Research Article

The Effect of Workload and Work Stress on Employee Performance at the Regional Revenue Agency of Sikka Regency

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Abstract: The background of this research aimed to: (1) determine the description of employee performance, workload, and work stress; (2) analyze the influence of Workload and Job Stress on employee performance both partially and simultaneously.The population in this research were employees of the Sikka Regency Regional Revenue Agency, totaling 61 people. This research was carried out with a sanmpling technique or saturated sampling (total sampling). Data was collected through questionnaires and analyzed using descriptive methods and inferential statistics, namely multiple linear regression. Hypothesis testing is carried out through the F-test and t-test.The results of the descriptive analysis showed that the employee performance. Work Load and Work Stress variables were categorized as good. The statistical results of the t-test showed that the Workload variable had a positive and insignificant effect on employee performance. Furthermore, the Job Stress variable has a positive and significant effect on employee performance. The statistical results of the F test showed that simultaneously the variables Workload and Job Stress had a significant effect on employee performance. The results of the determination analysis showed that the two independent variables in this research were able to explain the fluctuation ofemplovee performance of the Regional Revenue Agency of Sikka Regency by 12.5%.

Keywords: Workload; Job Stress; Employee Performance

1. Introduction

One of the key factors determining the achievement of organizational goals is human resources. An organization or company that possesses skilled human resources means it has a quality asset, thus the organization needs to develop employees' knowledge and abilities. The development of human resources is expected to enhance employee performance, which in turn will have a positive impact on the organization.

Performance is the final result of a particular job or activity. If we perform a task well, we will produce good performance as well. In an organization, if employees' work is well-organized, it will create organized organizational performance. Conversely, if performance is poorly organized, it will result in disorganized organizational or work execution performance. Mangkunegara (2011:67) states that performance is the quality and quantity of work achieved by an employee in carrying out their duties with the responsibility given to them. Suwanto and Priansa (2011) define performance as the work achievement or the demonstration of work results.

The Regional Revenue Agency has the main task of assisting the governor in carrying out duties related to decentralization and deconcentration authority in the field of regional revenue, in accordance with policies established by applicable laws and regulations. Employee

performance is a measure used to compare the results of task execution and responsibilities assigned by the organization within a certain period and is relatively used to assess work achievement. Bernadin and Russel (2015), cited in Kaswan (2012:187), state that performance is one of the benchmarks used to determine whether a job is done well or not, based on six indicators: quality, quantity, timeliness, cost-effectiveness, need for supervision, and interpersonal impact.

To understand the actual condition of employee performance at the Regional Revenue Agency of Sikka Regency, a preliminary survey was conducted by distributing a preliminary questionnaire to 15 employees. It was found that employee performance at the Regional Revenue Agency of Sikka Regency was not yet optimal. This is evident from the total score of 473 out of an ideal score of 900, or 52.56%. According to Narimawati (2007:45), the problem in this research can be measured by subtracting the overall percentage (100%) by the respondents' response percentage. Thus, there is a gap of 47.04%, which represents the performance problem of employees at the Regional Revenue Agency of Sikka Regency.

Employee performance problems do not occur by themselves but are determined by many factors, one of which is workload and work stress. Workload is the number of tasks that must be completed within a certain period. The employee's workload can be calculated based on the effective time used to complete tasks. According to Munandar (2001:38), workload is a condition with task descriptions that must be completed within a certain time. Nurmianto (2003:24) states that workload can be physical and mental. Mental workload can be seen from the extent of mental activity required to handle necessary matters, concentration, problem detection, dealing with unexpected problems, and making quick decisions related to work.

Excessive or insufficient workload can cause work stress. The workload perceived by employees is their own perception. Perception of workload is an individual employee's assessment of the demands of tasks or activities requiring mental activity, such as remembering necessary information, concentrating, detecting problems, solving unexpected issues, and making decisions in the organization.

Based on observations, interviews, and surveys conducted with several employees at the Regional Revenue Agency office, factors influencing workload include targets to be achieved and time conditions. This refers to an individual's view of the size of work targets given to complete tasks within a certain period. It also covers how individuals perceive work conditions, where inadequate facilities and infrastructure can cause work delays, directly impacting the institution or organization itself.

