

## THE INFLUENCE OF WORKLOAD ON EMPLOYEE PERFORMANCE AT CLASS IIA LUBUKLINGGAU PENITENTIARY



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### **ABSTRACT**

*Performance is the result of carrying out the tasks assigned to officers as a form of responsibility to the organization. The performance of an officer is the main support in achieving organizational goals. There are many factors that can affect performance, one of which is workload. This study aims to determine the effect of workload on the performance of officers at Class IIA Lubuklinggau Correctional Facility. This study uses quantitative research methods using a causal design. The data is collected through filling out questionnaires given to research respondents, as well as several sources of books, journals, and articles that have the same topic as the research. The sampling technique used is probability sampling with random sampling type, and the calculation to determine the number of samples used the slovin formula so that the number of samples obtained is 69 people. The data from the questionnaire obtained was then analyzed by descriptive analysis test through simple linear regression analysis, determination test, and significance test using the IBM SPSS Statistics 25 application. The result of the analysis is that there is an influence of workload on performance with an influence value of 73.3%. The conclusion of this study is that there is a positive and significant influence between workload and employee performance at the Class IIA Correctional Institution Lubuklinggau.*

**Keywords :** Workload; Performance; Correctional



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## INTRODUCTION

Correctional institutions are organizations focused on public service. The key actors in delivering services and handling complaints are correctional staff. Therefore, it is essential to have superior Human Resources (HR) in the field of corrections, based on competence, standards, and specific qualifications that align with the tasks of the correctional system itself. Employees play a role in shaping perceptions of service quality through their boundaries, attitudes, and behaviors (Karatepe, 2013).

Every HR recruited for these roles must receive education and training based on international standards, as stated by Mr. Priyadi, Head of the South Sulawesi Regional Office of the Ministry of Law and Human Rights (Kemenkumham) (Public Relations, 2019). Currently, HR in correctional facilities do not receive specialized training during their tasks and responsibilities, nor are they provided with regular education to understand and study developments in the correctional field.

This situation leads to the consideration that many correctional staff struggle to adapt quickly and effectively to their assigned duties. There is a lack of periodic education and training for employees in the correctional system. Such training aims to help each employee adjust to the evolving conditions of corrections. However, in reality, there are no established programs for regular training directed at employees within the correctional system.

The success of an organization is determined by its ability to achieve strategic goals, enhance its human resources, and maintain competitiveness in a constantly changing environment (Daft, 2018). Organizations require quality resources to reach their desired objectives. The success of an organization can be reflected in the performance of its employees. Those who can optimally utilize their physical and mental capabilities will yield high performance, facilitating the organization's goal attainment.

According to data from the Community Complaint Report to the Indonesian Ombudsman in 2022, there were 8,292 cases of alleged maladministration, including delays in service, failure to provide services, procedural deviations, and illegal fees. This data indicates that six government agencies received the highest number of complaints, suggesting that government services are still unsatisfactory. Such actions tarnish moral integrity and responsibility, as many complaints about maladministration remain unresolved.

Government agencies, managed by the state, should be service-oriented and should not engage in maladministration. Civil Servants (ASN) must strive to provide the best service to the public, empathetically placing themselves in the position of those they serve to meet community needs. According to Law No. 5/2014, Article 3, point c, ASN must demonstrate commitment, morality, and responsibility in public service.

The Ministry of Law and Human Rights (Kemenkumham), as a government agency with 58,360 Civil Servants (ASN) distributed across 847 work units, is committed to providing excellent public service. The correctional system, as a subspecialty of the criminal justice system under Kemenkumham, has important responsibilities in delivering services to detainees and offering guidance and rehabilitation to inmates.

