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“Entrepreneurship on Global Economics Development in the Era of Society 5.0”

Analysis of the Effect of Workload and Work Environment on Employee Performance**Susi Handayani^{1*}, Lailan Safina¹, Atika Rahayu¹**¹Universitas Muhammadiyah Sumatera Utara

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***Email:** susihandayani@umsu.ac.id¹**ABSTRACT**

The purpose of this study was to analyze: (1) the effect of workload on employee performance at the Medan City Tourism Office; (2) the influence of the work environment on employee performance at the Medan City Tourism Office; (3) the effect of workload and work environment on employee performance at the Medan City Tourism Office. The method in this study used a quantitative approach, the number of samples in this study were 46 respondents. Data collection techniques in this study used questionnaires or questionnaires which were distributed to employees of the Medan City Tourism Office. Based on the results of the study, it was shown that workload partially had a significant effect on the performance of employees of the Medan City Tourism Office with a significant value (0.000) less than 0.05 and tcount (4.233) greater than ttable (1.682), and the test results showed work environment partially has a significant effect on the performance of employees of the Medan City Tourism Office with a significant value (0.001) less than 0.05 and tcount (3.495) greater than ttable (1.682) and workload and work environment simultaneously have a significant effect on performance employees of the Medan City Tourism Office with a Fcount = 15.810 greater than Ftable 3.21 with a probability value of sig 0.000 less than 0.05.

Keywords: Workload, Work Environment, And Employee Performance

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INTRODUCTION

In an organization or a company it is necessary to have human resources to manage a company so that it can develop and run well. Human resources are an important aspect in supporting company productivity in order to survive in company competition. And to make the company run well, of course, it must also have good human resources, that way the company will run properly.

Human resources are said to be successful or good can be seen from the results of their performance. Good employee performance will help in running an organization well, otherwise if the employee's performance is bad it will harm the organization. Therefore, an organization must be able to manage the performance of its employees properly.

Performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in an effort to achieve the goals of the organization concerned legally, not violating the law and in accordance with norms and ethics (Muis et al. , 2018).

Provision of an effective workload, agencies can find out to what extent their employees can be given the maximum workload and the extent to which it affects the performance of the organization itself, because workload is very important for an organization. The organizational unit activity load or the workload of each employee should be evenly distributed so that organizational units can be avoided with too many activities and organizational units with too little activity, similarly employees can be avoided with too many tasks and employees with a small workload. so it seems too much idle.

Workload is the ability (ability, skill) that is owned to solve problems, so that with the ability that is owned, it will be able to function and produce proportionally according to the tasks and functions that are owned (Kurniawan & Prasilowati, 2019).

Another factor that affects employee performance is the work environment. The work environment is one of the main factors that trigger employees to work optimally. An unconducive work environment will make employees fall sick easily, get stressed easily, have difficulty concentrating and decrease work productivity. Because if the work space is uncomfortable, hot, air circulation is inadequate, the work space is too crowded, noisy, there is no place to park a vehicle, of course, it will have a big effect on work comfort.

Based on the results of the pre-research that the researchers did, there were several problems that occurred at the Medan City Tourism Office, namely where there was a decrease in employee performance, which was due to limited working time with a heavy workload, uncomfortable environmental conditions where there were rooms filled with several employees making them tend to talk frequently with co-workers and make the room noisy, pile up files so that the room looks cramped, there is a buildup in the tasks given to employees, and the environmental conditions are uncomfortable where the Medan City Tourism Office does not have parking space.

METHOD

In this research, the type of approach used is an associative and quantitative approach. This associative approach has the highest level compared to descriptive or comparative research. This type of research aims to determine the relationship between variables.

Quantitative research methods can be interpreted as research methods that are marked with the philosophy of positivism, used to examine certain populations or samples, random, data collection using research instruments, data analysis is quantitative or statistical with the aim of testing predetermined hypotheses (Sugiyono, 2016).

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RESULT AND DISCUSSION

Research result

Classic assumption test

1. Normality Test

The data normality test is carried out to see whether in the regression model, the dependent and independent variables have a normal distribution or not, if the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model meets the normality assumption.

