



The Influence Of Workload, Job Stress And Work Fatigue On The Performance Of Pt Ramai Abadi Employees In Jakarta

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Abstract; *Human resource management plays an active role in improving employee performance through a number of variables that can affect workload, work stress, work fatigue, and employee performance. This research uses descriptive research using quantitative methods by searching primary data, through questionnaires to employees of PT Ramai Jaya Abadi. The research results are 1) workload has a significant effect on employee performance. The calculated t value > t table (8.332 > 1.668) and significance is set at 0.05 (0.000 < 0.05). 2) work stress has a significant effect on employee performance. The calculated t value > t table (4.373 > 1.668) and significance is set at 0.05 (0.000 < 0.05). 3) work fatigue has a significant effect on employee performance. The calculated t value > t table (2.925 > 1.668) and significance is set at 0.05 (0.005 < 0.05). 4) load, stress and fatigue together have a significant effect on employee performance at PT. Ramai Jaya Abadi. The calculated f value is greater than the f table (31.357 > 3.136) and the significance is set at 0.05 (0.000 < 0.05). The conclusion of this research is that there is a significant influence between workload, work stress and work fatigue on the performance of PT employees. Ramai Jaya Abadi. Based on the coefficient of determination, this variable has a percentage of 58.8% and there are 41.2% other factors that influence employee performance.*

Keywords: *Workload, Work Stres, Work Fatigue and Employee Performance*

INTRODUCTION

Construction development in Indonesia continues to develop along with ongoing development carried out by the government. One of the things that marks the development of the construction sector is the increasing number of infrastructure developments in various regions throughout Indonesia. Resources are one of the most important factors in a job, such as capital, labor, equipment, methods, materials and also information. Human resources are the main factor in

determining the success of a construction project. Even though construction projects are supported by sufficient capital and good equipment, if they are managed by workers who have limited capabilities, they will certainly not be optimal because the expected performance will certainly not be achieved optimally. Therefore, the existing workforce must be able to work effectively according to the specified number of working hours and be able to produce efficient work. The company's goal is to gain profits and achieve the targets that have been set. For this reason, companies must establish good relationships with employees, so that employees can produce high performance.

Human resources are one of the organizational resources that have a productive contribution to organizational results. Human resources are the driving force for various organizational resources so that they have an important role in determining the direction of the organization's development in the future. Performance appraisal is a process of controlling employee work which is evaluated according to applicable standards. Employee performance assessments are carried out to direct employee behavior in producing good quality work. Apart from that, performance appraisal is also useful for improving work performance, adjusting compensation, and developing needs. Employee performance is the quality and quantity results achieved by an employee in achieving their duties in accordance with the responsibilities given. Employee performance has a big impact on company profits. Employees who perform well will always be retained. Companies always want profits, savings and efficiency to maintain their company, but to achieve this the company must be able to optimize employee performance. Workload is a difference between a worker's capacity or ability and the job demands they have to face. Considering that human work is both mental and physical, each has a different level of burden. A loading level that is too high allows excessive energy use and overstress, whereas a loading intensity that is too low can cause boredom and boredom or understress. The suitability of the workload regulated by the company to the conditions of workers needs to be considered. Excessive workload can create an uncomfortable working atmosphere for workers because it can trigger the emergence of work stress more quickly. On the other hand, a lack of workload can cause losses for the organization. Apart from workload, one of the problems in companies is work stress. The factor that companies need to pay attention to so that the performance of their human resources is good is the presence of work stress among employees. Stress is a condition or condition of a person who experiences tension because of conditions that affect him.

Work stress is a person's response, both physically and mentally, to changes in their environment that disturb them and cause them to be threatened. The influence of sources of work stress on employee performance shows that individual stress has the most dominant influence on employee performance. In working life, work stress has a very negative influence on employee performance. Work fatigue is a condition experienced by workers or employees which causes a decrease in work productivity. What is meant by work fatigue in this statement is general fatigue that occurs in workers by weakening the work results that have been determined and causing feelings of fatigue.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

Management means the art of organizing and executing, based on Old French. Management can also be interpreted as an effort to plan, coordinate and manage

existing resources to achieve goals efficiently and effectively. And there are still many definitions of management found by experts with different expressions, but the same in terms of the meaning conveyed. According to Afandi (2018:1) Management is working with people to achieve organizational goals by implementing the functions of planning, organizing, staffing, directing and leadership and controlling.). This process can determine the achievement of predetermined goals by using people and other resources to achieve results more efficiently and effectively. According to Irvani (2018) Management is a process of using organizational resources to achieve organizational goals through the functions of planning, decision making, organizing, leading, controlling. Overall it can be concluded that management is a science that regulates the process of utilizing human resources and other resources. , using management functions, namely, planning, forming a team, directing the team, and monitoring work activities.