By fulfilling these functions, the correctional system can provide protection to detainees and minors undergoing legal processes, while also raising inmates' awareness of their offenses to prevent recidivism. This not only safeguards society but also reduces the likelihood of reoffending. Among the 517 complaints directed at government agencies, correctional institutions have received several public grievances. Data over the past five years reveals ongoing complaints about alleged maladministration within these institutions. For instance, in 2018, there were 31 complaints, which increased

significantly in 2019, peaking at 105 complaints—the highest in five years—before declining in 2020 and 2021. However, complaints rose again in 2022, from 18 to 22. The persistence of these complaints indicates public dissatisfaction with the services provided, reflecting the suboptimal performance of the organization.

In the past five months (October 2023-February 2024), several employees at Class IIA Lubuklinggau Prison have experienced excessive working hours that do not align with the regulations. According to the Regulation of the Minister of Law and Human Rights of the Republic of Indonesia No. 48 of 2015 regarding Performance Allowance for Employees within the Ministry of Law and Human Rights, Article 7, Paragraph (1) outlines the working days and hours for employees. This regulation specifies working hours from Monday to Thursday, 07:30 to 16:00, and on Friday from 07:30 to 16:30. This indicates that 50% of the employees at Class IIA Lubuklinggau Prison have exceeded the prescribed working hours. Observations over the last five months reveal that many employees continue to work beyond operational hours, with February 2024 showing the highest number—30 employees exceeding the operational hours, averaging until 17:00, which is inconsistent with the Ministerial Regulation.

Research by Ukwadinamor and Oduguwa (2020) indicates that employees often face an excessive workload, which adversely affects their performance within the organization and subsequently impacts overall productivity. Based on this phenomenon, the author is interested in exploring the topic “The Impact Of Workload And Work Environment On Employee Performance At Class IIA Lubuklinggau Prison.”

## **LITERATURE REVIEW AND HYPOTHESIS**

Khahan Na-Nan and Kanokporn Chaiprasit (2018) give the importance of employee performance in driving profitability and long-term success, the development of a reliable tool for continuously measuring EJP is essential. Employee Job Performance (EJP) is regarded as a primary benchmark for the efficiency and productivity of an organization, serving as a key factor for organizational success by assessing how well employees perform their tasks. EJP is a vital criterion for companies and a determining factor for achieving organizational outcomes and success. However, previous research on employee performance measurement instruments often focused on only one or two performance dimensions, as noted by Charbonnier-Voirin and Roussel (2012), Yusoff et al. (2014), and Koopmans et al. (2014). To address this, the researchers in this study developed an EJP questionnaire encompassing three main dimensions: work time, work quality, and work quantity.

The development process involved validating the questionnaire through Exploratory Factor Analysis (EFA), followed by Confirmatory Factor Analysis (CFA). This quantitative study sampled 2,735 assembly line workers from 12 automotive parts factories in Navanakorn Industrial Zone, Thailand (Department of Industrial Works, 2015), with two groups of 260 workers each. The EFA successfully identified the three key dimensions of employee performance: work time, work quality, and work quantity. This analysis provides a strong foundation for a more comprehensive and adequate measurement tool for EJP, assisting organizations in monitoring and enhancing employee performance sustainably.

Amri and Ridwan (2023) findings demonstrate that the work environment, workload, work stress, and job satisfaction are functioning effectively. Specifically, the work environment influences work stress, while workload also impacts work stress. Additionally, the work environment affects job satisfaction, and workload has a direct effect on job satisfaction. Notably, work stress does not directly influence job satisfaction;

however, it mediates the relationship between the work environment and job satisfaction, as well as between workload and job satisfaction.

The results indicate that work stress acts as a full mediator in the model. This suggests that improving job satisfaction among officers in the Directorate of Special Criminal Investigation of the Aceh Regional Police depends on enhancing the comfort of the work environment, adjusting workloads, and managing work stress. Overall, these findings highlight the importance of creating a supportive work environment and balancing workloads to foster greater job satisfaction among police officers.

Ukwadinamor and Oduguwa (2020) concludes that low employee morale can negatively impact performance, especially when employees experience stress and excessive workloads. Consequently, it is crucial for employers to consider offering flexible work arrangements and providing employees with greater control over how they perform their tasks. Such measures can enhance organizational goal achievement while also more effectively addressing individual career needs. By prioritizing employee well-being and autonomy, organizations can foster a more productive and satisfied workforce.

