

Influence of Workload on the Performance of the Secretariat DPRD Lubuklinggau City

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Abstract

This study has entitled the influence of Workload on the Performance of the secretariat employees of the DPRD Lubuklinggau city. This study aims to determine the influence caused by the provision of workload on the performance of employees within the Lubuklinggau City DPRD Secretariat. This is a quantitative research with data obtained primarily through the distribution of questionnaires to 35 employees. The data obtained were analyzed using a quantitative descriptive method through the Statistical Package for the Social Sciences (SPSS) program. The Pearson correlation test used in SPSS with a significance level of 0.05 or 5% involves employee workload as the independent variable and employee performance as the dependent variable. Based on the results of the data analysis, the magnitude of the correlation between workload (X) and employee performance (Y) is 0.764. This shows that there is a strong influence between workload and employee performance. The results of data analysis also satisfy the linear regression equation $y = 1.2738x + 13.88$, this positive value equation indicates that the relationship between workload and employee performance is positive. Which is the heavier the employee's workload, the lower the employee's performance, and the lighter the workload, the higher the employee's performance.

Keywords: employee, influence, performance, workload.

1. Introduction

Every organization, both government and private, must have a vision and mission to achieve in the short, medium and long term. Realizing the vision and mission is certainly not an easy thing, there must be good planning and cooperation between all the resources needed. Both human resources and other resources involved in it. Although supported by good facilities and infrastructure, but not supported by human resources, the activities in an organization will not run well. Human resources is a determinant of success in an organization. Organizations need human resources who are able to work better and faster so that high-performance human resources are needed.

Performance is a description of the level of achievement of the implementation of an activity in an organization. Employee performance affects how much they contribute to the organization. Employee performance is one of the factors that influence organizational progress. The higher or better the employee's performance, the easier it is for the organization's goals to be achieved, and vice versa, if the employee's performance is low or not good, the planned activities cannot run properly and the organization is difficult to achieve the set goals. Employees are required to give their performance, where by increasing the individual performance of each employee, it is hoped that it will have a positive impact on company performance (Watson AP Manalu, 2022).

Employee performance can be measured from performance indicators which are benchmarks in one's work achievement. With the measurement of employee performance,

the organization can find out how far the level of employee performance is so that the organization can provide feedback on the results of performance measurement, encourage performance improvement, and make decisions so that the organization has high-quality and highly competitive human resources.

The Secretariat of the Regional People's Representative Council (DPRD) which is an organization that is integrated with the City/Regency Government whose existence is an integral part when discussing the performance of the DPRD. As stipulated in Law Number 23 of 2014 concerning Regional Government, that the Regional People's Representative Council (DPR) DPRD) and the Regional Head have an equal position and are partnership in nature. In this equal working position it does not only imply equality in terms of authority but should also be equal in terms of responsibility and capacity in ensuring that governance and development processes run well.

The position of DPRD in local government holds three important roles namely, legislation, budget and supervision. Legislation is designing policies and regulations that support the creation of good and standard public services. The budgeting function is to ensure that the budget is allocated according to the right target, efficient both in terms of quantity and in terms of time. Meanwhile, supervision is a function to monitor and evaluate the implementation of regional regulations and the use of the budget (Putra, 2019).

To support the implementation of the function of the DPRD, the DPRD has a DPRD secretariat. As mandated by Law Number 23 of 2014 concerning Regional Government which was later confirmed by Government Regulation Number. 18 of 2016 concerning Regional Apparatuses, that the DPRD secretariat is a "regional apparatus" which is an element of administrative service to the DPRD, which includes organizing the DPRD secretariat, organizing DPRD financial administration, supporting the implementation of the DPRD's duties and functions, as well as providing and coordinating the experts needed by DPRD. Seeing how important and many roles the DPRD secretariat has, it is necessary to equalize the workload for all DPRD secretariat employees so that the secretariat's performance runs optimally to provide services to related parties.