Besides workload, another crucial factor determining employee performance is work stress. Work stress is a condition commonly experienced by humans, especially employees in companies or organizations. Work stress is also a person's response to excessive physical or psychological conditions caused by internal or external job demands. This stress condition can lead to dissatisfaction at work and decreased performance.

According to Sunyoto (2013:42), stress is a normal experience faced by everyone, including employees. Stress experienced by employees can be caused by various factors, both internal and external. Sunyoto (2013:44) explains that excessive stress causes employees to feel pressured and unable to cope with a heavy workload. Therefore, organizations must manage stress that negatively affects performance and transform it into a positive impact. However, the responsibility for managing stress is not only on the organization but also on the individual employee.

Based on observations, stress is an uncontrollable condition in a person, such as excessive task demands or role expectations, which affect the person's ability to interact with both internal and external organizational environments. Therefore, employees must be able to cope with various negative symptoms that affect their work performance.

Workload and work stress significantly influence employee performance, as seen from previous research showing differences in the effects of workload and work stress on employee performance.

2. Preliminaries or Related Work or Literature Review

2.1. Employee Performance

According to Muis et al. (2018:3), performance is the work result achieved by an individual in carrying out the tasks assigned to them, based on skills, experience, diligence, and time. Employee performance can be translated into tangible results or achievements that can be measured and use employee standards (Hasibuan and Handayani, 2017:4).

2.2. Workload

According to Hancock & Meshkati (1998) in Sari (2017:224), workload can be defined as the difference between work capacity or ability and the demands of the work faced. If the worker's ability is higher than the work demands, it will cause boredom; conversely, if the work is less than the demands, it will cause excessive fatigue.

2.3. Work Stress

Work stress is defined by Mangkunegara (2008:28) as "the feeling of pressure or being stressed experienced by employees in facing their work." Symptoms of work stress include unstable emotions, restlessness, tendency to isolate oneself, difficulty sleeping, excessive smoking, inability to relax, anxiety, tension, nervousness, increased blood pressure, and digestive disorders.

2.4. Hypotheses

H1: Workload affects employee performance.
H2: Work stress affects performance.
H3: Workload and work stress simultaneously have a significant effect on employee performance.

3. Proposed Method

Based on the problem formulation and research objectives presented in the previous chapter, this study uses descriptive and associative methods. Descriptive research is the foundation for all research. Descriptive research can be conducted quantitatively to allow statistical analysis (Basuki, 2006:110). Furthermore, Narimawati (2008:21) states that descriptive methods describe or explain research results through narratives, images, or graphs.

4. Results and Discussion
Descriptive Analysis

The results of the descriptive analysis show that:
(1) the total score percentage for the workload variable is 70.16%, categorized as good;
(2) the total score percentage for the work stress variable is 73.44%, categorized as good;
(3) the total score percentage for the employee performance variable is 78.33%, categorized as good.

Partial Hypothesis Testing (t-test)

Partial hypothesis testing (t-test) is used to test the significance of the influence of each independent variable, namely Workload (X1) and Work Stress (X2), partially on the dependent variable, employee performance (Y). The results of the t-test analysis using SPSS are shown in the following table:

Model		t count	Sig	Description
1	Workload	-1,979	0,053	Not Significant Influence
	Work Stress	-2,025	0,048	Significant Influence

Based on the data analysis in Table 4.14 above, the partial hypothesis test (t-test) for each independent variable on the dependent variable is as follows:
1. **Workload Variable (X1):**

The statistical test shows a t value of -1.979 with a significance value of 0.053. This significance value is greater than the alpha level of 5% (0.05), so the decision is to accept the null hypothesis (Ho) and reject the alternative hypothesis (Ha). This means that partially, the Workload variable (X1) has an insignificant effect on Employee Performance. In other words,

if Workload decreases, Employee Performance will increase, but the increase is not significant.

2. **Work Stress Variable (X2):**

The statistical test shows a t value of -2.025 with a significance value of 0.048. This significance value is less than the alpha level of 5% (0.05), so the decision is to reject the null hypothesis (Ho) and accept the alternative hypothesis (Ha). This means that partially, the Work Stress variable has a significant effect on Employee Performance. In other words, if Work Stress decreases, Employee Performance will increase significantly.

