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Analysis of the Effect of Workload and Work Motivation on Employee Performance in Logistics Companies

Hendy Tannady

Universitas Multimedia Nusantara

Corresponding Author: Hendy Tannady hendy.tannady@umn.ac.id

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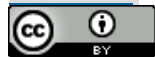
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ABSTRACT

The purpose of this paper is to analyze the effect of workload and work motivation on employee performance in one logistic company in Indonesia. This research is a descriptive quantitative research. This study also uses a survey method and uses a questionnaire at the location of the company. The sample technique used in this study is a saturated sample technique, due to the limited population within the company. Based on the results of research conducted by researchers regarding whether there is an influence on workload and work motivation on employee performance. Based on the results of the analysis that has been carried out in this study, it can be concluded that workload has no significant effect on employee performance. Work motivation has a significant effect on employee performance. Workload and work motivation simultaneously have a significant effect on employee performance

INTRODUCTION

According to Rakesh and Adil (2015) warehouses are an important component in the supply chain of a product, as well as warehouses, this warehouse is a place to store goods both large and small goods, and warehouses also have important potential to handle goods during product movement. from production to consumers. Criteria in evaluating the selection of logistics companies considered by PT. Krama Yudha Tiga Berlian including car security systems, guarantee policies, flexibility & responsiveness. Furthermore, in giving an assessment of each criterion, doubts sometimes arise, so that high subjectivity is needed. The criteria assessment aims to select car accessories and car storage, in which the evaluation becomes a reference for PT.Krama Yudha Tiga Berlian to terminate or continue cooperation. What's more, employees have a burden to send goods and it makes employees physically tired so that it can become a workload, therefore the workload consists of two types, namely physical workload and mental workload. The physical load is due to the heavy demands of the job while the mental load requires a measurement method to find out how much workload is generated. Workload is a burden that experiences physical changes in mood at work. This research is to determine anxiety in workload. According to Tjiabrata et al (2017) the condition in which the work is with its job description, the point of view of different people is that there are those who accept and surrender to the workload and there are those who do not accept the workload because of their physical biological problems. Physical workload, namely workload that has an impact on health problems such as on the physiological system of the body, heart, respiration and sensory organs in a person's body caused by work conditions according to Munandar (2014), physical burden and mental burden among those aged 24-31 has a significant impact because work is increasingly difficult to do because of excessive workload so that physically and mentally are not good. At PT Senopati it has a large number of employees so that the workload occurs at the age of 24-31 years. in this study other companies will certainly have an impact on workload on the company but it is implemented differently so that the workload is not paid much attention to by companies so that employees will definitely complain and work

performance is inadequate with consulting on the job.

In connection with work having difficulties with workload data that will be carried out in the table that is to prove the workload problem of employees who do not like workload and are used to workload with it from year to year workload can be affected by environmental constraints and limited capabilities.

It can be said that this workload is a problem because every year it will increase due to inadequate workload. Therefore, to be able to prevent it, the company's employees are decreasing. According to Mangkuprawira (in Oktaviana et al, 2022) states that if most employees work according to company standards , then it's not a problem in that case to be able to change it properly. One of the factors that causes work fatigue is the length of time worked. According to Maurits (2011) proportional rest time and work time can reduce the degree of work fatigue. The length of time at rest plays a major role in influencing the occurrence of work fatigue.

Based on the results of a survey of employees and workforce at PT Senopati it is known that workers are mechanics, company operational employees, and drivers. Workers work for 6 days and their working hours are from 07.00 am to 05.00 pm and have a break at 12.00 noon this workforce is on duty to make components for cars and the driver's job is to provide components, accessories on Mitsubishi cars to car factory production Mitsubishi Cikarang.

Work motivation at the Senopati company According to Hasibuan in (Tajudin and Supriadi, 2021), motivation comes from the Latin word *movere* which means encouragement or giving a driving force that creates enthusiasm for one's work so that someone wants to work together, work effectively, and integrate with all his efforts to achieve satisfaction. The influence of motivation from anywhere for the welfare of employees and self-discipline is very important to create a sense of responsibility at work. The existence of mutual trust in accordance with what has been done, employees will feel satisfaction at work.

This work motivation affects employee performance because it can make a benchmark of enthusiasm at work, moreover, employee performance is also considered in terms of diligence and discipline so that work feels comfortable and performance becomes better. According to Kasmir

(2016) states "Performance is the result of work and work behavior that has been achieved in completing the tasks and responsibilities given within a certain period". In this statement, it can be seen that work behavior affects employee performance so that they can assess how good they are in behaving and being civilized, just like work motivation, work motivation is very prioritized in working to get good performance. The purpose of this paper is to analyze the effect of workload and work motivation on employee performance

Objectives

Researchers made this with the following objectives:

1. To find out and analyze the effect of simultaneous variables on workload on employee performance
2. To find out and analyze the simultaneous effect of variables on work motivation on employee performance

3. To find out and analyze the simultaneous effect of variables on workload and work motivation on employee performance

METHODS

This research is a descriptive quantitative research. This study also uses a survey method and uses a questionnaire at the location of the company, namely PT. Senopati. The sample technique used in this study is a saturated sample technique, due to the limited population within the company.