Understanding Human Resources Management

Human resource management is planning, organizing, implementing, supervising procurement, development, providing compensation, integrating, maintaining and sorting the workforce in order to achieve organizational goals. Mangkunegara (2019,2). According to Hasibuan (2019, 10) "Human resource management is the science and art of managing the relationship between workers and superiors, resulting in effectiveness and efficiency in achieving company goals. Meanwhile, according to Mondy and Noe in Deliberation (2016), human resource management is the use of human resources to achieve company goals. Based on the explanation above, it can be concluded that human resource management is the science and art of managing the relationship between employees and superiors, and there is an operative function that regulates the workforce within the company in a structured and organized manner.

Understanding Workload

The process carried out by a person in completing the tasks of a job or group of positions carried out under normal circumstances within a certain period of time. Factors that influence workload according to Koesomowidjojo (2017:24). The factors that influence workload are internal factors and external factors: Internal factors are factors that originate from within the body as a result of reactions to external workload such as gender, age, body posture, health status, and motivation, satisfaction and perception. External factors are factors originating from outside the employee's body, such as: (1) work environment, (2) physical tasks and (3) work organization.

Understanding Job Stress

The definition of work stress according to Vanchapo (2020: 37) is an emotional state that arises due to a mismatch between workload and an individual's ability to deal with the pressures they face. Stress can also be interpreted as a condition of tension that creates a physical and psychological imbalance that affects the emotions, thought processes and condition of an employee.

Understanding Work Fatigue

Work fatigue is an important problem that needs to be addressed because it can cause work accidents and affect workers' health. According to Ningsih and Nilamsari (2018) Fatigue is a condition where the body's strength to carry out the same activity is reduced and the efficiency of work performance decreases.

Indicators of Work Fatigue Indicators of Work Fatigue in Watuseke et al (2019: 1962) are as follows: (1) Physical fatigue, such as insomnia, headache attacks, lack of appetite, the individual feels that their body parts are sore or sore. (2) Emotional exhaustion, such as depression, irritability, irritability. (3) Mental fatigue, likes to be cynical towards others, tends to harm oneself, work and the organization. (4) low self-esteem, for example individuals are never satisfied with the results of their work and lack motivation. (5) Depersonalization, as individuals who are distant from the social environment, apathetic and indifferent to the environment and other people.

Understanding Employee Performance

Performance is defined as what an employee does or does not do. Employee performance is what influences their contribution to the organization. According to Afandi (2018:83) Performance is the work result that can be achieved by a person or group of people in a company in accordance with their respective authority and responsibilities in an effort to achieve organizational goals illegally, without breaking the law and not conflicting with morals and ethics. Employee Performance Indicators (1) Focus on targets. (2) Employees who work are always guided by the targets that must be completed. (3) Challenging and reality. (4) The targets received by employees are very challenging but realistic. (5) Quality in accordance with established standards. The quality produced by employees is in accordance with established standards. (6) Members have a commitment to quality. (7) For employees, quality is an absolute must. (8) Have procedures for achieving quality. (9) Employees always work based on existing procedures. (10) Customers are satisfied with the quality produced. (11) Internal/external customers are satisfied with the quality produced by employees.

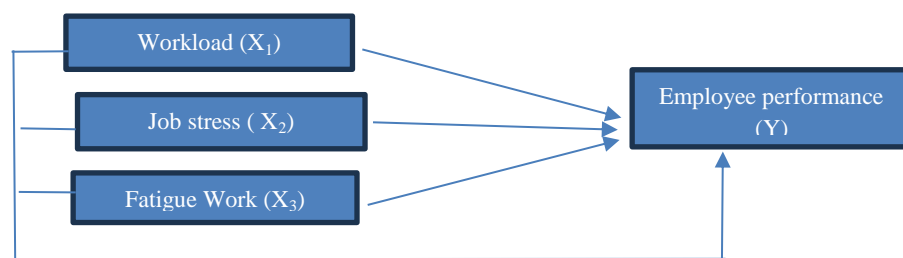


Figure 1. Framework of Thinking

METHODS

This research uses descriptive research using quantitative methods by searching primary data, through questionnaires to employees of PT Ramai Jaya Abadi.