2. Literature Review

Workload is a group or number of activities that must be completed by a worker or position holder within a certain period of time. According to Koesomowidjojo workload is the process of determining the number of working hours of human resources that are worked, used, and needed in completing a job for a certain period of time (Koesomowidjojo, 2017). Permendagri Number 12 of 2008 states that workload is the amount of work that must be borne by a position/organizational unit and is the product of work volume and time norm .

Workload is the body's ability to accept tasks. Every workload that a person receives must be appropriate and balanced with the physical and psychological abilities of the workers who receive workloads of workloads in the form of physical workload and psychological workload. Physical workload includes heavy work such as lifting, pushing, caring for, and others. While the psychological workload includes the extent to which the level of expertise and work performance that is owned by an individual with other individuals (Manuaba, 2000). According to Hart and Staveland in Tarwaka (2015), that workload is

something that arises from the interaction between the demands of tasks, the work environment where it is used as a workplace, skills, behavior and perceptions of workers (Tarwaka, 2015). Based on some of the definitions above, it can be concluded that workload is the extent to which an individual worker's capacity is needed to complete the tasks assigned to him, which can be indicated by the amount of work that must be done, the time/time limit that workers have in completing their tasks, and the individual's own subjective view of the work assigned to him. The workload of the organizational unit or the workload of each employee must be divided evenly so that organizational units with too many activities and too few organizational units can be avoided. (Paulus Juru, 2022)

Workload is something that arises from the interaction of internal factors and external factors of employees. External factors of workload are loads that come from outside the worker's body. Including external workloads are physical tasks such as: workload, work stations, work tools and facilities, work conditions or *fields*, lifting methods, work aids, and others. Then the organization consisting of: length of working time, rest time, shift work, and others. In addition, the work environment includes: temperature, lighting intensity, dust, worker-to-worker relations, and the following. These three aspects are often called stressors. While the internal factors of workload are factors that come from within the body itself as a result of reactions from external workloads.

The body's reaction is known as strain. Tarwaka (2015) explains that subjective *strain is closely related to expectations, desires, satisfaction and other subjective judgments*. In more concise internal factors include: Somatic factors; gender, age, body size, health condition, nutritional status. psychological factors; motivation, perception, belief, desire, satisfaction. Meanwhile, according to Hart and Staveland in Tarwaka (2015), the three main factors that determine workload are task demands, effort and performance. (Tarwaka, 2015)

Workload analysis aims to determine how many employees are needed to complete a job and how much responsibility or workload can be delegated to an employee, or it can also be argued that workload analysis is a process for determining the number of working hours used or needed. to complete the workload within a certain time. In addition, the purpose of other workloads is to provide instruments in the process of structuring human resources to evaluate the Work Unit workload, the results of which will be used as input for the planning process for structuring/improving the organizational structure and staffing. Measurement of workload can be done in various procedures, but Cain (2007) has broadly classified there are three categories of workload measurement (Cain, 2007). The three categories are: (1) Subjective measurements, namely measurements based on assessment and reporting by workers on the workload they feel in completing a task. This type of measurement generally uses a rating *scale*. (2) Performance measurement, namely measurement obtained through observing the aspects of behavior/activity displayed by workers. One type of performance measurement is measurement that is measured based on time. Performance measurement using time is a method to find out the completion time of a job done by workers who have certain qualifications, in a predetermined work atmosphere and are done with a certain work pace. (3) Physiological measurements, namely measurements that measure the level of workload by knowing several aspects of the physiological response of workers when completing a particular task/job. Measurements are usually taken on pupil reflexes, eye movements, muscle activity and

other body responses.

Sutalaksana (2006) explains that time measurement can be used to get a measure of the load and performance that apply in a work system (Sutalaksana, 2006). Because the method used in this research is the scientific method, the results can be accounted for. Through this measurement the measurer obtains correct quantitative measurements of performance and workload. Elements in measuring workload based on time In measuring workload based on time, there are several elements needed so that calculations can be carried out according to the formula specified.

