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## The Relationship Between Workload With Employee Performance At PT Dami Sariwana South Tangerang

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**Abstract:** This study aims to analyze the relationship between workload and employee performance at PT Dami Sariwana, a traditional medicine company in South Tangerang. A descriptive qualitative approach was used to deeply explore employees' perceptions, experiences, and views regarding workload and its impact on their performance. The results showed that the workload experienced by PT Dami Sariwana's employees had both a balance influence on their performance. Too much workload makes it difficult for employees to meet targets and reduces productivity and quality of work, especially when facing tight deadlines. Influential workload factors include working hours, task complexity, work stress, team collaboration, feedback, and workload management efforts by the company. The role of management, team support and positive feedback are important factors in effectively managing employee workload. Therefore, it is important for companies to consider more balanced workload management and provide adequate support so that employees can achieve optimal performance.

**Keywords:** Workload, Employee Performance, Human Resource Management

### INTRODUCTION

In the world of organizations and companies or institutions, employee performance is one of the key factors that determine the success of a company. Employee performance is one of the main indicators in assessing organizational

effectiveness. Good performance will contribute to the achievement of company goals, increased productivity, and customer satisfaction. In the midst of increasingly fierce competition, companies are required to have productive and quality human resources. However, employee performance is not only influenced by skills and experience, but also by various external factors, one of which is workload.

Workload in the company becomes a responsibility that must be completed by employees within a certain period. Excessive or unbalanced workload can lead to stress, fatigue, and decreased work motivation, which in turn can have a negative impact on performance. With increasing work volume and task complexity, management needs to pay attention to how workload can affect employee performance. In this context, it is important to analyze the relationship between workload and employee performance in order to take strategic steps in human resource management. An appropriate and measurable workload can increase motivation and work efficiency.

Employee performance is a key factor in determining the success of an organization. Improved performance not only has an impact on company productivity, but also on job satisfaction and employee career development. One factor that often affects employee performance is workload. Workload refers to the number of tasks and responsibilities that must be completed by employees within a certain period of time. Workload that does not match the capabilities or resources available can have various negative impacts, such as stress, decreased productivity, and burnout.

PT Dami Sariwana, a company engaged in the health sector, namely traditional pharmaceuticals in South Tangerang, faces challenges in managing optimal employee workload. This is influenced by the high market demand. In this context, it is important to understand the relationship between workload and employee performance in this company. With growing workloads and high performance expectations, there is potential for employees to experience stress that impacts the quality of their work output. In addition, differences in workload levels between divisions or departments can also affect overall work dynamics and effectiveness.

This study aims to analyze how workload relates to employee performance at PT Dami Sariwana. The approach used is descriptive qualitative, where data will be collected through in-depth interviews and observation, which is a data collection method, researchers make direct observations of the object or phenomenon being studied. In observation, researchers see behavior, processes, or conditions without intervention to get accurate and unusual information about what is happening in the field. It is hoped that through this research, companies can get a clear picture of the impact of workload on performance, so that they can implement the right strategy in managing workload in order to improve employee performance and achieve organizational goals, related to identifying factors that have an impact on the performance of PT Dami Sariwana employees. An understanding of the relationship between employee workload can affect productivity and work quality.

## LITERATURE REVIEW

### Workload

Workload is the number of tasks or responsibilities that must be completed by an employee within a certain period of time. Workload can be quantitative, namely the amount of work to be completed, or qualitative, namely the level of difficulty or complexity of the tasks assigned. According to Tarwaka in Bahri (2022), there are indicators in workload, which are as follows:

1. Time load, indicates the amount of time available in planning, executing and monitoring a task. Time load refers to the time available or allocated to complete a task, from planning to executing and monitoring the task. It includes how much time is required to complete the task efficiently. When the time available is limited, workers may become rushed, which can affect the quality of their work. Thus, consideration is needed in the calculation of working hours, to comply with applicable working hour regulations.
2. Mental effort load, means the amount of mental effort an employee puts into performing a job. This shows the amount of cognitive effort required by a worker to complete a task or jobdesk given by the company as their responsibility. The more tasks you perform that require concentration, analysis, and deep thinking, the greater the mental strain. This indicator also relates to the level of mental fatigue and the need to maintain a high level of concentration over a long period of time.
3. Psychological stress load indicates the level of occupational risk, confusion and frustration. Psychological stress refers to the emotional impact or stress that can arise from work. This includes the level of risk on the job, the level of confusion in instructions, and the level of frustration felt when facing obstacles or challenges on the job. The higher the level of psychological stress, the greater the negative impact on employees' psychological well-being. Related to this, it also affects the output of the pressure felt by the employee with the calculation of the work performed.