RESULT AND DISCUSSION

Descriptive Analysis Test

Based on the descriptive analysis table, it is known as follows:

The Workload Variable (X_1) has a Mean of 41.55, a minimum value of 14.00, a maximum value 50.00 and standard deviation 7.07032

The Job Stress variable (X_2) has a mean of 38.88, a minimum value of 13.00, a maximum value 50.00 and standard deviation 10.85

The work fatigue variable (X_3) has a mean of 38.01, a minimum value of 10.00, a maximum value of 50.00 and a standard deviation of 12.29

The employee performance variable (Y) has a mean of 44.15, a minimum value of 15.00, a maximum value of 50.00 and a standard deviation of 6.89

Tabel 1 Descriptive Analysis

	N	Minimum	Maximum	Mean	Std. Deviation
Workload	70	14.00	50.00	41.5571	7.07032
Job Stres	70	13.00	50.00	38.8857	10.85283
Fatigue Work	70	10.00	50.00	38.0143	12.29291
Employee Performance	70	15.00	50.00	44.1571	6.89809
Valid N (listwise)	70				

Validity testing on 4 variables in this research, namely Work Load, Work Stress, Work Fatigue and employee performance. This test was carried out to find out whether the questionnaire was valid or not as a research data collection tool. The significance test was carried out using the r table. The r table value for 70 respondents with a significance level of 5% with the formula $df=70-2=68$ with the r table result being 0.235 so that the basic employee performance is as follows:

If $r_{count} > r_{table}$ then it means the questionnaire is declared valid.

If $r_{count} < r_{table}$ then it means the questionnaire is declared invalid.

Validity Test of Independent Variable Workload (X_1)

Tabel 2. Validation of Workload Variables (X_1)

Pertanyaan	rhitung	rtabel	Keterangan
X _{1.1}	0,443	0,235	Valid
X _{1.2}	0,483	0,235	Valid
X _{1.3}	0,434	0,235	Valid
X _{1.4}	0,539	0,235	Valid
X _{1.5}	0,722	0,235	Valid
X _{1.6}	0,799	0,235	Valid
X _{1.7}	0,720	0,235	Valid
X _{1.8}	0,714	0,235	Valid
X _{1.9}	0,742	0,235	Valid
X _{1.10}	0,599	0,235	Valid

Based on the table above, it shows that of the 10 instrument items for the independent variable Workload (X_1), the results of filling out the questionnaire all meet the validity requirements, namely $r_{count} > r_{table}$ 0.235 and are declared VALID

Validity Test of the Independent Variable Job Stress (X_2)

Tabel 3 Validation of the Job Stress Variable (X_2)

Source: SPSS Processed Results

Pertanyaan	rhitung	rtabel	Keterangan
X _{2.1}	0,752	0,235	Valid
X _{2.2}	0,831	0,235	Valid
X _{2.3}	0,821	0,235	Valid
X _{2.4}	0,860	0,235	Valid
X _{2.5}	0,858	0,235	Valid
X _{2.6}	0,752	0,235	Valid
X _{2.7}	0,655	0,235	Valid
X _{2.8}	0,896	0,235	Valid
X _{2.9}	0,834	0,235	Valid
X _{2.10}	0,853	0,235	Valid

Based on the table above, it shows that the 10 instrument items for the independent variable Stress as a result of filling out the questionnaire all meet the validity requirements, namely $r_{count} > r_{table}$ 0.235 and are declared VALID.

Validity Test of the Independent Variable Work Fatigue (X_3)

Tabel 4 Validation of Work Fatigue Variable (X_3)

Source: SPSS Processed Results

Pertanyaan	rhitung	rtabel	Keterangan
X _{3.1}	0,801	0,235	Valid
X _{3.2}	0,940	0,235	Valid
X _{3.3}	0,851	0,235	Valid
X _{3.4}	0,889	0,235	Valid
X _{3.5}	0,904	0,235	Valid
X _{3.6}	0,860	0,235	Valid
X _{3.7}	0,946	0,235	Valid
X _{3.8}	0,855	0,235	Valid
X _{3.9}	0,791	0,235	Valid
X _{3.10}	0,870	0,235	Valid

Based on the table above, it shows that the 10 instrument items for the independent variable work fatigue as a result of filling out the questionnaire all

meet the validity requirements, namely r count $>$ r table 0.235 and are declared VALID.

