

Exploring How Workload and Work Environment Propel Education Personnel's Performance through Work Motivation

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ABSTRACT

Education personnel are valuable assets or capital in addition to other capital, in carrying out their duties, of course, education personnel will carry out in accordance with the SOP that has been set. The purpose of this study is to analyze and test the effect of workload and work environment on work motivation that has an impact on the performance of education personnel both partially and simultaneously. The method in this study is with a descriptive and quantitative approach. The sample in this study amounted to 110 respondents and used saturated sampling techniques. The analysis tool uses linear regression analysis. The result of this study is that there is a partial positive and significant influence between workload on work motivation shown by $t_{\text{calculate}} > t_{\text{table}}$ ($5.553 > 0.1873$), with a significant value ($0.000 < 0.05$). There is a partial positive and significant influence between the work environment on work motivation, which is shown by the $t_{\text{calculate}} > t_{\text{table}}$ ($7.559 > 0.1873$) with a significant value ($0.000 < 0.05$).

Keywords: Workload, Work Environment, Work Motivation, Performance, Human Resources

INTRODUCTION

To support the implementation of lectures and good services to students and lecturers, educational personnel who have the qualifications and competencies needed by the institution / Pamulang University are needed. Education Personnel are human resources that must exist so that services can run in accordance with the provisions set by the University. Education personnel are valuable assets or capital at the University in addition to other capital. In carrying out their duties, of course, education staff will carry out in accordance with the SOP set by the University.

The efforts of effective and efficient education personnel will produce output according to the desired target of Universitas. Based on the number of outputs or work produced by education staff, it can be known how many education personnel are actually needed by Pamulang University to achieve the target. Employee performance as a result of work in quality and quantity that can be achieved by an employee in carrying out duties

in accordance with the responsibilities given to him. (Parashakti, 2020) defines performance as an overall person's ability to work in such a way as to achieve work goals optimally and various goals that have been created with sacrifices that are proportionally smaller than the results achieved. Performance is as a result of work achieved by workers or employees in quality and quantity in accordance with the duties and responsibilities of employees.

Factors that affect employee performance are the formation of employee work motivation. This work motivation will encourage employees to be enthusiastic in carrying out their work. Work motivation is the force that sustains an employee that generates and directs behavior. Motivation is the desire in a person that causes that person to take action. Individual characteristics have motivation/need for prestige, need for power and need for affiliation. Unpam education staff have various motivations in carrying out their duties and obligations as employees which have an impact on their performance.

The work environment is the entire tool and material faced, the surrounding environment where a person works, his work methods, and work arrangements both as individuals and as a group.

According to (Arifin & Wulandari, 2021), the environment or working conditions are all aspects of work physical, work psychology, and work regulations that can affect work satisfaction and productivity. The work environment at Unpam where in education staff there is still uncomfortable both in environmental noise levels, work regulations, lighting, air cycles and security.

According to (Aslian, 2019) defines that the workload is excessive or too quantitative that arises as a result of tasks that are too much or little given to employees to be completed within a certain period of time, for example financial statements every month. While excessive or slightly qualitative workload is if people feel unable to perform a task or the task does not use the skills and / or potential of the workforce.

Workload is the burden borne by the workforce in accordance with the type of work. According to (Zetli, 2019) that the burden of organizational unit activities or the workload of each official or employee should be evenly distributed so that there can be avoided organizational units that have too many activities and there are too few organizational units, as well as it can be avoided that there are officials or employees who are too stacked

on their duties and there are officials or employees who have a small workload so that they appear too much idle.

THEORETICAL BASIS

Management

According to (Handayani, 2019) management is the science and art of managing the process of utilizing human resources and other resources effectively to achieve a certain goal. Meanwhile, according to (Wahyudin, 2020) management is the process of using organizational resources by using others to achieve goals effectively and efficiently.

From the above understanding, the author argues that management is an ability of a manager who designs activities in every aspect of the organization / agency in planning, organizing, directing, and supervising what has been determined to improve performance in order to achieve the vision in the organization.