Figure 1. Normality Test Results

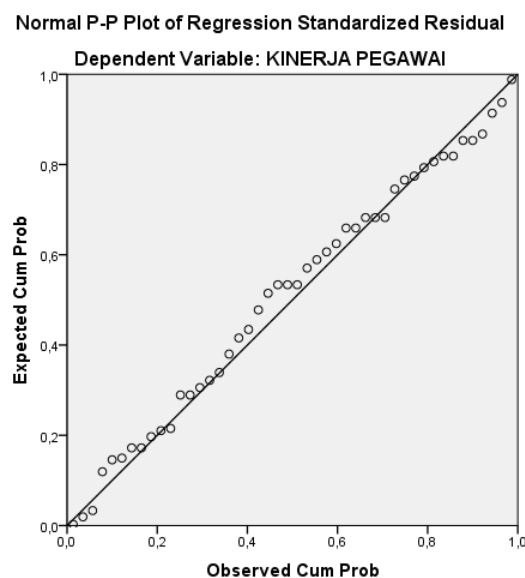


Table 1. Multicollinearity Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	8,836	4,597		1,922	,061		
Workload	,430	,102	,491	4,233	,000	,998	1,002
Work environment	,347	,099	,405	3,495	,001	,998	1,002

a. Dependent Variable: Employee Performance

Based on the table above, it can be seen that the tolerance value (T) is .998 and the VIP value is 1.002. So it can be concluded that there is no multicollinearity in the independent variables and can be used in this study, because the value of $T = > 0.1$ and $VIP = < 10$.

Heteroscedasticity Test

The heteroscedasticity test is used to test whether in the regression model, there is an inequality of variance and residuals from another observation. If the residual variance from another observation remains, then it is called homoscedasticity, and if the variance is

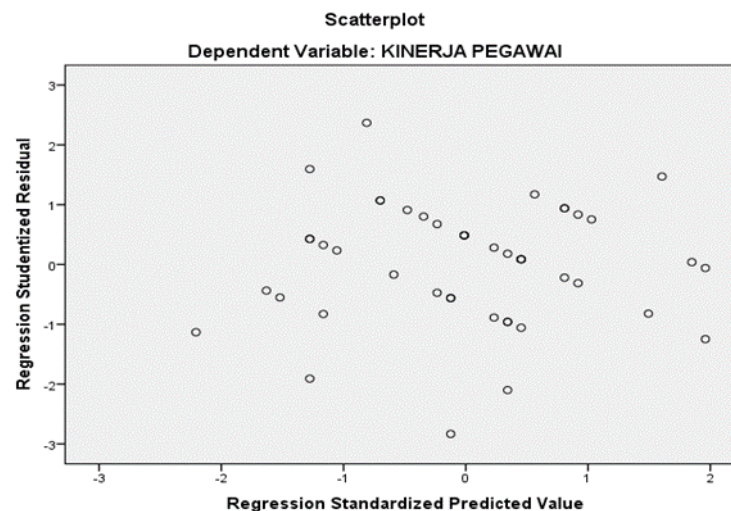
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different it is called heteroscedasticity. A good model is that there is no heteroscedasticity. The basis of the analysis is that there is no clear pattern, and the dots spread above and below the number 0 on the Y axis, then heteroscedasticity does not occur, whereas if there is a certain pattern, such as the dots forming a certain regular pattern, then it indicates that heteroscedasticity has occurred.

Figure 2. Heteroscedasticity Test Results



From the picture above, it can be seen that the points spread randomly, and do not form a clear and regular pattern, and are spread both above and below the number 0 on the Y axis. Thus "heteroscedasticity does not occur" in the regression table. A good model is that there is no heteroscedasticity.

2. Multiple Linear Regression

Multiple linear regression analysis aims to predict changes in the value of the dependent variable due to changes in the value of the load variable.

Table 2. Multiple Linear Regression Test Result
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	8,836	4,597		1,922	,061
WORKLOAD	,430	,102	,491	4,233	,000
WORK ENVIRONMENT	,347	,099	,405	3,495	,001

Source: Data Processed by SPSS (2022)

From the table above, it can be seen that the linear regression equation model is as follows:

$$Y = 8.836 + 0.430X_1 + 0.347X_2$$

From these equations it can be explained that:

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- If the workload and work environment are assumed to be equal to zero (0), then the employee's performance is worth 8.836.
- If the workload is increased by 100%, it is followed by an increase in performance of 0.430 or 43.0% assuming other variables do not change.
- If the work environment is increased by 100%, it is followed by an increase in performance of 0.347 or 34.7% assuming other variables do not change.

Hypothesis testing

1. Partial Test (t)

The t test is used to test whether the independent variable (X) has a partial regression coefficient or not to the dependent variable (Y).

Table 3. Partial Test (t) Result
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	8,836	4,597		1,922	,061
WORKLOAD	,430	,102	,491	4,233	,000
WORK ENVIRONMENT	,347	,099	,405	3,495	,001

Based on the table above regarding the variable Workload (X_1) on Employee Performance (Y) obtained tcount 4.233 > ttable 1.682 with a sig probability of 0.000 < 0.05 this indicates that H_0 is rejected H_a is accepted. It can be concluded that workload has an influence on employee performance. This shows that there is a significant influence between workload on employee performance at the Medan City Tourism Office.

Based on the table above regarding the Work Environment variable (X_2) on Employee Performance (Y) obtained tcount 3.495 > ttable 1.682 with a sig probability of 0.001 < 0.05 this indicates that H_0 is rejected H_a is accepted. It can be concluded that the work environment has an influence on employee performance. This indicates that the work environment has a significant influence on employee performance at the Medan City Tourism Office.