Employee Performance Dependent Variable Validity Test (Y)

Tabel 5. Validation of Employee Performance Variables (Y)

Source: SPSS Processed Result

Pertanyaan	rhitung	rtabel	Keterangan
Y ₁	0,869	0,235	Valid
Y ₂	0,795	0,235	Valid
Y ₃	0,728	0,235	Valid
Y ₄	0.865	0,235	Valid
Y ₅	0,833	0,235	Valid
Y ₆	0,781	0,235	Valid
Y ₇	0,812	0,235	Valid
Y ₈	0,861	0,235	Valid
Y ₉	0,798	0,235	Valid
Y ₁₀	0,872	0,235	Valid

Based on the table above, it shows that of the 10 instrument items for the Dependent variable Employee Performance (Y), the results of filling out the questionnaire all meet the validity requirements, namely the calculated r table is 0.235 and is declared VALID.

Reliability Test Results

The reliability test is carried out using the Cronbach's alpha technique, where with this test it can be said whether the questionnaire can be declared reliable or not based on the following decision:

If the Cronbach alpha value is $>$ 0.6 then the questionnaire can be declared reliable.

If the Cronbach alpha value is $<$ 0.6 then the questionnaire is declared unreliable.

Tabel 6 Uji Realibilitas Variable

Source: SPSS Processed Result

Variabel	Cronbach's Alpha	Keterangan
Workload (X ₁)	0,832	Reliabel
Job Stres (X ₂)	0,943	Reliabel
Fatigue Work (X ₃)	0,964	Reliabel
Employee Performance (Y)	0,944	Reliabel

Based on Table 6, the results of the reliability test for each variable using the Cronbach's Alpha technique, it can be seen that the Cronbach's Alpha value is more than 0.6 for the variables workload, work stress, work fatigue and employee

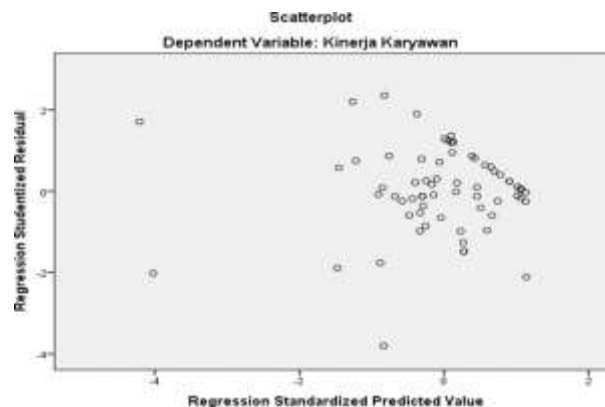
performance respectively at 0.832, 0.943, 0.964, 0.944. These four variables are said to be reliable because they meet the requirements.

Tabel 7 Hasil Uji Heterokedastisitas

Source: SPSS Processed Result

Variable	Sig.	Keterangan
Workload (X_1)	0,477	Non Heteroskedastisitas
Job Stress (X_2)	0,615	Non Heteroskedastisitas
Fatigue Work(X_3)	0,989	Non Heteroskedastisitas

Based on table IV.14, it is known that the Sig. Workload (X_1) is 0.477, Work Stress (X_2) is 0.615 and Work Fatigue (X_3) is 0.989, so it can be concluded that these three variables do not have symptoms of Heteroscedasticity because the Sig value. greater than 0.05



In the scatterplot graph, it can be seen that the points are spread randomly and are spread both above and below zero on the Y axis. This can be concluded that there are no symptoms of heteroscedasticity in this regression model. Apart from observing the scatter plot