Simultaneous Hypothesis Testing (F-Test)

The simultaneous hypothesis test (F-test) aims to test the joint influence of the independent variables Workload (X1) and Work Stress (X2) together on the dependent variable employee performance (Y). The results of the F-test analysis using the SPSS program are presented in the following table:

Table 4.15 Simultaneous Hypothesis Test (F-Test)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	173,651	2	86,825	4,127	0,021
	Residual	1220,349	58	21,041		
	Total	1394,000	60			
a. Predictors: (Constant), Workload, Work Stress						
b. Dependent Variable: Employee Performance						

The statistical test results based on the ANOVA calculation show an F value of 4.127 with a significance value of 0.021. This significance value is less than the alpha level of 5% (0.05), indicating that the two independent variables in this study simultaneously have a significant effect on Employee Performance (Y). This means that the fluctuations in Employee Performance are strongly determined by the changes in the two independent variables in this study, namely Workload (X1) and Work Stress (X2). It can be concluded that the variables Workload (X1) and Work Stress (X2) simultaneously have a significant effect on Employee Performance (Y).

Coefficient of Determination (R^2)

The coefficient of determination (R^2) is used to measure how well the model explains the variation in the dependent variable. The results of the analysis using the SPSS program are shown in the following table:

Table 4.16 Coefficient of Determination (R^2)

Model Summary[b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,353	0,125	0,094	4,58699
a. Predictors: (Constant), Workload, Work Stress				
b. Dependent Variable: Employee Performance				

Based on the data analysis results in Table 4.16 above, the coefficient of determination (R^2) is 0.125, meaning that the two independent variables in this study - Workload and Work Stress - can explain 12.5% of the variation in Employee Performance at the Regional Revenue Agency Office (calculated as 0.125 × 100%). The remaining 87.5% (calculated as 100% - 12.5%) is explained by other variables not included in this research model.

5. Conclusions

Based on the results of the analysis discussed, the conclusions of this study are as follows:

1. The results of the descriptive analysis show that:
    (1) The total score percentage for the Workload variable is 70.16%, categorized as good;
    (2) The total score percentage for the Work Stress variable is 73.44%, categorized as good;
    (3) The total score percentage for the Employee Performance variable is 78.33%, categorized as good.

2. The t-test statistical results show that individually (partially):
    a. The Workload variable (X1) has a negative and insignificant effect on Employee Performance. If the Workload variable decreases, employee performance will increase, but the increase is not significant.
    b. The Work Stress variable (X2) has a negative and significant effect on Employee Performance. If the Work Stress variable decreases, employee performance will increase significantly.

3. The F-test statistical results show that simultaneously, all independent variables consisting of Workload (X1) and Work Stress (X2) have a significant effect on Employee Performance. Improvements in these two independent variables together will impact the increase in Employee Performance at the Regional Revenue Agency Office of Sikka Regency. The determination analysis shows that Workload and Work Stress variables can explain 12.5% of the variation in Employee Performance at the Maumere Search and Rescue Office.

    Sections must summarize briefly and concisely the contents of the document or essay. This section may contain (1) A summary of the main results, findings, and evidence from your research or analysis. (2) Synthesis of findings, namely the relationship between findings and research objectives, and show how these findings support arguments or hypotheses. (3) The author may also be able to discuss the implications of research findings for research benefits. What is the contribution or impact on the knowledge or topic discussed? (4) Limitations and suggestions for further research.

6. Recommendations

Based on the conclusions of this study, the following recommendations are suggested:

1. To the Regional Revenue Agency Office of Sikka Regency:
    a. Improve employee performance by managing Workload. Leaders should provide special guidance to employees who lack broad insight regarding individual perceptions of their work and the use of time given, so as to enhance performance achievement.
    b. Improve Employee Performance by managing Work Stress. Leaders should provide special guidance to employees who lack broad insight regarding task demands, role expectations, and organizational leadership, to improve performance achievement.

2. To other researchers who wish to conduct similar studies, it is recommended to involve other variables that influence Employee Performance which were not included in this study, so that the results can be used as a reference for the Regional Revenue Agency of Sikka Regency in decision-making.

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