

THE INFLUENCE OF WORKLOAD ON PERFORMANCE OF EMPLOYEES AT CORRECTIONAL INSTITUTION CLASS IIA LABUHAN RUKU



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ABSTRACT

This study aims to determine the effect of workload on the performance of officers at Class IIA Labuhan Ruku Correctional Facility. This study uses quantitative research methods using a causal design; the data used is through filling out questionnaires given to research respondents. The sampling technique used is probability sampling with random sampling type, with 95 samples. The data from the questionnaire obtained was then analyzed by descriptive analysis tests through simple linear regression analysis, determination tests, and significance tests using the IBM SPSS Statistics 26 application. The conclusion of this study is that there is a positive and significant influence between workload on the performance of officers at the Labuhan Ruku Class IIA Correctional Institution.

Keywords: Workload; Employee Performance; Correctional Institution



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INTRODUCTION

Corrections is a public service-oriented organization. The main actors in the process of delivering services and handling complaints are correctional employees. As in Law No.5 of 2014 which discusses the State Civil Apparatus, Human Resources play an important role in achieving development goals. Article 11 explains the duties of State Civil Apparatus Employees, including providing professional, high-quality services, and strengthening unity, as well as implementing public policies that have been made by personnel development officials in accordance with the provisions of laws and regulations. the development of superior human resources is needed to increase productivity, flexibility, performance, and stability in order to adjust to unstable employment conditions and tend to change. Human resources are the main asset in the organization, so human resources (HR) must be managed and utilized in a balanced and effective manner. Humans are the highest source of power in the organization so that it is necessary to manage human resources regularly so that they can become power for the organization in achieving its goals. In the current era of globalization that we can see demands high competitiveness, which means that an organization does not need to spend energy to innovate so that human resources in the organization must be more productive and better from time to time. Thus employees must be able to adjust and renew individual abilities in order to survive and bring out their best abilities in carrying out tasks in organizations or institutions, this is a separate workload for employees.

According to Utomo (2008), workload is the business of completing tasks carried out by groups from a related organization within a certain period of time (Nabawi, 2019). According to Munandar (2011), workload is all the tasks assigned to employees to do and complete within a certain period of time using the potential and skills of the employees themselves (Aprilia et al., 2016). According to Eggemeier (1991), workload can be seen from the total labor required to meet task demands (Foy & Chapman, 2018). Based on several definitions of workload, workload is defined as any task given to officers that must be done within a certain period of time with its completion through the potential and skills of the officers themselves. Rolos et al (2018) argue that workload which is calculated by multiplying work volume and time standards, is the total work that must be done by a unit or position in the organization, if a worker's ability is too great compared to their job demands, boredom will arise, and vice versa where if their competence is lower than their job demands, they will be exhausted and will be able to affect their performance. From the definitions, some experts conclude that workload is all the physical, mental, and social work that must be done by a part of the organization within a certain period of time.

The definition of performance according to Bastian in Fahmi (2014) is a manifestation of the achievement of organizational goals by implementing an activity program and there must be an organizational strategy. The performance of an officer is the main support in achieving the goals of an organization or institution, because in fact the organization will never succeed in achieving its goals if it is not supported by the performance of its human resources (Manik & Syafrina, 2018). An employee can be assessed based on his performance or performance. Everyone has their own responsibilities and duties according to their profession and function. Tasks must be completed within a predetermined time, so it is very important for each individual to be able to do so. If an employee has a good quality of work, they will be able to do their job at the maximum point, full of commitment, and able to collaborate with others or their leaders. Mangkunegara (2009) believes that performance is the result of quality

work and performing tasks according to the obligations that have been given, where there are a number of factors that influence this, one of which is the ability and motivation of each individual (Abiyyu, 2021). Quoted from Sodexo.co.id, one of the factors that affect employee performance is workload. This is in line with what Tewal, (2017: 141) stated that "high workload can result in decreased work motivation so that it can affect the performance of employees". The lack of facilities, overcrowding, and limited public service employees that must be fulfilled are the causes of excessive workload in the correctional environment (Safrin, 2022). As we know the problem in correctional institutions in Indonesia is over capacity, where almost all prisons in Indonesia experience over capacity.