### **Hypotheses**

The research aims to investigate the impact of workload and work environment on employee performance. Based on this, the author formulates the following hypotheses:

*Ho: There is no positive effect of workload on employee performance at Class IIA Lubuklinggau Prison.*

*Ha: There is a positive effect of excessive workload on employee performance at Class IIA Lubuklinggau Prison.*

### **METHOD**

According to Creswell (2016), quantitative research is a study that tests the relationship between variables based on the theories applied in the research. It can be concluded that quantitative research employs an approach that tests hypotheses or accurate statistical data and examines how sample results can be generalized to a broader population (Creswell & Creswell, 2018). Conclusions are drawn using rational thinking. According to Nachmias and Nachmias (1976), research design is the process of collecting, analyzing, and interpreting observations guided by a plan that directs the researcher (Nurdin & Hartati, 2019).

### **RESULTS AND DISCUSSION**

The research conducted at Class IIA Lubuklinggau Prison, the researcher employs the theory proposed by Sandra G. Hart in 1988, who developed a workload measurement method through NASA TLX, categorizing it into six dimensions that affect workload: mental demand, physical demand, temporal demand, performance, effort, and frustration level. Another theory used by the researcher is from Peterson and Plowman (1953) and Na-Nan and Chalermthanakij (2012), which identifies three dimensions that can influence employee performance: job time, job quantity, and job quality.

These dimensions are then incorporated into a research questionnaire, with 69 respondents participating in the study. Each dimension will be assessed using a Likert scale for responses. The responses from the questionnaire will be analyzed descriptively, allowing for a discussion of respondents' perceptions regarding the various dimensions based on the collected data. In this research, the independent variable is workload, while the dependent variable is employee performance.

### **Respondents' Perception of Workload of Officers at Class IIA Lubuklinggau Prison**

Workload within an organization can be influenced by various factors, including employee performance. Employees who feel burdened often do so due to a lack of competencies gained from relevant education and training (Ahsani et al., 2020). They are frequently assigned responsibilities beyond their capabilities, and often asked to work beyond established hours (Iza, 2021). These issues can be significant contributors to their workload. The consequences of this workload include impacts on health, emotional exhaustion, and effects on individual performance (Karatepe, 2013). However, workload can also serve as motivation for employees to continuously improve themselves in order to enhance their performance (Anwar, 2022).

Based on the SPSS data analysis regarding the six dimensions that can affect the workload of officers at Class IIA Lubuklinggau Prison, the researcher categorized respondents' perceptions into three levels: high, medium, and low (Dahri, 2019). Respondents in the high category show a tendency for strong agreement with the workload dimensions, while those in the medium category exhibit moderate agreement, and those in the low category demonstrate weak agreement (Cahyana, 2017).

The first measurement for the workload variable is the mental demand dimension. In this dimension, most respondents (68%) fall into the medium category, indicating that they tend to understand the mental demands within the organization (Lestari et al., 2020). They recognize the importance of having strong mental resilience to manage pressures effectively (Ukwadinamor & Oduguwa, 2020). This reflects that the majority of respondents feel a mental burden in their work, but it does not reach a high or low level. This perception suggests that respondents face tasks requiring concentration, analysis, and adequate information processing, yet still within manageable limits (Meshkati, 1988). The high percentage indicates that while the mental demands are challenging, they remain within a range that allows for optimal performance without causing excessive stress (Moynihan, 2008).

The second measurement for the workload variable is the physical demand dimension. Here, a higher percentage (70%) of respondents rated their perceptions as medium, indicating that officers at Class IIA Lubuklinggau Prison have a satisfactory commitment to their work (Sadikoglu & Zehir, 2010). They possess full responsibility and a high level of dedication to the organization, facilitating the achievement of organizational goals, which align with the objectives of corrections (Purwati & Maricy, 2019). According to Law No. 22 of 2022 on Corrections, Article 2 states that the aim is to enhance the personality and independence of inmates so they recognize their mistakes, improve themselves, and refrain from reoffending (Ramadhanti, 2020).