Human Resource Management

According to (Aprilianingsih & Frianto, 2022), human resource management is to obtain the highest level of employee development, a harmonious relationship between employees and the unification of effective HR integration or the purpose of efficiency and cooperation so that it is expected to increase work productivity.

According to (Ginting & Siagian, 2021) human resource management is improving people's productive contribution to the organization in a strategic, ethical and socially responsible way. Human resource management objectives must not only reflect the will of senior management, but must also balance organizational challenges, human resource functions, communities, and affected people. Failure to do this can hurt performance, profit numbers, and even the survival of the organization.

From some of the definitions above, the author argues that HR is management related to planning, organizing, directing and controlling various kinds of business implementation functions to develop, maintain and utilize employees in such a way that organizational goals are achieved effectively and efficiently.

Workload

According to (Assa, 2022) workload is a condition of work with its job description that must be completed by a certain time limit. Workload is the burden borne by the workforce in accordance with the type of work. According to (Norawati, et, al., 2022)

that the burden of organizational unit activities or the workload of each official or employee should be evenly distributed so that there can be avoided organizational units that have too many activities and there are organizational units with too few activities, as well as it can be avoided that there are officials or employees who are too piled up on their duties and there are officials or employees whose workload is as small as they appear to be too much idle.

Based on some of the definitions above, it can be concluded that workload is a burden borne by labor in a condition of work with a job description that must be completed by a certain time limit.

Work Environment

The work environment in a company is very important for management to pay attention to. The work environment has a direct influence on employees, a satisfactory work environment for employees can improve their performance. Conversely, an inadequate work environment will reduce employee performance. A good work environment is one that is safe, peaceful, clean, not noisy, bright and free from all kinds of threats and disturbances that can hinder employees from working optimally.

According to (Jalil, 2019), the work environment is the entire tool and material faced, the surrounding environment where a person works, his work methods, and work arrangements both as individuals and as a group.

From some of the understandings above, the author argues that the work environment is everything that is around employees at work both physical and non-physical, directly or indirectly can affect employees and work while carrying out their duties.

Work Motivation

According to (Susilo & Muhardono, 2021), motivation is a skill, in directing employees and organizations to want to work successfully, so that they work successfully, so that the wishes of employees and organizational goals are achieved. According to (Umar & Iba, 2020), motivation is a factor that encourages a person to do a certain activity, therefore motivation is often interpreted as a motivating factor for one's behavior.

From some of the understandings above, the author argues that motivation is an effort to encourage oneself or group to behave and actively work or carry out activities to achieve the expected goals.

Performance

The success of an agency or organization is determined by human resources commonly called employees, employees or labor. And in the academic environment, it is known as education staff. As complete and sophisticated as the supporting facilities in the organization, without adequate human resources, competent and have skills, organizational goals are not realized. For this reason, the organization must be able to measure the performance of its employees both the quantity and quality of work.

According to (Harefa, 2020) Performance is the result of quality work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to (Erni, et, al., 2022), performance is a general term used in part or all of the actions or activities of an organization in a period with a reference to a number of standards such as projected past costs on the basis of efficiency, accountability or management accountability and the like.

METHOD

This study was designed with descriptive quantitative methods. Descriptive quantitative methods are used to explain phenomena that occur regarding research data. While quantitative methods are used to explain the influence of independent variables on variables bound to this study. This study also used survey method.

The data to be used in this study is questionnaire data of employees who meet certain criteria. The data obtained will be processed in accordance with research interests and will then be presented in the form of tables.

Based on the research site that has been determined, the population used as the object in this study is all employees with the total number of education staff is 130 people. The sample was taken from a population of 130 respondents, the technique used to determine the sample size in this study used saturated samples.

RESULT

The effect of workload on work motivation

The results of the validity test show that all workload variable instrument results have a value greater than 0.187. This explains that all questions are valid and can describe workload variables. While in the reliability test, the workload variable has a value of

0.698 > 0.60. This explains that all questions have been answered correctly by the respondent, and can be confirmed.

