) agreed and only 11 people (30.4%) stated that they did not agree. On the X2 indicator as many as 23 people (53.3%) agreed while 19 people (47.7%) did not agree. On the X3 indicator, 22 people (40.2%) agreed and 20 people (52.2%) did not agree. On the X1 indicator, 20 people (40.2%) agreed and 22 people (52.8%) disagreed. While on the Y indicator, the majority of 31 people (60.2%) agreed and 11 people (39.8%) did not agree. Explanation regarding details of respondents' answers to performance variables.

Based on the theoretical explanation above, the framework is as follows:

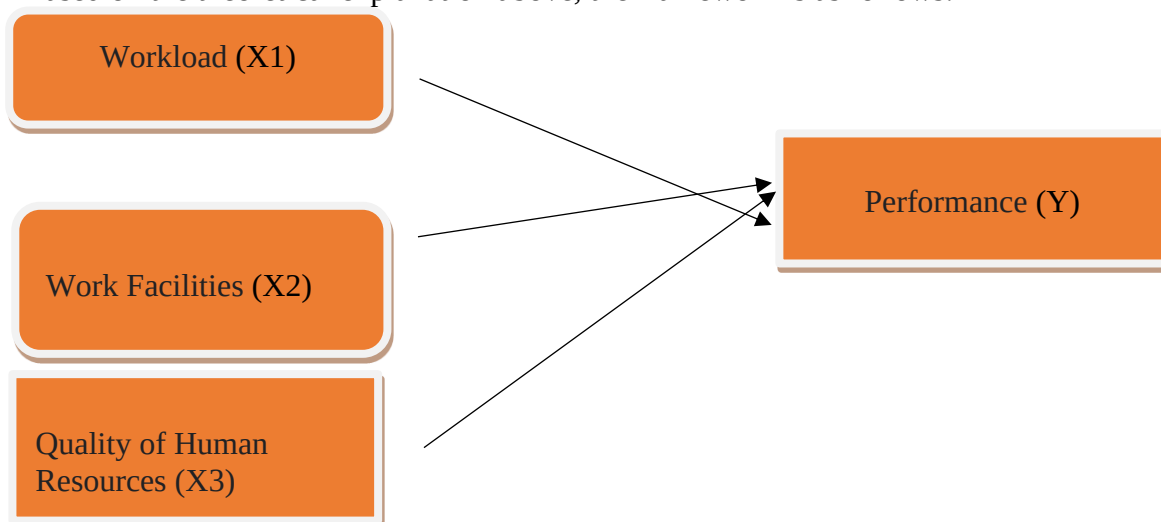


Figure 1. Hypothesis Diagram

Research Hypothes

Based on the above framework, the following hypotheses can be developed:

H^1 : Workload has a positive effect on teacher performance at SMA Negeri 14 Medan.

H^2 : The work facilities has a negative effect on teacher performance at SMA Negeri 14 Medan.

H^3 : The quality of human resources has a negative effect on teacher performance at SMA Negeri 14 Medan.

H^4 : There is a positive influence between work facilities on teacher performance at SMA Negeri 14 Medan.

H^5 : There is a negative effect of workload on teacher performance at SMA Negeri 14 Medan.

H^6 : There is a positive influence of facilities on teacher performance at SMA Negeri 14 Medan.

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H' : There is a positive influence between workload and the quality of human resources on teacher performance at SMA Negeri 14 Medan.

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IMPLICATIONS

Can be useful as a reference for the development of performance theory for teachers in the city of Medan and useful as a reference for the development of workload theory due to excessive work demands while individual capacity is limited. Then as a reference material and consideration for organizations to pay more attention to work facilities so as to have a positive impact on teachers at SMA Negeri 14 Medan and increase knowledge in the field of quality human resource management. As material for evaluating the quality of human resources, especially teachers at the high school level and finally for researchers, to add insight and knowledge to researchers in providing benefits as a reference and developing further research so that more in-depth results can be obtained and can be applied in real life.

CONCLUSION

The results of the descriptive analysis show that SMA Negeri 14 Medan teachers consist of 30 boys or 76.5% and 15 girls or 23.5%. Workload has a dominant effect on performance due to organizational background engaged in education so that there is an orientation towards targets in teaching and special standards for every detail of teaching carried out. This is what sometimes makes teachers feel pressured and has the potential to experience work stress. While work facilities are not dominant because they do not directly affect the tasks carried out by the teacher. The results of the analysis test found that there was a positive and significant influence between workload on teacher performance at SMA Negeri 14 Medan. The higher the workload experienced by the teacher, the higher the level of stress felt. There is a negative and significant influence between work facilities on teacher performance at SMA Negeri 14 Medan. In other words, if the work facilities in the organization are good, it will reduce the level of laziness in teaching felt by the teacher. There is a negative and significant influence between workload on teacher performance at SMA Negeri 14 Medan. It can be said that if the workload experienced is high, then the performance carried out by the teacher will be low, so that it will have an impact on teaching productivity in schools. There is a positive but not significant effect of work facilities on teacher performance at SMA Negeri 14 Medan. This can happen because the good or bad work facilities still do not affect the output produced by teachers in all fields of study at SMA Negeri 14 Medan. In other words, teacher performance has been determined in accordance with learning curriculum standards, teaching completion targets and educational administration carried out. There is a negative and significant influence between the quality of human resources on teacher performance at SMA Negeri 14 Medan. In other words, if the quality of work is low, it will also result in poor individual performance. Workload has a negative and significant effect on performance with work facilities as the mediator. This can be said if the workload increases, work stress is high and work facilities are inadequate then performance will decrease. Work facilities have a positive and significant effect on the quality of human resources with performance as a mediator. This can be said if the work facilities are good, it will have an impact on the performance and quality of human resources will also increase.

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