In the physical demand dimension, statements such as, "I need to maintain high concentration to complete my work," and, "I must always be alert to accept tasks," were met with agreement by many respondents (Kissi et al., 2019). This reflects that concentration is indeed necessary for their work, emphasizing the importance of staying focused to complete tasks effectively (Na-Nan, Chaiprasit, & Pukkeeree, 2018). Additionally, the officers' alertness in their work contributes to fostering a high level of enthusiasm and dedication (Arianty, 2014).

### **Third Measurement of Workload Variable: Temporal Demand Dimension**

The third measurement for the workload variable is the temporal demand dimension, where respondents predominantly perceive this dimension at a medium level, with a percentage of 67%. This indicates that working under pressure has become a normal part of life for officers at Class IIA Lubuklinggau Prison. They carry out their responsibilities



diligently and always strive to complete their tasks optimally for the sake of the organization. In the temporal demand dimension, statements such as, "I do not feel pressure while working," and, "I am always ready to carry out my duties and make the most of the time given," were predominantly met with agreement from the majority of respondents. This shows that officers do not experience significant pressure, even though some pressure exists over time. They continue to work effectively and efficiently, ensuring that every task is completed on time as per the established deadlines.

#### **Fourth Measurement of Workload Variable: Performance Dimension**

The fourth measurement for the workload variable focuses on the performance dimension, where respondents predominantly fall into the medium category with a percentage of 69%. This suggests that the officers have a strong work commitment and perform well. They consistently maintain the quality of their performance to achieve the organization's goals at Class IIA Lubuklinggau Prison. In other words, the officers share a unified vision in providing services to the inmates. Statements in the performance dimension include, "I can complete my work well," and, "I build rapport with my colleagues to create a harmonious working environment." From these statements, the majority of officers selected "strongly agree." This indicates that each officer is capable of completing their tasks satisfactorily. According to one officer, there have been no significant obstacles in carrying out their duties, thus keeping the situation under control. This is further supported by a work environment that fosters camaraderie among officers, allowing for quick resolution of both material and technical issues, and facilitating coordination among sub-sections within the organization at Class IIA Lubuklinggau Prison.

#### **Fifth Measurement of Workload Variable: Effort Dimension**

The fifth measurement for the workload variable focuses on the effort dimension, where respondents' perceptions are in the medium category with a percentage of 74%. This indicates that the officers consistently make a strong effort in fulfilling their duties. They are committed to not disappointing their superiors and continuously strive to provide their best performance. This mindset is crucial for every officer at the prison, as it not only helps achieve correctional objectives optimally but also contributes to making the prison a reputable service institution for the community.

Statements reflecting the effort dimension include, "I will always do my best to complete the tasks assigned to me," and, "I always have high motivation before starting work." From these statements, the majority of officers chose "agree." This indicates that they feel they consistently give their best effort as a form of dedication to the organization. Furthermore, they possess a strong motivation to start their work, which serves as a foundation for their enthusiasm in carrying out their respective duties effectively.

#### **Sixth Measurement of Workload Variable: Frustration Level Dimension**

The sixth measurement for the workload variable focuses on the frustration level dimension, where respondents' perceptions are generally categorized as medium, with a percentage of 67%. This indicates that, despite having a heavy workload, the employees are still able to manage themselves well and complete their tasks. This is reflected in two statements within this dimension, where the majority of respondents agreed. The statements are: "I will complete my tasks even if they keep coming in one after another," and, "I need encouragement from my colleagues to finish the tasks that come in

succession." This demonstrates that, despite their workload, employees maintain good self-control and can accomplish their responsibilities. The responses indicate a strong agreement among respondents, highlighting a supportive environment at Class IIA Lubuklinggau Prison, where colleagues assist each other in times of difficulty.