This study uses questionnaires and checklist instruments. The questionnaire is used to measure work motivation. While the checklist is used to measure employee performance which is carried out by their respective superiors. The analysis used in this study is an influence test or multiple linear regression analysis. Primary data collection was taken by giving questionnaires directly to each sample. The employee performance checklist is filled out by each section head.

RESULTS

Characteristics of Respondents

Table 1. Characteristics of Respondents

Characteristics	Sum	Percentage (%)
Gender		
Laki-laki	48	84.21 %
Perempuan	9	15.79 %
Age		
17 - 23	10	18 %
24 - 31	19	33 %
32 - 43	16	27 %
44 - 60	12	22 %
Qualification		
SD	1	1.8 %
SMP	16	28.1%
SMA	7	12.3 %
Sarjana	33	57.9 %
Length of Work		
1 – 3 Years	10	17.5 %
4 – 5 Years	16	28.1 %
6 – 10 Years	8	14 %
> 10 Years	23	40.4 %

Respondents in this study were filled with 48 men and 7 women, this is due to the industrial sector which is closely related to heavy work. The age of the respondents is quite varied and this is adjusted to the existing work sector within the company, such as in the production sector which is closely related to heavy equipment, which tends to be filled by the middle class and the middle class. As for the age that tends to be advanced, it is more directed at jobs that don't use up a lot of energy.

The educational level of the respondents was dominated by undergraduate and junior high school graduates. Where for undergraduate graduates tend to be filled by employees who are relatively new. Meanwhile, high school and elementary school graduates tend to be dominated by employees who have worked for a long time. For length of work in the company itself, almost half of the respondents have worked for more than 10 years. And those that are relatively new, namely 1-5 years are also the same.

Validity Test

In this study there were 16 questionnaires containing 2 independent variables with 57 respondents. One way to find out which questionnaires are valid and which are invalid is to find the r table first. The formula for r table is $df = N - 2$ so $57 - 2 = 55$ with a significance level of 0.05, so r table $51:0.05 = 0.261$. From the results of calculating the validity test through SPSS, all questionnaires were declared valid because the value of r count $>$ r table.

Reliability Test

According to the results of the reliability test on the workload variable, it shows that Cronbach's alpha is $0.803 > 0.60$. Furthermore, the results of the work motivation variable test showed that Cronbach's alpha was $0.775 > 0.60$. Then there are the results of the Employee Performance variable test showing that cronbach's alpha is $0.930 > 0.60$. From the

results of the reliability test for all of these variables, it can be concluded that all statements on all of these variables are stated to be reliable or can be trusted.

Classic Assumption Test

Multiple linear regression models, there are several models that can be said to be good models if these models fulfill several classical assumptions such as normally distributed residual data, absence of multicollinearity, auto-correlation, and heteroscedasticity.

The results of the normality test in this study used the Kolmogorov-Smirnov test to see whether the data was normally distributed or not. If the Kolmogorov-Smirnov probability value is greater than α (0.05) then the data is normally distributed and vice versa. From the test results it is known that the Kolmogorov-Smirnov value is 0.674. With the Kolmogorov-Smirnov value smaller than α (0.05) it means that the residual data in this study are normally distributed.

The multicollinearity test results in this study indicate that the workload variable (X1) and work motivation variable (X2) both have a tolerance value of 0.957 and a VIF value of 1.044. Based on these values, it is known that the tolerance for the two variables is > 0.1 and the VIF value for the two variables is < 10 . Thus, the equation in the regression equation does not find a correlation between the independent variables or is free from multicollinearity, so that all of these independent variables can be used in research.

In the heteroscedasticity test in this study using the Glejser test, which shows that the workload variable (X1) has a Sig value. 0.870, and the work motivation variable (X2) has a Sig value. 0.300. Based on these two independent variables, each has a Sig. > 0.05 . So this means showing that all independent variables do not occur heteroscedasticity.

Hypothesis Testing

t Test

Table 2. T test

	Unstandardized		Standardized	
	B	Std. Error	Beta	
1 (Constant)	-1.251	5.081		-.246 .806
	.237	.126	.169	1.880.065
Workload (X1)	1.503	.174	.778	8.633.000

Results and hypothesis testing t. Table 2 with the following explanation:

1. Testing the workload variable has a Tcount of 1.880 while the Ttable value is 2.00404 and the Significance value indicates a value of 0.065 <0.05. It is known that the results of Tcount (1.880) \geq Ttable (2.00404). So it can be concluded that H1 is rejected, which means that the workload variable does not significantly influence employee performance variables.
2. Testing the work motivation variable has a Tcount of 8.633 while the Ttable value is 2.00404 and the Significance value indicates a value

<0.05. It is known that the results of Tcount (8.633) \geq Ttable (2.00404). So it can be concluded that H2 is accepted, which means that the work motivation variable has a significant effect on employee performance variables.

It can be concluded that the independent variable, namely workload, partially does not have a significant effect on employee performance. While the work motivation variable partially has a significant influence on employee performance.