There are several studies in the literature that analyze the relationship between workload and performance and are proven to be related to each other. Based on the background, researchers are interested in discussing the effect of workload on employee performance at Class IIA Labuhan Ruku Correctional Institution.

LITERATURE REVIEW, RESEARCH FRAMEWORK, AND HYPOTHESIS

Workload

Gibson argues about the definition of workload, according to him workload is a person's obligation to perform a large number of tasks with limited time to complete the task (Sitompul & Simamora, 2019). The high workload of officers can lead to a decrease in work passion. Dhania explained that workload is an activity that requires ability or mental state that must be worked on in a certain time, both in psychological and physical form. Then, Arika (2011) states that workload is influenced by 2 factors, namely internal and external factors, internal factors including somatic physical factors, physical factors such as perception, motivation, desire, satisfaction, and so on. somatic factors such as age, gender, health, and others. Then there are external factors including work organizations such as working time, work systems, and rest time, then the work environment such as the physical work environment and work colleagues, the last is tasks including, responsibility, emotions, commitment, spatial layout, and others.

Performance

Performance is a person's achievement in releasing his ability to complete the tasks or work that has been assigned to him. Sinambela (2016) expressed what is meant by performance is the expertise that an individual employee has to carry out a certain skill (Abiyyu, 2021). This performance is very necessary, because it is from this performance that we can measure and become a reference material for the extent to which employee tips work and complete the tasks that have been entrusted to the individual employee. then it can be assumed that the presentation of the officer is one of the people in carrying out their obligations and obligations and is carried out to help the hierarchical goals that have been set. and generally settled.

Research Theories

This study adopts the workload theory of Duxbury and Lynos which states that workload is considered as a relative deficiency of an employee's time, energy and resources to adequately satisfy the aggregate demands imposed by multiple roles to the satisfaction of oneself or others (Kissi et al, 2019). WO is in this way seen as the overall deficiencies of a representative's time, energy and assets to satisfactorily

satisfy the aggregate requests forced by various jobs to the satisfaction of oneself or others (Duxbury and Lyons). Adapted from Kissi et al. (2019), there are 3 (three) dimensions to workload according to Duxbury and Lyons, which include employee's time, energy, and employee's resources.

Then for performance the researcher adopts the theory of officer performance or Job Performance by Sarmiento & Beale (2007), which reveals that "Most of the time, job performance is the result of at least two factors: the natural and acquired abilities and skills of an employee, as well as their motivation to use them for better work performance". Sarmiento & Beale (2007) elaborated Job Performance theory into 8 dimensions, including: quality of work, quantity of work, dependability, knowledge of work, judgement and common sense, ability to learn, initiative, and industry and application.

Research Framework

The analysis process in this study uses determination test, regression test, and significance test. So that in this study will analyze the effect of Workload on Employee Performance at the Labuhan Ruku class IIA Correctional Institution.



Source: constructed by authors, 2024

Figure 1
Research Framework

Hypothesis

Based on the background and research framework, the researcher makes the following research hypothesis:

H : Workload has a positive effect on employee performance at Labuhan Ruku Class IIA Correctional Institution.

METHODS

In this study, researchers used quantitative methods through a scientific and systematic process to explain the effect of Workload on Employee Performance at Class IIA Labuhan Ruku Correctional Facility, so as to produce objective research data and can be communicated clearly through statistical analysis in the form of numbers.

This research design applies a causal research design (*causal design*), namely research that explains the cause and effect relationship between the variables used. The influence between the 2 (two) variables referred to in this study:

Independent variable (X) : Workload

The dependent variable (Y) : Employee Performance

The primary data of this research is a questionnaire, which is the main source of research. Primary data is obtained through the results of questionnaires that have been filled out by employees at the Labuhan Ruku Class IIA Correctional Institution located in Batubara Regency, Talawi District, North Sumatra, Regional Office of the Ministry of Law and Human Rights of North Sumatra.

The population of this study were employees at the Labuhan Ruku Class IIA Correctional Institution, totaling 95 people. In this study, the sampling used is probability sampling with random sampling type, determining the number of samples using the slovin formula method to reduce the existing population, the results obtained from the calculation of the number of samples using the slovin formula method are 94.65. We can round this figure to 95 so that the sample in this study is 95 officers at the Labuhan Ruku Class IIA Correctional Institution.