Based on the research data collected from 69 respondents across 12 statements within the six dimensions of the workload variable, the average perception remains in the medium category for the workload of employees at Class IIA Lubuklinggau Prison. Most respondents chose to agree, indicating that the workload at the prison is manageable, as evidenced by the responses to the 12 statements.

Respondents with bachelor's and master's degrees generally possess more experience and knowledge compared to those with only high school or equivalent backgrounds, who often have more limited experience and knowledge. If employees lack the initiative to pursue further education and the organization does not provide relevant training, the workload effort will increase, as employees will have to exert more effort to complete tasks that do not align with their competencies. When the workload becomes too burdensome, many tasks may remain unfinished, ultimately leading to a decline in individual and organizational performance, making it difficult to achieve organizational goals.

Therefore, it is crucial for the organization to enhance employee motivation to pursue further education and provide training relevant to their duties. This will ultimately improve employee performance, which positively impacts the organization. In essence, this workload can serve as an impetus for employees to continually develop their competencies.

### **Utilizing Workload for Employee Development**

By leveraging their workload, employees can sharpen their skills and enhance their competencies, enabling them to complete tasks more efficiently. The weaknesses associated with high time demands for some employees need to be addressed through education and training during work hours. The goal is to improve employee competencies so they can work faster and more proficiently in completing tasks. Additionally, time demands can serve as motivation for employees to apply smart work practices in their daily routines, helping them develop better time management skills, which ultimately enhances performance and positively impacts the organization.

Overall, respondents' feedback on 12 statements related to the six dimensions of workload indicates that perceptions of workload at Class IIA Lubuklinggau Prison are at a relatively moderate level. It is essential for employees to continuously strive to enhance their competencies to reduce excessive workloads, as this contributes to the development and achievement of organizational goals. Employees experiencing high workloads tend to perform better, as this workload can motivate them to move forward, exhibit positive behavior as organizational members, and foster a sense of pride in their organization. However, if the workload is too low, it can lead to diminished organizational performance because employees may work monotonously without challenges, ultimately having a negative impact on service delivery to the community and the inmates.

### **Respondents' Perceptions of Employee Performance at Class IIA Lubuklinggau Prison**

As previously explained regarding excessive workload as an independent variable, the discussion now shifts to respondents' perceptions of employee performance as a dependent variable. According to McConnell (2003), employee performance is generally

defined as an individual's achievements and contributions that are practical and measurable. The positive impact of employee performance also influences the organization itself. High employee performance results in employees working more diligently, completing assigned tasks carefully, efficiently, and quickly, and fulfilling their responsibilities with a sense of satisfaction. Conversely, if an employee's performance is low, it can have detrimental effects on the organization and may even lead to losses. Employees with low performance tend to not take their work seriously, often rushing through tasks, resulting in suboptimal outcomes compared to established standards.

This study adopts the understanding of employee performance from the theory of Peterson and Plowman (1953) & Na-Nan and Chalermthanakij (2012), which posits that employee performance is an indicator of employee efficiency and productivity, as well as the operational efficiency of the organization and long-term success. This theory categorizes Employee Job Performance (EJP) into three dimensions: job quality, which involves meeting established criteria and standards; job quantity, which refers to the employee's ability to complete tasks accurately and to the planned quality; and job time, which explains the employee's capability to fulfill their tasks accurately within the allocated time.