F Test

The significance level uses $\alpha = 5\%$ or 0.05 with $df1 = k - 1 = 3 - 1 = 2$ and $df2 = n - k = 57 - 3 = 54$, thus the f table value obtained is 3.17.

Table 3. Anova

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1027.870	2	513.935	37.267	.000 ^a
Total	1772.561	56	13.791		

Based on the Anova table, the results of the F test obtained Fcount of 37,267 with a Sig level of 0,000 and a Ftable value of 3.17. Then Fcount (37.729) > Ftable value (3.17) and Sig value 0.000 <0.05. That

Coefficient of Determination (R^2)

is, the variable workload and work motivation simultaneously affect employee performance. So that H0 is rejected and H3 is accepted.

Table 4. Coefficient of Determination (R²)

1	.761 ^a	.580	.564
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In the coefficient of determination table, the R Square value is 0.580. Where it shows the percentage effect of workload and work motivation variables simultaneously on employee performance. This indicates that simultaneously, workload and work

Multiple Linear Regression Analysis

motivation have an effect of 58% on employee performance, and the remaining 42% is influenced by other variables outside the research.

Table 5. Linear Regression Test Results

		Unstandardized		Standardized	
		Coefficients		Coefficients	
		B	Std. Error	Beta	
1	(Constant)	-1.251	5.081		
		.237	.126	.169	.806
	Workload (X1)	1.503	.174	.778	1.880
					.065
					8.633
					.000

$$Y = a + \beta_1 X_1 + \beta_2 X_2 \dots\dots\dots(1)$$

$$Y = 6.329 + 0.302 X_1 + 0.509 X_2$$

Information:

Y: Employee Performance

a: Constant value

$\beta_1, \beta_2, \beta_3$: Variable regression coefficients

X1: Workload

X2: Work Motivation

Based on table 5, the resulting multiple linear regression equation is:

1. Constant of -1.251. This means that if the workload and work motivation variables have a value of 0, then the value of employee performance is -1.251.
2. The regression coefficient of the workload variable is 0.237. This means that if the workload variable increases by one unit, the employee's performance will increase by 0.237 or 23.7%.

The regression coefficient of the work motivation variable is 1,503. This means that if the work motivation variable increases by one unit, the employee's performance will increase by 1,503 or 150.3%.

DISCUSSION

1. Effect of Workload on Employee Performance

Based on the results of research that has been done by researchers, it shows that workload does not significantly influence employee performance variables with a t count of 1.80. The results of this study are in line with research conducted by Sitompul and Simamora (2019) with the title "The Effect Of Workload, Work Experience, And Compensation On Employee Performance PT. Tannery Sejahtera Mandiri Pekanbaru". The workload variable has no effect on employee performance. And research conducted by Olivia et al, (2021) regarding "The Influence of Load and Work Environment on Employee Performance at PT. The work of Cipta Buana Sentosa in Maumere Flores". Where in this study the workload variable also did not significantly influence employee performance.

2. The Effect of Work Motivation on Employee Performance

Based on the results of research that has been done by researchers shows that work motivation has a significant effect on employee performance variables

with t count of 8,633. The results of the study show that this research is in line with research conducted by Purwati and Muttaqiyathun (2011) who conducted a study entitled "The Influence of Employee Work Motivation on Employee Performance at PT Anindya Mitra Internasional Yogyakarta" that research also shows that work motivation has a direct effect on employee performance. And research conducted by Sugiharjo and Aldata (2018) which also discusses the effect of work motivation with the research title "The Influence of Workload and Work Motivation on Employee Performance of the Salemba Branch Employment BPJS" has a positive effect on employee performance.

3. Effect of Workload and Work Motivation Simultaneously on Employee Performance

Based on the results of the analysis carried out, that the variables of workload and work motivation simultaneously show results that affect employee performance. Where this is in line with Sugiharjo and Aldata (2018), with research that has similar variables. On the other hand, because the workload variable has no effect on employee performance and only has a few points behind statistically, it is possible that it can simultaneously affect both variables because of the influence of self-work motivation which is quite large.

4. Discussion of Multiple Linear Regression Tests

From the calculation of the coefficient table that has been carried out by the researcher, it is found that the multiple linear regression is:

- a. First: This equation can show that there is a unit increase in the workload variable and also work motivation, thereby increasing the employee performance variable.
- b. Second: the value of -1.251 indicates that the magnitude of the direct influence of workload and work motivation variables on employee performance variables.

Third: If the company is going to implement a strategy to improve employee performance, the variable that is prioritized is work motivation, because it produces a greater beta of 150.3% while further on the workload variable with a beta of 23.7%.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research conducted by researchers regarding whether there is an influence on workload and work motivation on employee performance. Based on the results of the analysis that has been carried out in this study, it can be concluded that workload has no significant effect on employee performance. Work motivation has a significant effect on employee performance. Workload and work motivation simultaneously have a significant effect on employee performance.

This research is limited to only two variables that affect employee performance, and there is still the remaining 42% in this study which is influenced by other variables. Future research can lead to other variables such as stress levels, work climate, or also leadership management.

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