Performance or *performance* is a picture of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of the organization as outlined through the strategic planning of an organization (Moheriono, 2014). According to Wibowo (2014) performance comes from the word *performance* which means the result of work or work performance. However, it should be understood that performance is not just the result of work or work performance, but also includes how the work process takes place. Performance is the result of work that has a strong relationship with the goals of the organization's strategy, customer satisfaction and making an economic contribution (Wibowo, 2014).

A person's performance is influenced by his physical condition (Siagian, 2006), a person who has a good condition has a high immune system which is ultimately reflected in the excitement of working with a high level of productivity and vice versa. Performance is the result or level of success of a person as a whole during a certain period in carrying out tasks compared to various possibilities such as work standards, targets or goals or predetermined criteria that have been mutually agreed upon (Basri, 2005).

To achieve that the organization functions effectively and in accordance with organizational goals, the organization must have good employee performance, namely by carrying out their duties reliably. Employee performance is a very important thing in the company's efforts to achieve its goals (Basri, 2005). From the several opinions above, it can be concluded that performance is the level of achievement or work results of a person or group in accordance with the tasks, abilities and responsibilities carried out in realizing the goals, objectives, vision and mission of an organization so as to contribute to the company.

Performance in the organization reflects how far the success of a job carried out by individuals and organizations has been achieved. Performance also refers to achievements and performance achievements. Individual performance can be measured by the contributions of individuals in agencies made to the organization (Ambar, 2009). (Basri, 2005) states that performance appraisal refers to a formal and structured system used to measure, assess and influence work-related traits, behaviors and outcomes. So that the performance of individuals can be measured and known if they meet the success criteria as a measuring tool that has been determined by the organization.

Performance appraisal aims to improve or increase organizational performance through increasing or improving the performance of existing human resources in an organization. The performance appraisal targets put forward by Agus Sunyoto (Mangkunegara, 2012) are as follows: (1) Make performance analysis from the past on an ongoing and periodic basis. (2) Make an evaluation of the training needs of employees. (3) Setting goals for

future performance and assigning individual and group responsibilities so there is clarity for the coming period. (4) Finding potential employees who are eligible for promotion.

To measure the performance of an organization can be done through various ways and indicators. (Moeheriono, 2014) mentions several performance indicators as follows: (1) Effective, effective is a measure and capability in carrying out the functions, tasks, programs or missions of an organization or company and is the relationship between output and goals. Work effectiveness shows the level of achievement of work results. (2) Efficient, efficiency is the best comparison between a job performed and the results achieved by the work according to the target both in terms of quality and results which include optimal use of time and maximum quality of work (Sedarmayanti, 2001) methods. (3) Quality, this indicator measures the degree of conformity between the quality of the products or services produced and the needs and expectations of consumers. Quality is a result that can be measured by the effectiveness and efficiency of a job performed by human resources or other resources in achieving company goals or objectives properly and efficiently (Flippo, 2008). (4) Timeliness, this indicator measures whether the work has been completed correctly and on time. According to Mitchel (2001) timeliness is the time limit in doing a job where the time to complete the work has been predetermined so that every time you do the work there is a deadline that has become a rule in a company or organization. (5) Productivity, this indicator measures the level of effectiveness of an organization. This is the level of ability of the workforce in producing a product or service. Productivity shows that there is a relationship between output (work results) and the time needed to produce a product from a workforce. (6) Safety, this indicator measures the health of the organization as a whole and the work environment of employees in terms of health.

3. Research Method

This research is a quantitative research with primary and secondary data obtained. Primary data was obtained through distribution of closed questionnaires to 35 employees of the Lubuklinggau Municipal DPRD Secretariat with civil servant status. Meanwhile, secondary data was obtained through literacy studies and studies of important documents, including: employee data, recap of employee attendance and other supporting documents. The data obtained were analyzed using descriptive statistics, namely by using the Statistical Package for the Social Sciences (SPSS) Program for statistical tests. Descriptive statistical analysis aims to provide an overview or description of a data seen from the average (*mean*), minimum, maximum, and standard deviation values (Ghozali, 2013). To determine the magnitude of the influence of workload as the independent variable (independent) and performance as the dependent variable, the Pearson correlation test was carried out. Before being used to calculate employee performance, the questionnaire distributed must be declared valid and reliable through a series of validity tests and reliability tests. Validity test is used to measure whether or not a questionnaire is valid. Questionnaires can be declared valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. Valid means that the instrument can be used to measure what should be measured (Sugiyono, 2013). The validity test in this study used the *Pearson Correlation* with the help of the SPSS program. Sugiyono (2012) states that the minimum requirement to be considered a valid instrument item is a positive validity index value and a magnitude of