The results of the descriptive analysis showed that the workload variable had an average score of 3.79 and was included in the good category. This shows that the workload of education personnel at Pamulang University in South Tangerang City still needs to improve the workload level of education staff. The ways that can be taken are to keep making work plan schedules, making priority scales, improving skills, knowledge and skills in carrying out service duties to students and lecturers.

Analysis of the effect of Workload (X1) on Work Motivation (Y) from the analysis obtained a significance value of $0.001 < 0.05$. So it can be concluded that there is a significant influence of Workload (X1) on Work Motivation (Y). Based on the results of the study, it shows that there is a positive and partially significant influence between workload (X1) and work motivation (Y) at Pamulang University, South Tangerang City. This is evidenced by the simple liner regression equation $Y = a + b_1X_1$ is $Y = 21.417 + 0.480X_1$. This regression equation can be implicated that there is a positive influence between workload (X1) and work motivation (Y). The constant value $a = 21.417$ indicates that the current value of work motivation (Y) is assumed to be 21.417 units assuming the workload (X1) is fixed. It can be concluded that there is a positive influence of workload (X1) on work motivation (Y), the value of b_1 0.480 indicates that if there is an increase of 1 unit in the variable workload (X1) then the value of work motivation (Y) will increase by 0.480 units.

The effect of the work environment on work motivation

The results of the validity test show that all results of the work environment variable instrument have a value greater than 0.187. This explains that all questions are valid and can explain work environment variables. While in the reliability test, the workload variable has a value of $0.872 > 0.60$. This explains that all questions have been answered correctly by the respondent, and can be confirmed.

The results of the descriptive analysis showed that the work environment variable had an average score of 4.18 and was included in the good category. This shows that the working environment of education staff at Pamulang University in South Tangerang City still needs to improve the work environment of education staff. The ways that can be taken are to keep the atmosphere calm and not noisy, all follow the work rules that have

been set, improve infrastructure facilities, and improve the security of luggage, vehicles and monitor the entry and exit of people to campus.

Analysis of the effect of Work Environment (X2) on Work Motivation (Y) from the analysis obtained a significance value of $0.000 < 0.05$. So it can be concluded that there is directly a significant influence of the Work Environment (X1) on Work Motivation (Y). Based on the results of the study, it shows that there is a positive and partially significant influence between the work environment (X2) and work motivation (Y) at Pamulang University, South Tangerang City. This is evidenced by the simple liner regression equation $Y = a + b_2X_2$ is $Y = 18.452 + 0.500X_2$. This regression equation can be implied that there is a positive influence between the work environment (X2) and work motivation (Y). The constant value $a = 18.452$ indicates that the current value of work motivation (Y) is assumed to be worth 18.452 units assuming the work environment (X2) is fixed. It can be concluded that there is a positive influence of workload (X1) on work motivation (Y), the value of $b_1 = 0.281$ shows that if there is an increase of 1 unit in the work environment variable (X2) then the value of work motivation (Y) will increase by 0.500 units.

The effect of workload, work environment together stimulantly on work motivation

Based on the results of the study showed that the two independent variables (workload and work environment) have an influence if regressed together on work motivation. This is proven by multiple regression tests, the results of the equation $Y = a + b_1X_1 + b_2X_2$, $Y = 11.947 + 0.281X_1 + 0.403X_2$ are obtained. From the regression equation explained, interpretation (constant) = 11.497 means that the value of the work motivation variable (Y) is 11.497 if the workload variable (X1), work environment (X2) does not exist or is equal to zero. $b_1 = 0.281$ means that if the workload variable (X1) increases while the work environment variable (X2) remains, then the work motivation variable (Y) will increase by 0.281. $b_2 = 0.403$, meaning that if the work environment variable (X2) increases while the workload variable (X1) remains, then the work motivation variable (Y) will increase by 0.403. Adjusted R square or determinant coefficient of 0.607 or 60.7% shows that work motivation is influenced by the two independent variables used in this study (namely workload (X1) and work environment (X2) by 60.7%, and there is still influence from other factors which is 39.3%.

