



Employee Performance Based on Workload and Job Stress at the Grand Cempaka Resort & Convention Hotel Bogor

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ABSTRACT

The purpose of this study is to ascertain how the Grand Cempaka Resort & Convention Hotel Bogor's workforce is affected, both partially and simultaneously, by work stress and workload. The Grand Cempaka Hotel's employees made up the study's population. Using the purposive sampling method, 60 respondents served as the sample size. Descriptive and verification methods were utilized in data analysis, with IBM SPSS version 25.00 being used. The findings of the study demonstrate that workload and work stress both have a negative and considerable impact on employee performance.

INTRODUCTION

The organization places a strong emphasis on developing outstanding employee performance in order to grow the business. Businesses need to be able to develop and enhance performance in their surroundings. In line with Kasmir's (2019: 182) assertion that performance is the outcome of labor and behavior that has been attained in finishing the assigned duties and obligations within a specific time frame. This indicates that an employee's performance is the outcome of the amount and quality of work he or she completes in order to fulfill the tasks assigned to them. Kasmir (2019:189) posits that a number of elements, such as skill and knowledge, workload, work design, personality, motivation at work, loyalty, work environment, commitment, and work stress, affect employee performance. while employee performance indicators are quality, quantity, time, cost reduction, supervision (Kasmir, 2019:208).

Work stress is one of the variables that affects employee performance, according to Kasmir's perspective (2019, 189). Workplace stress is a dynamic state in which an individual encounters opportunities, pressures, or resources that align with their personal goals and whose outcomes are perceived as significant and unclear (Robbins, 2018: 429). Stress is brought on by the quantity of stressors that enter a person's head as well as the existence of stress symptoms, which include behavioral, psychological, and bodily symptoms. so that someone is unable to accurately assess the circumstances. A person's unhealthy physical state, an overwhelming workload, and the atmosphere at work are all factors that can lead to stress among employees. Situations such as these can lower a worker's morale at work and an individual's performance. Three elements contribute to work stress, according to Robbins (2018:431): 1) environmental issues, 2) organizational factors, and 3) individual characteristics. According to Robbins (2018), job stress indicators include task and role demands, interpersonal pressures, organizational structure, and organizational leadership.

Tewal (2017) asserts that there are two effects of work-related stress: positive and negative effects. Positive effects of work stress on employees include motivation, the formation of enthusiasm and zest for life, the drive to work hard, and the desire to keep developing oneself. Negative effects of work stress, however, include diminished self-confidence, heightened anxiety, and a lack of personal ability to make judgments, making employees doubt their ability to perform at their best. Thus, it can be said that employee performance can be affected by work stress in both positive and bad ways. Employees are inspired and challenged to finish the work as best they can, which is a positive effect. They come to the conclusion that the current work is a challenge rather than a pressure, with a decline in performance and productivity as the negative effect. Monitoring the stress levels of employees at work is part of the effort to enhance their performance. Long-term high or low levels of work stress might affect employee performance by creating a sense of obligation to complete tasks. This is consistent with the notion put forth by Sasono (2004:5), which holds that excessive work stress has a detrimental effect on employees and causes a sharp decline in performance. All of this, nevertheless, hinges on the person's capacity to control

their feelings in the face of inevitable workplace stress. Wala (2019), Nabawi (2019), and Setiono et al. (2022) all bolster this claim. (2017) found that job stress has a negative and significant impact on employee performance, indicating a link where an increase in work stress would result in a drop in employee performance.

Workload is another element that affects employee performance in addition to work-related stress. Three circumstances can lead to a workload. The workload is first done in accordance with guidelines. Second, there is constantly a lot of work (over capacity). Third, there is not enough work (below capacity). The workload—heavy or light—will affect productivity. An excessively light workload indicates an overabundance of labor, which forces the company to hire more workers at the same productivity level, leading to cost inefficiencies. Conversely, in situations when there is a labor scarcity or a high volume of work with a limited workforce, workers may become physically and mentally exhausted. In the end, fatigue prevents workers from being productive, which leads to inferior performance. Workload, in Koesomowidjojo's view (2017:21), is the process of figuring out how many employee working hours are used and required to finish a job for a specific amount of time. Workplace conditions, how working time is used, and goals that need to be met are indicators of workload (Koesomowidjojo, 2017:33).