## Employee Performance

Employee performance is the result of work measured against standards or targets set by the organization. Performance is influenced by various factors, such as motivation, competence, work environment, and management support. Employee performance can also be a work evaluation in a company for its employees.

According to Mangkunegara in Bahri (2022), the indicators of Employee Performance are as follows:

1. Work quality is the quality that must be produced in work. Work quality refers to the quality or level of perfection of the work produced by employees in completing their duties. This includes accuracy, thoroughness, and conformity of work results to the standards set by the company. Employees with good work quality will produce satisfactory output, in accordance with expectations and applicable standards. so that this affects the quality of the individual employee himself.
2. Work quantity is the amount that must be completed and achieved in work. In terms of quantity, what is meant is the amount or volume of work to find out how capable the employee is of completing it within a certain period. This indicator shows how capable an employee can achieve his goals and work results. Achieving good

output indicates high productivity, while poor performance can indicate failure or lack of efficiency in the work process. This will also reduce the quality of work standards in a company.

3. Reliability is whether an employee can follow instructions, has initiative, is careful and diligent at work. Employees can also find out how reliable employees are in completing their tasks. Reliable employees can follow instructions well, show initiative, be careful, and work with care and craft. Highly reliable employees tend to be more independent, consistent and reliable in various work situations, which helps coordination and supports target achievement.
4. Attitude towards the company, other employees work in cooperation. Employees who have an attitude of loyalty to the company, the company's vision, mission, and values in the related company. Attitudes towards coworkers include the ability to cooperate and foster harmonious relationships. A positive attitude in the workplace can help create a productive work environment and improve performance.

### **Relationship between Workload and Employee Performance**

Based on research conducted by Batubarua (2022) the level of employee performance at PT BCA KCU Rawamangun is caused by work stress which affects performance results for service companies, to carry out the work process, namely providing services to customers, is a determining factor for overriding workload, so as to get the results of the role of peer support and optimization of workload is able to improve employee performance with low work stress.

According to Rolos in Nurhasanah (2022) the effect of workload on employee performance is very significant, high workload will cause reduced employee performance in a company. Employee performance at work will decrease when there is an increased demand for work.

In accordance with the above understanding that the workload relationship is very influential with employee work results, the more work that is charged to employees, the more difficult it is to maximize their work. Having to complete two or more tasks, which basically requires time, energy and mental work, will cause employee performance to weaken and there is pressure at work.

### **METHODS**

This research uses a qualitative approach with a descriptive design. The qualitative approach was chosen because this research aims to explore in depth the perceptions, experiences, and views of PT Dami Sariwana employees regarding the workload they face and its effect on their performance. Descriptive design is used to provide a clear picture of the phenomenon under study without manipulating or intervening in the natural conditions that exist in the field. The participants in this study were employees of PT Dami Sariwana from various divisions and levels of positions to obtain diverse views. Data collection techniques with in this study used interviews, observations, and documentation, namely selecting employees who have relevant understanding of workload and performance. Each interview was recorded, then transcribed to ensure the data obtained was accurate and detailed.

In the interview process, there are several techniques that must be considered to get the best quality of questions and answers. According to Hansen, S. (2020) there are 6 stages of interview techniques: 1) Identifying research problems or phenomena to be studied, namely the addition of working hours due to increased market demand, 2) Developing an interview design including interview questions and interview protocols, namely using structured interviews, with questions that have been prepared before interviews with sources are realized, 3) Conducting interviews with sources, namely to 4 sources as employees of PT Dami Sariwana, 4) Transcription and translation, carried out after the interview process by recording is carried out, then transcribed into text form, 5) Analysis of interview data, a process carried out to obtain conclusions in research by sorting out questions that are in accordance with the indicators of the variables to be studied, 6) Reporting is the final result of the approval of the interview questionnaire.