The researcher classifies the perceptions of respondents into three categories: high, moderate, and low. If respondents' perceptions fall into the high category, they tend to have a high level of agreement with the dimensions of employee performance; if in the moderate category, their level of agreement is neither too high nor too low; and if in the low category, their level of agreement tends to be low regarding the dimensions of employee performance. Based on the results of data analysis using SPSS, the following findings regarding respondents' perceptions were obtained:

The first measurement of performance focuses on the dimension of job time. The overall perception of respondents in this dimension falls into the moderate category, with a percentage value of 74%. This indicates that employees value the work time allocated to them, and discipline is a key to success both in life and at work. There are four statements in this dimension: "I will complete my work on time," "I will utilize my time as efficiently as possible to complete my tasks," "Arriving on time at the office is my priority," and "The working hours provided by the company are commensurate with the amount of work I do." The job time dimension in this study encompasses the ability of employees to fulfill their tasks and responsibilities accurately and meticulously within the designated timeframe. Measuring work time is crucial for performance evaluation because failure to do so can negatively impact overall organizational performance. From these four statements, the majority of respondents chose the agreement option, demonstrating that the commitment to work time at Class IIA Lubuklinggau Prison is well-maintained. Employees work effectively and efficiently to ensure that tasks are completed on time. They arrive at the office before the morning roll call and participate earnestly, attentively listening to the directions from the prison warden, reflecting their respect for their responsibilities.

The second measurement for performance focuses on the dimension of job quantity. In this dimension, the perception of respondents is predominantly in the moderate category, with a percentage value of 68%. This shows that employees, especially at Class IIA Lubuklinggau Prison, are attentive to the outcomes of their work. They strive to meet the targets set by their supervisors. The four statements in the job quantity dimension reflect this: "The leadership will reward every employee who performs well in their job," "The work targets set by the organization are achievable for me," "The results of my work are well-received by my supervisors," and "I have a mindset



that I should at least exceed the work targets set by the organization." On average, respondents selected the agreement option for these statements. This indicates that each employee possesses a positive mindset towards their work. If this mindset continues to be ingrained in each employee, the organizational goals at Class IIA Lubuklinggau Prison can be achieved more easily, and the leadership will reward those officers who demonstrate good performance.

Based on the analysis conducted by the researcher, respondents in the low-performance category have a work tenure of 1 to 3 years and are aged between 17 and 26 years. In contrast, respondents in the high-performance category have a work tenure of 6 to 9 years, indicating they possess sufficient experience. This suggests that work quantity is not solely influenced by age and length of employment. Low work quantity may result from insufficient work experience, knowledge, and limited time management skills among employees. Conversely, high work quality that is not matched with high work quantity will not meet the established organizational standards. Therefore, enhancing employee discipline is necessary to manage performance targets regarding both quality and quantity, aiming to achieve better overall organizational performance.

Other factors that can improve job quantity include motivation and supervision from superiors. The role of leadership is crucial in supporting organizational success, as leaders drive the output that each department must achieve. Implementing the principle of "the right man in the right place" should be wisely applied within the organization to ensure high performance from each employee. Consideration should also be given to workload distribution and performance targets, ensuring they align with the competencies and capabilities of each employee.

The third measurement of performance focuses on the dimension of job quality. In this dimension, the overall perception of respondents falls into the moderate category, with a percentage of 65%. This indicates that the employees surveyed demonstrate good work quality, which is essential for the organization, specifically Class IIA Lubuklinggau Prison. The four statements in the job quality dimension include: "I master the knowledge required in my job," "I have my own work standards to ensure the quality of my results," "Every day, I evaluate myself to identify shortcomings in my work and strive not to repeat them the following day," and "I always make improvements to my work if it is deemed insufficient by my supervisor."

The job quality dimension encompasses the quality of work, including the fulfillment of the established criteria and standards. This dimension emphasizes instilling awareness among employees about the importance of quality in products and services. The high quality of work produced by employees reflects their performance aligned with the set standards, positively impacting the organization by enhancing its performance and output quality.

According to the researcher's analysis, respondents in the low-performance category exhibit different characteristics, predominantly comprising employees over 40 years of age. This indicates that the variation in work quality is influenced by multiple factors. Work quality is affected by work commitment, job satisfaction, skills, and other factors. The dominance of employees in the low-performance category may be attributed to a decline in work enthusiasm compared to younger employees. This requires attention, as work quality is crucial for producing organizational output that meets expectations.