Employee performance may be impacted by a heavy workload since it can lead to emotional reactions including headaches, indigestion, and irritation, as well as physical and mental exhaustion. Conversely, a low workload will lead to monotony and boredom. Setting work standards that are in line with the workforce's capabilities and appropriate working hours is one thing that may be taken into consideration as a factor in increasing employee performance. Employees who are unable to adapt current needs to their abilities may experience physical and psychological exhaustion due to a variety of demands and targets that are growing and getting more complex. As a result, paying close attention to how employees perform is crucial to an organization's success in fulfilling its requirements. The creation of an excessive workload can be attributed to various factors such as an excessively high degree of knowledge required, an excessively high work speed, an excessively large volume of work, and so forth. It is impossible to separate work-related activities from risks, expectations, and changes at the workplace, as well as from the quick changes in the world at large that necessitate individuals' continuous personal growth. Such pressures have the potential to increase an employee's workload. It is evident that employee performance is negatively impacted by workload. Research by Santoso and Setiani (2022), Setiono et al (2022), Nabawi (2019), and Asriani (2014), which indicates that burden degrades employee performance, supports this claim.

A company cannot survive if its employees are not performing at their best. Consequently, businesses must give their staff greater consideration in order to get the best performance possible. This can be achieved by assigning work that is appropriate for the worker's skill level and by keeping an eye on the conditions of the workspace. Additionally, this is a pledge to the Company as a whole, which includes Grand Cempaka Resort & Convention Bogor.

LITERATURE REVIEW

Employee Performance

Performance, according to Kasmir (2019: 182), is the outcome of work and work behavior that has been attained in finishing the assigned duties and obligations within a specific time frame. The five components of employee performance indicators are: 1) supervision; 2) quantity; 3) time; 4) cost reduction; and 5) quality.

Job Stress

According to Robbins (2018:429), work stress is a dynamic condition where an individual is faced with opportunities, demands, or resources related to what the individual desires and whose results are seen as uncertain and important. Work stress indicators consist of 1) task demands, 2) role demands, 3) interpersonal demands, 4) organizational structure, 5) organizational leadership.

Workload

According to sKoesomowidjojo, (2017:21) workload is a process of determining the number of employee working hours used and needed to complete a job for a certain period. Workload indicators consist of 1) working conditions, 2) use of working time, and 3) targets that must be achieved.

METHODOLOGY

The research method used is quantitative. Melnulrult Sulgiyono (2019) quantitative research is a research method that is based on positivist philosophy which is used to research populations or research samples, collect data using research instruments, and quantitative or statistical data analysis with ultimate results examine the hypothesis that has been established. The research tools used are descriptive and verification methods.

Research Objects and Locations

Research objects are attributes traits or values of people, objects, or activities that have certain variations determined by the researcher to be studied and then conclusions drawn. In this research, the research objects are workload, work environment, work stress, and employee performance. The research subjects were employees of the Grand Cempaka Resort & Convention Bogor Hotel which is located at Megamendung Puncak Jl. Raya Puncak KM 17.

Population and Sample

According to Sugiyono, (2019:126), population is a generalized area consisting of objects/subjects that have certain quantities and characteristics

determined by researchers to be studied and then conclusions drawn. Based on this opinion, the population in this research is all employees of Grand Cempaka Resort & Convention, totaling 86 employees.

RESULTS AND DISCUSSION

Results

Respondent Characteristics

It can be concluded that the characteristics of the respondents in this study were dominated by Housekeepers with a high school education level. Then the number of men is greater than that of women with an age of over 35 years and a working period of over 10 years. This shows that the Grand Cempaka Hotel does not look at age but looks at performance results.

The number of samples used in this research was 60 people. The cultural table shows the characteristics of respondents based on gender, age, education, position, status, and length of service.

Table 1. Summary of Calculation Results of Workload and Job Stress on Employee Performance

Model	<u>Unstandardized Coefficients</u>		Standardized Coefficients	t	Sig.	
	B	Std. Error				Beta
1	(Constant)	.16.873	1.850		9.120	.000
	Workload (X1)	-.123	.047	-.108	-2.645	.011
	Job stress (X2)	-.156	.064	-.100	-2.430	.018
	t _{table}	=9.120				
	F _{count}	=3.403				
	Sig	=0,040				
	F _{table}	=3,160				
	R	=0,967				
	R ²	=0,935				
	Adjusted R ²	=0,932				
	Alpha (a)	=5%				

F-Test Results

Based on Fcount in Table 1, it is known that the Fcount value is 3.403, while the Ftable value with df1 = (3-1 = 2) and df2 (60-2-1=57) is 3.160. This means that the Fcount value is greater than Ftable (3.403 > 3.160) with a significant value of 0.040 which is smaller than 0.05. So Ha is accepted and Ho is rejected. It can be concluded that work stress and workload have a direct and positive effect on employee performance.