RESULTS AND DISCUSSION

Validity Test

The Workload variable consists of 3 (three) dimensions: employee's time, energy, and resource which uses 12 statement items as measuring instruments. The results of observations on the R table obtained a value of the sample (N) = 95 of 0.202. In the validity test results, it was found that all items of variable X as many as 12 items produced R counts > R table. In addition, the results of the comparison between the significance value of 0.05, all items produce a significance value <0.05. So it can be concluded that all items in X variable as many as 12 items are said to be valid.

The performance variable consists of 8 (eight) dimensions; quality of work, quantity of work, dependability, knowledge of work, judgment and common sense, ability to learn, initiative, and industry and application, which uses 12 statements as measuring instruments. In the validity test results, it was found that for all items of variable Y as many as 12 items produced R counts > R table. In addition, the results of the comparison between the significance value of 0.05, all items produce a significance value <0.05. So it can be concluded that all items in variable Y as many as 12 items are said to be valid.

Reliability Test

The Cronbach's Alpha value is 0.974 from 12 statement items. This means that the reliability test technique used is Cronbach's Alpha and the reliability value of all instrument items is 0.974 out of 12 items. This figure indicates that the measuring instrument has high reliability to become a research measuring instrument. From the results of the reliability test, it can also be stated that the Cronbach's Alpha value of variable X as many as 12 items is 0.974. or > 0.6. So it can be concluded that the instrument in variable X is reliable.

Table 1
"Workload" Reliability Test

<i>Reliability Statistics</i>	
Cronbach's Alpha	N of Items
0,974	12

Source: primary data processed, 2024

The Cronbach's Alpha value is 0.962 from 12 statement items. This means that the reliability test technique used is Cronbach's Alpha and the reliability value of all instrument items is 0.962 out of 12 items. This figure indicates that the measuring instrument has high reliability to become a research measuring instrument. From the

results of the reliability test, it can also be stated that the Cronbach's Alpha value of variable Y of 12 items is 0.962. or > 0.6. So it can be concluded that the instrument in variable Y is reliable.

Table 2
"Employee Performance" Reliability Test

<i>Reliability Statistics</i>	
Cronbach's Alpha	N of Items
0,962	12

Source: primary data processed, 2024

Normality Test

The results of the normality test in the table3 which uses the One-Sample Kolmogorov-Smirnov testing method, the results of the significance value or Asymp. Sig (2-tailed) is 0.200 where the result is greater than the significance level $\alpha = 0.05$ because the significance level (α) of 5% and a confidence level of 95%. With these results, it can be concluded that the data in this study is normally distributed.

Table 3
Normality Test

<i>One-Sample Kolmogorov-Smirnov Test</i>		Unstandardized Residuals
N		95
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	5.31895444
Most Extreme Differences	Absolute	,071
	Positive	,071
	Negative	-,045
Test Statistic		,071
Asymp. Sig. (2-tailed)		,200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Source: primary data processed, 2024

Simple Linear Regression Test

In the table 4, the independent variable used is the Workload variable (X) and the dependent variable (Y) is Performance. It can be seen the regression direction coefficient from the Unstandardized Coefficients column and sub column b. The column obtained a constant value of 53.943 and a regression direction coefficient value of 0.094. Based on this value, the regression equation formula can be obtained as follows:

$$Y = a + bX$$

$$Y = 53.943 + 0.094X$$

Description:

X = Workload Variable

Y = Officer Performance Variable

a = Constant

b = Regression Coefficient

Based on the equation, the b coefficient value shows the regression coefficient value and the b coefficient shows the average change in the Officer Performance variable (Y) for each change in the Workload variable (X) by one unit. If the b coefficient value is positive, then there will be directly proportional changes. For example, when the value of variable X increases, the value of variable Y will also increase, and applies if variable X experiences a reduction in value, variable Y will also experience a reduction in value.

If the result of the b coefficient is negative, there will be an inversely proportional change. If variable X experiences an increase in value, variable Y will experience a reduction in value, and vice versa, if variable X experiences a reduction in value, variable Y experiences an increase in value. Judging from the equation in this study, there is a regression equation in the constant value of the Workload variable of 53.943 is constant and the regression direction coefficient value is 0.094. So it can be seen that the coefficient value b in the equation is positive.