Employees at Class IIA Lubuklinggau Prison predominantly fall into the moderate category, indicating that many do not consistently implement the job quality dimension in their work lives. This trend needs to be addressed, as declining work quality can negatively affect the organization's ability to achieve its set goals.

The data obtained from the study involving 69 respondents across 12 statements in 3 performance dimensions indicate that the average perception falls into the moderate category for employee performance at Class IIA Lubuklinggau Prison. Most respondents chose the agreement option, suggesting that the performance of employees at the prison is relatively good, with employees maintaining work standards that align with the organization's expectations.

### **The Influence of Workload on Employee Performance at Class IIA Lubuklinggau Prison**

This study employed various statistical tests to assess and measure the influence of the workload variable on employee performance at Class IIA Lubuklinggau Prison. The statistical tests used in this research included normality tests to determine whether the data were normally distributed, simple linear regression tests, and determination tests to assess the influence of the independent variable on the dependent variable, as well as significance tests (t-tests) to evaluate the research hypotheses.

Based on the normality test conducted using the One Sample Kolmogorov-Smirnov Test, the researcher obtained an Asymp. Sig (2-tailed) value of 0.95, which meets the normality test criterion of significance ( $0.200 > 0.05$ ). This indicates that the data used in this study are normally distributed. In the simple linear regression test, the obtained F value was 183.587 with a significance level of 0.000, which satisfies the criteria for simple linear regression, as the significance value ( $0.000 < 0.05$ ) allows us to conclude that this study is valid for measuring the influence of excessive workload (independent variable) on employee performance (dependent variable) at Class IIA Women's Prison in Palembang.

The results of the simple linear regression analysis indicate a significant effect of excessive workload on employee performance. The regression analysis yielded a constant value of -15.273 and a positive regression coefficient of 1.247. The positive value of the regression coefficient signifies a direct relationship, meaning that for every increase in the workload variable, there is a corresponding increase in the employee performance variable. Specifically, the regression coefficient indicates that for every one-unit increase in workload, employee performance is expected to increase by 1.247. This suggests that a higher workload positively influences employee performance.

The percentage of influence exerted by the excessive workload variable on employee performance was derived from the determination test, where the R square ( $R^2$ ) value was 0.733. This means that the influence of excessive workload as an independent variable accounts for 73.3% of the variance in employee performance as the dependent variable. The remaining 26.7% is influenced by other variables not addressed in this study. The substantial influence of excessive workload on employee performance at Class IIA Lubuklinggau Prison can be attributed to the large number of respondents in this study, which provides a broader perspective from each employee and affects the existing variables.

### **CONCLUSION AND SUGGESTION**

Based on the results of the research, testing, and analysis of the obtained data, the following conclusions can be drawn, the null hypothesis ( $H_0$ ) is rejected and the alternative hypothesis ( $H_a$ ) is accepted, indicating a positive influence of workload on employee performance at Class IIA Lubuklinggau Prison. The correlation between workload and performance is strong and positive, with a correlation coefficient of  $R = 0.856$  and a coefficient of determination is 0.73. This indicates that workload as the

independent variable (X) explains 73% of the variation in employee performance as the dependent variable (Y), while the remaining 27% is influenced by other factors.

Based on the results of the research conducted on the influence of workload on the performance of staff at Class IIA Lubuklinggau Prison, the researcher offers several recommendations. The current workload assigned to staff can still be effectively managed by the employees who participated in this study. This balance should be maintained by the leadership of Class IIA Lubuklinggau Prison, who must ensure a close rapport among all staff to preserve their harmony. Additionally, continuous motivation should be provided to the staff before they begin their work, aiming to keep their work spirit high, even as tasks are presented consistently. It is also important to recognize staff who excel in their work by providing rewards. This acknowledgment can help staff feel valued for their dedication, ultimately ensuring that the workload experienced by staff at Class IIA Lubuklinggau Prison does not lead to negative consequences.

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