The effect of work motivation on performance

The results of the validity test showed that all results of the work motivation variable instrument had a value greater than 0.187. This explains that all questions are valid and can explain the variable of work motivation. While in the reality test, the work motivation variable has a value of $0.757 > 0.60$. This explains that all questions have been answered correctly by the respondent, and can be confirmed.

The results of the descriptive analysis showed that the work motivation variable had an average score of 4.01 and was included in the good category. This shows that the motivation of education staff at Pamulang University in South Tangerang City still needs to improve and increase the work motivation of education staff. The ways that can be taken are to keep making education staff have the desire to excel and compete in a healthy and positive manner in carrying out their duties, and always follow the direction and coordination of the leaders in their respective divisions, so that excellent service to students and lecturers can be achieved properly.

Analysis of the effect of Work Motivation (Y) on Performance (Z) from the analysis obtained a significance value of $0.000 < 0.05$. So it can be concluded that there is directly a significant influence of Work Motivation (Y) on Performance (Z). Based on the results of the study, it shows that there is a partial positive and significant influence between work motivation (Y) and performance (Z) at Pamulang University, South Tangerang City. This is evidenced by the simple liner regression equation $Z = a + b_1Y$ is $Z = 8.513 + 0.841Y$. This regression equation can be implied that there is a positive influence between work motivation (Y) and performance (Z). The constant value $a = 8.513$ indicates that the current performance value (Z) is assumed to be 8.513 units assuming work motivation (Y) is fixed. It can be concluded that there is a positive influence of work motivation (Y) on performance (Z), the value of b_1 0.841 indicates that if there is an increase of 1 unit in the variable work motivation (Y) then the performance value (Z) will increase by 0.841 units.

CONCLUSION

There is a partial positive and significant influence between workload (X1) and work motivation (Y) in the education staff of Pamulang University, South Tangerang City. This is indicated by $t_{\text{calculate}} > t_{\text{table}}$ ($5.553 > 0.1873$), with a significance value

($0.000 < 0.05$), then H_a is accepted. The value of the Termination coefficient (R^2) of 0.471, it can be concluded that the workload variable (X_1) affects the work motivation variable (Y) by 47.1% while the remaining 52.9% is the contribution of other variables that were not included in this study.

There is a partial positive and significant influence between the work environment (X_2) on work motivation (Y) in the education staff of Pamulang University, South Tangerang City. This is indicated by $t_{\text{calculate}} > t_{\text{table}}$ ($7.559 > 0.1873$), with a significance value ($0.000 < 0.05$), then H_a is accepted. The value of the Termination coefficient (R^2) is 0.588, it can be concluded that the work environment variable (X_2) affects the work motivation variable (Y) by 58.8% while the remaining 41.2% is the contribution of other variables that were not included in this study.

There is a simultaneous positive and significant influence between workload (X_1) and work environment (X_2) on work motivation (Y) in education staff of Pamulang University South Tangerang City. This is indicated by $t_{\text{calculate}} > t_{\text{table}}$ ($37.096 > 3.088$), with a significance value ($0.000 < 0.05$), then H_a is accepted. Value the Termination coefficient (R^2) of 0.607, it can be concluded that the variables workload (X_1) and work environment (X_2), affect the variable work motivation (Y) by 60.7% while the remaining 39.3% is the contribution of other variables that were not included in this study.

There is a partial positive and significant influence between work motivation (Y) and performance (Z) in the education staff of Pamulang University, South Tangerang City. This is indicated by $t_{\text{calculate}} > t_{\text{table}}$ ($10.437 > 0.1873$), with a significance value ($0.000 < 0.05$), then H_a is accepted. The value of the Termination coefficient (R^2) of 0.709, it can be concluded that the work motivation variable (Y) affects the performance variable (Z) by 70.9% while the remaining 29.1% is the contribution of other variables that were not included in this study.

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