0.3 and above. Reliability test is a tool for measuring a questionnaire which is an indicator of a variable or construct. A questionnaire is reliable or reliable if one's answers to questions are consistent or stable from time to time (Ghozali, 2013). An instrument is said to be reliable if the *Cronbach alpha value* is greater than the specified limit, namely 0.6 or the correlation value calculated is greater than the value in the table and can be used for research ($r_{count} > r_{table}$).

4. Findings and Discussions

Based on data analysis, the questionnaire used in this study is valid and reliable to be used as a research instrument. The results of the validity and reliability test of the instrument can be seen in the table below.

Table 1. Instrument Validity and Reliability Test Results

No	Statement	Mark			Ket
		r _{count}	r _{table}	α	
1	I am given a lot of work every day that needs to be done immediately	0.460	0.275	0.005	Valid/Reliable
2	I am able to complete work with a high level of difficulty	0.727	0.275	0.000	Valid/Reliable
3	The time given to complete the work is in accordance with the level of employee performance	0.635	0.275	0.000	Valid/Reliable
4	I am able to complete the work in accordance with the allotted time	0.761	0.275	0.000	Valid/Reliable
5	I often coordinate with co-workers to get work done faster	0.667	0.275	0.000	Valid/Reliable
6	I was given a work target that must be completed within a predetermined time period	0.729	0.275	0.000	Valid/Reliable
7	I can complete more work than targeted	0.768	0.275	0.000	Valid/Reliable
Performance					
1	The work I do is in accordance with work standards	0.717	0.275	0.000	Valid/Reliable
2	I have good ability to finish the job	0.702	0.275	0.000	Valid/Reliable

3	Employees are given the opportunity to take the initiative to achieve work targets set by the company	0.278	0.275	0.000	Valid/Reliable
4	I try to meet the work targets that have been planned	0.698	0.275	0.000	Valid/Reliable
5	I can complete the task given quickly without any problems	0.547	0.275	0.000	Valid/Reliable
6	I am very disciplined at work	0.701	0.275	0.000	Valid/Reliable
7	I can finish work on time	0.637	0.275	0.000	Valid/Reliable
8	I don't like procrastinating work	0.571	0.275	0.000	Valid/Reliable
9	I am very interested in working innovatively through new ideas that can improve performance	0.577	0.275	0.000	Valid/Reliable
10	I am able to master excellent skills in carrying out my jobs	0.698	0.275	0.000	Valid/Reliable
11	For me work safety is important so that work can be carried out properly	0.599	0.275	0.000	Valid/Reliable
12	Every employee who works is in a safe and clean working environment	0.559	0.275	0.000	Valid/Reliable

The results of the Pearson correlation analysis show that there is an influence between the workload variable and the performance variable which we can see in table 4 below.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.764 ^a	.584	.571	2.956

a. Predictors: (Constant), Beban Kerja

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13.880	5.461		2.542	.016
	Beban Kerja	1.274	.187	.764	6.800	.000

a. Dependent Variable: Kinerja

The results of the linear regression analysis of the two variables show a positive relationship, which we can see in the graph below.