DISCUSSION

a. Effect of workload on employee performance

Based on the partial t test carried out, research results can be obtained that the workload variable has a significant influence on employees at the company PT Ramai Jaya Abadi. This is proven by the results of the t test with a calculated t value of 8.332 which is greater than the t table 1.668 ($t_{\text{calculated}} (8.332) > 1.668$) with a significance level of 0.000 which is smaller than 0.05 ($\text{sig. } 0.000 < 0.05$), then based on The data above states that the Workload variable (X_1) has a positive and significant effect on Employee Performance (Y) at PT Ramai Jaya Abadi and H_1 is accepted. This shows that the workload felt by each employee

influences the performance of PT Ramai Jaya Abadi employees. , companies must be able to evaluate the job descriptions given to employees, and ensure that all employees comply with their portions, for example adding human resources

b. The Effect of Job Stress on Employee Performance

Based on the partial t test carried out, research results can be obtained that the stress variable has a significant influence on employees at the company PT Ramai Jaya Abadi. This is proven by the results of the t test with a calculated t value of 4.373 which is greater than the t table 1.668 ($t_{\text{calculated}} 4.473 > 1.668$) with a significance level of 0.000 which is smaller than 0.05 ($\text{sig. } 0.000 < 0.05$), then based on the data above states that the Job Stress variable (X_2) has a positive and significant effect on employee performance (Y) at PT. Ramai Jaya Abadi and H_2 were accepted. This shows that the work stress felt by each employee influences the performance of PT Ramai Jaya Abadi employees. The company must be able to improvise so that employees do not experience stress, for example holding office outings or corporate gatherings with the concept of fun games with prizes.

c. The Effect of Work Fatigue on Employee Performance

Based on the partial t test carried out, research results can be obtained that the stress variable has a significant influence on employees at the company PT Ramai Jaya Abadi. This is proven by the results of the t test with a calculated t value of 2,925 which is greater than the t table 1.668 ($t_{\text{calculated}} 2.925 > 1.668$) with a significance level of 0.005 which is smaller than 0.05 ($\text{sig. } 0.005 < 0.05$), then based on the data above states that the work fatigue variable (X_3) has a positive and significant effect on employee performance (Y) at PT Ramai Jaya Abadi and H_3 is accepted. This shows that the work fatigue felt by PT Ramai Jaya Abadi employees affects the performance of PT Ramai Jaya Abadi employees, the company must be able to regulate employee working time so that they do not overtime.

D. Simultaneous Influence of Workload, Work Stress, and Work Conflict on Employee Performance

Based on the results of the Simultaneous F Test, the calculated F value of 31.357 is greater than the F table ($F_{\text{calculated}} 31.357 > 3.136$) with a significance of 0.000 which is smaller than 0.05 ($0.000 < 0.05$), so it can be concluded that H_4 is accepted. which means that there is a simultaneous influence of workload, work stress and work fatigue on the performance of PT employees. Ramai Jaya Abadi. Performance is the result of work in terms of quality and quantity that can be achieved by an employee in carrying out his main duties within the company and his function as an employee in accordance with the responsibilities assigned to him. In line with this, the results of the coefficient of determination test show that the adjusted R Square value is $0.588 = 58\%$, while the remainder ($100\% - 58.8\% = 41.2\%$) is influenced by other variables outside this regression or variables that are not studied, This means that the influence of workload, work stress and work fatigue simultaneously on employee performance variables is 58.8%.

CONCLUSION

1. Workload (X_1) has a positive effect on the performance of PT employees. Ramai Jaya Abadi. This is proven by the t test value for the calculated workload of 8,332 which is greater than the t table ($t_{\text{count}} 8,332 > t_{\text{table}}$)

- 1.668) and seen from the significance probability, it shows a figure of 0.002, a significant value of 0.000 (sig.0.000<0.05), therefore H1 is accepted.
2. Job Stress (X_2) has a positive and significant effect on the performance of PT employees. Ramai Jaya Abadi. This is proven by the t test value for work stress of 4.373 which is greater than the t table (t count 4.373 > 1.668) and seen from the significance probability it shows a figure of 0.000 (Sig. 0.000 < 0.05), so H2 is accepted.
 3. Work Fatigue (X_3) has a positive effect on the performance of PT employees. Ramai Jaya Abadi. This is proven by the t test value of work conflict which is 2.935 which is greater than the t table (t calculated 2.935 > 1.668) and seen from the significance probability it shows a figure of 0.005 (Sig. 0.005 < 0.05) so H3 is accepted.
 4. Workload, work stress and work conflict simultaneously have a positive and significant effect on the performance of PT employees. Ramai Jaya Abadi. This is proven by the F test with a comparison of f calculated > f table. It is known that the calculated f value of the variables Work Load (X_1), Work Stress (X_2) and Work Fatigue (X_3) is simultaneously 31.257 greater than f table (f calculated 31.257 > 3.136) whereas if seen from the level of significance, the test results show.

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