Results (t-test)

Based on Table 1, it can be seen that the workload variable has a calculated t value of -2,645 < -1,672, which means that Ha is accepted and H0 is rejected. The

work environment variable has a calculated t value of $26.693 > 1.672$, which means that H_a is accepted and H_0 is rejected. The work stress variable has a calculated t value of $-2.430 < -1.672$, which means that H_a is accepted and H_0 is rejected.

Multiple Linear Regression Analysis

This analysis is used to determine how much influence the workload, work environment, and work stress variables have on employee performance at the Grand Cempaka Resort & Convention Hotel Bogor.

Multiple Correlation Analysis

The statistical computation, based on Table 1, indicates that the R value is 0.967, indicating a substantial connection in the value range of 0.60-0.799 between the variables workload, work environment, and work stress on employee performance. This indicates that there is a high correlation between it and worker performance. This demonstrates how an increase in workload leads to a rise in work-related stress and a subsequent decline in worker performance. Similarly, a more positive work environment lowers stress levels, which improves staff performance at the Grand Cempaka Resort & Convention Hotel.

Analysis of the Coefficient of Determination

It is evident from Table 1's second equation that the R square value is 0.935, or 93.5%. This demonstrates that the impact of workload variables, work environment, and work stress on employee performance accounts for 93.5 percent of the total. Other factors not covered by this research model, such as skill and knowledge, work design, personality, work motivation, loyalty, and commitment, account for the remaining 6.5% of the influence (Kasmir, 2019:189).

DISCUSSION

The Effect of Partial Workload on Employee Performance

It was possible to determine that H_0 was approved and H_a was rejected based on the statistical test findings, which showed that the tcount value was smaller than the table ($-2.645 < 1.672$) with a significance of $0.011 < 0.050$. This indicates that employee performance is significantly impacted negatively by workload. Employee replies support this claim, showing that the performance variable's average value falls into the good range. The employee received the highest score of 4.22 on the quantity indicator in their response to the employee performance variable. Because they have a strong sense of responsibility for their work and want to improve optimal work results, employees do work that satisfies established standards. The quality indicator has the lowest score, 3.17. This demonstrates that some workers do not follow the policies set forth by the hotel, which results in ratings of employee performance that are not up to par. To help staff work well and perform at their best, hotels should try to increase procedural compliance and foster a positive work environment.

This statement is supported by Santoso and Setiani, (2022) who also found that workload has a significant negative effect on employee performance, and is reinforced by Putra, et al (2023) that workload hurts employee performance.

The Partial Effect of Job Stress on Employee Performance

It was possible to determine that H_0 was approved and H_a was rejected based on the statistical test findings, which showed that the count value was less than the t_{table} ($-2.430 < 1.672$) with a significance of $0.018 < 0.050$. This indicates that employee performance is negatively and significantly impacted by work stress. Employee replies support this claim, showing that the performance variable's average value falls into the good range. Performance is the total amount of work that employees accomplish while carrying out their assigned obligations. In the workplace, stress is unavoidable. An excessive amount of stress might endanger an employee's talents and make it difficult for them to carry out their job. It also implies obstructing their ability to perform. Setiono, et al. (2022) provide evidence to support this claim, demonstrating that work-related stress has a detrimental impact on employee performance.

CONCLUSION

1. Workload and work stress have a simultaneous effect on employee performance
2. Workload has a partial and negative effect on employee performance.
3. Work stress has a partial and negative effect on employee performance.

RECOMMENDATION

1. Employee performance, the smallest instrument was found, namely quality indicators. It would be better if the leadership improved the quality of work of the Grand Cempaka Resort & Convention Bogor Hotel employees by providing a firm leadership attitude so that all employees can comply with the Hotel's work procedures. This can be a very good quality work.
2. Work stress, the smallest instrument was found, namely task demands. It is best if the job demands are too burdensome, the leadership should carry out a review to avoid work stress among employees. For example, superiors provide a grace period for completing tasks in accordance with the employee's agreement and provide a clear explanation of the work.
3. Work load, the smallest instrument was found, namely the use of working time. It is best for superiors to set targets that are in accordance with the number of employees, abilities and time that have been determined. Employees must get appropriate targets for rest hours that can be used for rest, not for work, and can leave the workplace when work time is finished. This can reduce employee workload.
4. It is hoped that future researchers can increase the population to get varied results.

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