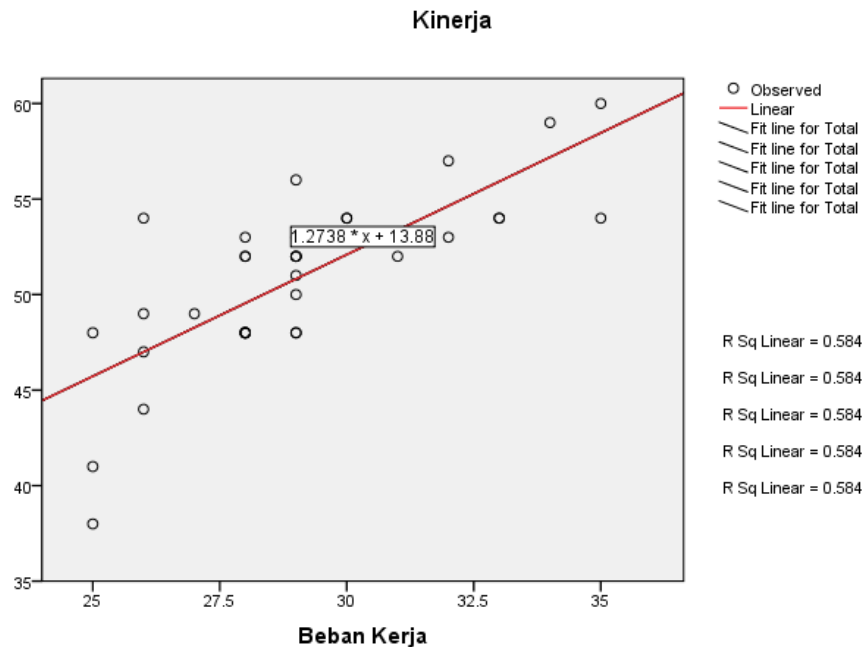


Figure 1. Linear regression graph

The results of the validity and reliability tests of the instruments used in this study indicate that all instruments (questionnaires) can be used to collect data. Workload consists of three indicators which are translated into seven statement points and performance consists of five indicators which are translated into 12 statements. The instrument is declared valid and reliable if $r_{count} > r_{table}$, the value of r_{table} is 0.275. The varying values of r count indicate that employees have various responses to the statements given. Respondents' responses to statements regarding workload can be seen in the following table.

Table 2 Statements of Respondents on Workload Indicators

Instrument No	STS	TS	KS	S	SS
1	0	0	3	22	11
2	0	0	5	24	6
3	0	0	4	22	9
4	0	0	5	26	4
5	0	0	1	15	19
6	0	0	2	20	13

7 0 0 6 19 10

Based on the table above, we can see that some respondents stated that they had a workload that had to be completed every day with quite high difficulty. Even though the difficulties they faced were quite high, they were able to complete them according to the targets given. In completing their work, employees are used to coordinating with other employees, so they are able to complete their work properly and on time. Likewise with employee performance indicators which have variations in the statements of the respondents, as we can see in the table below.

Table 2. Statements of Respondents on Performance Indicators

No. Instrument	STS	TS	KS	S	SS
1		1	3	23	8
2			4	22	9
3		1	3	24	7
4			2	8	25
5			7	22	6
6			4	20	11
7			5	19	11
8		1		18	16
9			1	21	13
10			5	23	7
11			3	11	21
12			3	14	18

The table above shows that most employees state that they have a good performance in completing their duties. This is evidenced by employees who are able to complete tasks on time. Employees also have the ability to innovate in their duties. In the work environment indicator, employees feel comfortable with their workplace environment, due to safe and clean workplace conditions. The above conditions show that the performance of secretariat employees is quite good. The good performance of these employees is influenced by the workload given by their superiors according to their job descriptions. The workload of the Lubuklinggau City DPRD secretariat employees has a positive influence on employee performance, this can be seen from the linear regression

graph which is indicated by the value of the linear equation which has a positive value. The Pearson correlation value indicates the effect of workload on performance is 0.764 (strong), based on the Pearson correlation interpretation table, workload has a strong influence on employee performance. This assumption is also supported by the tcount > ttable, namely $6.800 > 2.542$ with a significance value of $0.00 < 0.05$ (<5%).

5. Conclusion

Based on this research, it can be concluded that workload has a strong influence on employee performance. Employee internal and external factors are determining factors in the formation of workload on each employee which will then affect their performance in completing tasks.

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