Based on the regression equation, it can be concluded that the constant value of the Workload variable is 53.943, which indicates that the value of the Load variable is constant, and the value of the Performance variable shows a value of 0.094, where the coefficient value in the regression equation above is positive. This shows a change in value that is directly proportional between the Workload and Performance variables. An increase in the value of the Workload variable affects the increase in value also on Performance, and vice versa. Based on the regression formula, it can be stated that the regression coefficient value of the social support variable (X) of 53.943 states a 1% increase in the value of the emotion control variable (Y) of 0.094. The nature of the regression which is directly proportional causes the greater the influence of the Workload given, the performance of employees at the Labuhan Ruku Class IIA Correctional Institution will increase.

Table 4
Linear Regression Test

Model	<i>Coefficients^a</i>			t	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta		
1 (Constant)	53.943	5.122		10.532	.000
Workload	-.094	.103	-.094	-.907	.367

a. Dependent Variable: Performance

Source: primary data processed, 2024

Significance Test

Based on table 5, it can be seen from the results of the significance test between the Workload variable on Officer Performance at Labuhan Ruku Class IIA Prison. The result of the significance column is 0.000, which in the significance test shows a value less than 0.05, so H_0 is rejected and H_a is accepted. With the results of the table that $0.000 < 0.05$ shows that there is an influence between the Workload variable on the Officer Performance variable at Class IIA Labuhan Ruku Prison.

Table 5
Significance Test

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1650.617	1	1650.617	230.104	.000 ^b
	Residuals	494.961	93	7.173		
	Total	2145.577	94			

a. Dependent Variable: Performance

b. Predictors: (Constant), Workload

Source: primary data processed, 2024

Determination Test

Based on the table 6, regarding the results of the determination test, the value of R as the correlation coefficient is 0.877. This indicates that there is a strong positive correlation relationship between the independent variable (Workload) and the dependent variable (Performance). The table of determination test results above also shows that the R square (r^2) value is 0.769, which shows how much influence the Workload variable as a whole can affect the rise and fall of the Performance variable.

Based on the R square value, it shows that the percentage of the influence of Workload on employee performance at Class IIA Labuhan Ruku Correctional Institution is 76.9%. While the remaining 23.1% is influenced by other variables not explained in this study. This indicates that there are still other variables that have an influence on the performance variable at the Labuhan Ruku Class IIA Correctional Institution besides Workload.

Table 7
Determination Test

<i>Model Summary^b</i>			
Model	R	Adjusted R Square	Std. Error of the Estimate
1	.877 ^a	.769	.766 2.678

a. Predictors: (Constant), xtotal

b. Dependent Variable: ytotal

Source: primary data processed, 2024

CONCLUSION AND SUGGESTIONS

The conclusion of this study is there is a positive influence of Workload on employee performance at Class IIA Labuhan Ruku Correctional Institution. This shows that workload has a good impact on employee performance. The level of positive influence of workload on employee performance at the Labuhan Ruku Class IIA Correctional Institution is 76.9% and the remaining 23.1% is influenced by other variables. This means that employee performance at the Labuhan Ruku Class IIA Correctional Institution is also influenced by other variables besides the workload variable, so further research is needed regarding what variables affect employee performance besides the workload variable.

Several suggestions can be a reference for the development of the organization, the workload that exists in an organization must be overcome by looking at the dimensions of the workload variable itself. Organizations that have workloads should increase the number of officers to reduce the time burden in their work and responsibilities. In the workload dimension, officers can do their work by controlling the working hours they have, dividing their work and rest time, and starting work on time consistently. Officers should also balance their energy and their minds to work on a task, allocating time for themselves, and being careful in their work.

It takes awareness by each officer to be able to control the work that has been set and increase the willingness for themselves to continue to progress. This is a preventive measure for the organization to prevent officers who do not have the will to improve competence within themselves. It will also have a good impact on organizational performance if each officer can control the work and effort expended when performing their duties and responsibilities.

Research on workload and its effect on other variables is still rarely found in public organizations, especially Correctional Institutions. Therefore, it would be better if in the future there would be more research on the effect of workload on variables needed to improve organizational achievements and targets.

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