In accordance with the research to be carried out, namely related to the workload felt by employees with employee performance as a good output. Data analysis techniques according to Sugiyono in Sari (2023), namely: 1) Data reduction is summarizing and selecting the main thing and focusing on the important thing to find the theme, 2) Presentation of data is in the form of text and narrative, aims to categorize which ones are general and which ones are more specific to the formulation of problems in this study, 3) Drawing conclusions is aimed at drawing conclusions from the problems that have been studied.

## RESULT AND DISCUSSION

The relationship between workload and employee performance at PT Dami Sariwana.

Based on the results of interviews conducted by researchers with resource persons of PT Dami Sariwana employees, the workload experienced by PT Dami Sariwana employees has a positive and negative effect on employee performance. Employees reported that the workload was too heavy, making it difficult for them to meet the targets or standards set by the company. This resulted in decreased productivity and quality of work, especially when they had to work under tight time pressure. The time burden given by the company, namely 8 hours of work with 1 hour of rest, has both positive and negative effects. Where employees feel the number of working hours given is quite balanced, but if the workload is excessive it will cause imbalance and require more time or overtime to complete it.

Every figures, tables, and graphs should have a caption or title. Figures, tables, and graph should be numbered separately with Arabic numerals and place the tables title above the tables while the figures or graphs title should be placed below the figures or graphs. The title should be in a center alignment. Cite all figures (including graph and table) in the text by using the abbreviation “Fig” and “Figure” if it is the first word of the sentence. Please submit the tables in an editable format and not as images.

Mental effort load also has positive and negative effects, where work that requires high concentration on the positive side is that employees can continue to learn in product developments and also how to work while the negative side is that employees can experience fatigue due to high concentration on the work given.

In addition to the time burden and mental effort burden, the burden of psychological pressure also affects employee performance. Where some employees feel stressed and anxious when facing job deadlines that are too short, as a result the work produced is not maximized.

Identifying factors in workload that have an impact on employee performance at PT Dami Sariwana.

Based on the results of interviews conducted by researchers with resource persons of PT Dami Sariwana employees, they were able to identify the relationship between workload factors and employee performance, namely the existence of factors that include the working hours provided, namely 8 working hours are sufficient to complete the task, but work deadlines become an employee balance between working hours and the workload received. Deadlines are certainly a serious thing for some employees of PT Dami Sariwana because it will cause stress and anxiety at work. However, some employees are certainly able to get through it well.

The next factor is flexibility and challenges at work, when there is a new product, the tasks that employees receive will be more complex and changes in regulations. This is related to employees having to continue to develop in their skills and knowledge.

Another important factor affecting employee performance is communication and teamwork, this will improve employee performance, for example, if there is a policy from management, namely a flexible work system, setting remote and WFH, then there are leave rules applied. Under these conditions, employees will be able to maximize performance. Employee welfare is also created and maximally supported by management.

Another factor is the positive feedback at work. Employees who are appreciated for their work and are provided with sufficient working hours with a balance of workload will provide good quality work. good feedback and communication will provide work or tasks will be completed more quickly in a timely manner. so that employees can also maintain good performance standards.

It cannot be separated from the efforts made by the company, namely workload management with an even distribution of tasks, the existence of technology and creating employee welfare and development programs. Support from coworkers and supervisors is an important factor in helping employees maintain their performance despite facing heavy workloads. These efforts can give a positive impression to employees and can also improve employee performance to the maximum. Employees who follow the company's activities carefully will also maximize their performance.

## CONCLUSIONS

Overall, the relationship between workload and employee performance at PT Dami Sariwana that a balance needs to be maintained. Optimal workload can increase motivation and productivity, while excessive workload will have a negative impact on the quality and quantity of employee work.

Workload factors that affect employee performance at PT Dami Sariwana include

aspects of working hours, task complexity, work stress, team collaboration, feedback, and workload management efforts by the company. Proper management of these factors can help improve employee performance in a sustainable manner.

The role of company management, team support, and positive feedback are important factors in effectively managing employee workload. Therefore, it is important for companies to consider more balanced workload management and provide adequate support so that employees can achieve optimal performance.

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