2. Simultaneous Test (F)

The simultaneous test is used to determine the effect of the independent variable workload and work environment on the performance of the dependent variable on employee performance together based on the ANOVA in the following table:

Table 4. F Test Results (Simultaneous)
ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	25,066	2	12,533	15,810	,000 ^b
Residual	34,087	43	,793		
Total	59,152	45			

a. Dependent Variable: EMPLOYEE PERFORMANCE

b. Predictors: (Constant), WORK ENVIRONMENT, WORKLOAD

Based on the results of the F test, it was obtained that the value of fcount was 15.810 > ftable 3.12 with a significant level of 0.000 < α 0.05, thus H_0 was rejected. In conclusion,

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there is a significant effect of workload and work environment on employee performance at the Medan City Tourism Office.

3. The coefficient of determination

The determination test is to see how far the contribution or presentation of how much influence the workload and work environment have a positive effect on employee performance. Then it can be seen from the table through the R Square value below as follows:

Table 5. Determination Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,651 ^a	,424	,397	,89034	2,158

a. Predictors: (Constant), WORK ENVIRONMENT, WORKLOAD

b. Dependent Variable: EMPLOYEE PERFORMANCE

From the calculation results it can be seen that the coefficient of determination obtained is 0.424. This means that 42.2% of the variation in employee performance variables is determined by the two independent variables, namely workload and work environment.

DISCUSSION

Effect of Workload on Employee Performance

Based on the results of testing the effect of workload on employee performance, it is indicated by the value of tcount which is greater than ttable, namely $tcount = 4.233 > ttable = 1.682$ and the probability value of t, namely sig, is 0.000 while the significance level α previously set is 0.05, so the sig value is $0.000 < 0.05$. From these results it can be concluded that H_a is accepted (H_0 is rejected). This shows that there is a significant positive effect between workload on employee performance at the Medan City Tourism Office.

Workload is a set or number of activities that must be completed by an organizational unit within a specified time. The number of tasks and responsibilities given to an employee causes the results achieved to be less than optimal because employees only have a little time to complete many tasks. If this happens frequently, it will have an impact on the employee's own performance (Irawati & Carrollina, 2017).

This research is supported by research conducted (Fransiska & Tupti, 2020); (Irawati & Carrollina, 2017); (Rohman & Ichsan, 2021) which shows that workload has a significant effect on employee performance.

The Influence of the Work Environment on Employee Performance

Based on the results of testing the effect of work discipline on employee performance, it is shown by the value of tcount which is greater than ttable, namely $tcount = 3.495 > ttable = 1.628$ and the probability value of t, namely sig, is 0.001 while the significant level of α previously set is 0.05, so the sig value is $0.001 < 0.05$, so H_0 is rejected. Thus it can be concluded that the work environment has a significant effect on employee performance at the Medan City Tourism Office.

The work environment, both physical and non-physical, greatly influences employee performance. A safe and clean work environment, of course employees will feel comfortable at work. As well as maintaining harmony with colleagues or with the leadership. Helping

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each other, being solid in teamwork, and respecting the opinions or input of fellow employees, will create good performance. With a good work environment, an employee has a sense of responsibility in carrying out the tasks assigned to him, because the agency has made a good contribution to his employees.

This research is supported by research conducted (Hasibuan & Bahri, 2018); (Pharisees & Utari, 2017); (Julita & Arianty, 2017); (Siong June, 2020) which states that the work environment has a significant effect on employee performance.

The Effect of Workload and Work Environment on Employee Performance

In this study, workload and work environment have an influence on employee performance at the Medan City Tourism Office. Based on the F test table, $F_{count} (1.682) < F_{table} (3.21)$ is obtained with a significant level of 0.000. Furthermore, the results of the R Square test can be seen that it is 0.424 and this states that the influence of workload and work environment variables is 42.4% to influence employee performance variables, the rest are influenced by other factors or other variables. This means that there is a direct influence or influence between workload and work environment on employee performance in a real way.

Workload and work environment are very influential in employee performance. Employee performance is very important in an organization to run and achieve goals in every organization. In an organization, employee performance should be demanded in an effort to advance the organization, because the success of an organization is strongly influenced by the performance of individual employees.

This is in line with research conducted by (Manalu, 2020); (Nur et al., 2020); (Tjiabrata et al., 2017) states that there is a significant influence between workload and work environment on employee performance at the Medan City Tourism Office.

CONCLUSION

Based on the discussion above the authors conclude, namely:

1. The workload variable has a significant effect on employee performance at the Medan City Tourism Office.
2. The work environment variable has a significant effect on employee performance at the Medan City Tourism Office.
3. Workload and work environment variables have a significant effect on employee performance at the Medan City Tourism Office.

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