Research Article

The Influence of Workload and Work Environment: How Employees Achieve Optimal Performance

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Abstract

The work environment at PT Palapa Property Indonesia is not too spacious, with a slightly excessive employee population. This condition certainly impacts the less stable performance of employees in property sales in the last three years. The company always wants to improve employee performance every year, but the results obtained are a decrease in employee sales, which can be seen from 2021 to 2023. This study aims to explain the partial and simultaneous influence of workload and work environment variables on employee performance at PT Palapa Property Indonesia. This type of research is quantitative because it relates to numbers and statistics to test variables and hypotheses. This study showed that workload has a partial and significant adverse effect on employee performance. The work environment has a partial and significant effect on employee performance. Workload and work environment have a simultaneous effect on employee performance. Managerial implications that organizations need to ensure that the workload given is balanced and supported by a work environment that supports productivity, such as adequate work facilities, good interpersonal relationships, and policies that pay attention to employee welfare.

Keywords: Workload, Work Environment, Employee Performance

1. Introduction

Human resources involves addressing various issues related to employees, workers, managers, and other staff members to effectively support the operations of organizations or companies in achieving their established goals. Human resources must continually adapt and grow in a dynamic environment marked by evolving workforce challenges, changing laws, and shifting employee needs (Syahputra & Faruqi, 2024)(Amelia et al., 2022). Kolnselp's core belief is that every employee is a human being, not a machine or a business resource (Wibowo, 2020).

The study of human resource management integrates several disciplines, including psychology and sociology (Mangkunegara & Puspitasari, 2015). Both employee performance and workload significantly impact the organization (Pariakan et al., 2023a; Fauzi et al., 2023).

Employees' workload significantly impacts their performance (Shah et al., 2019; Asamani & Amerti, 2020; and Smith, 2017). A key factor influencing employee performance is the workload itself. Employees must be equipped to meet the targets established by the company. The workload assigned must align with employees' skills and competencies; a mismatch can gradually lead to challenges, including work-related stress. This issue is evident among PT Palapa Property Indonesia employees, where the accumulation of tasks has left many overwhelmed and overlooked. The delegation of responsibilities from departing employees has also contributed to the problem, as the remaining staff shouldering additional burdens. Furthermore, tasks communicated by management often remain unresolved, resulting in persistent delays.

A few investigations found that the workload has a critical positive impact on representative execution (Idayanti et al., 2020). Work stretches and workload simultaneously have a positive and significant effect on representative execution, and halfway, workload includes a noteworthy impact on worker execution (Martini & Sitiari, 2018). Generally, inspiration and workload have a solid impact on worker execution, and halfway, the workload affects representative execution (Ryandini & Nurhadi, 2020) (Songyanan & Kasbuntoro, 2024). Teach is a middle person for the impact of the work environment on worker execution (Putri et al., 2019). Workload and work environment have a critical positive impact on the execution of housekeeping workers. Expanding the workload inside the limits of worker capabilities can move forward representative execution. The work environment can proceed with housekeeping execution (Harini & Kartiwi, 2018).

One of the curious issues to talk about is how the Workload and Work Environment in a company experienced by workers can back representative execution. Another issue is how a pioneer within the organization can positively impact (Sulyantie & Gani, 2023). Based on the portrayal above, the creator is fascinated by considering entitled The Impact of Workload and Work Environment on Representative Execution at PT Palapa Pertamina Indonesia. The protest of this ponder may be a company within the fabricating division. The examination in this paper will give information about the impact of Workload and Work Environment on Worker Execution. What is the Impact of Workload and Representative Execution at PT Palapa Pertamina Indonesia? At that point, how does the Work Environment impact Worker Execution at PT Palapa Prolpelrty Indonesia Company? Additionally, between Workload and Work Environment, which one has more impact on Representative Execution?

The main issues raised in this study have not been clearly and specifically described. Although it is mentioned that there is a decline in employee performance and the impact of workload and work environment, it is not explained in depth regarding the root causes of the decline in performance, whether it comes from managerial factors, work systems, or other organizational dynamics. This ambiguity could weaken the study's focus and make the conclusions less sharp (Setiawan et al., 2024). Therefore, alternative solutions are needed in the form of a more adaptive managerial approach, such as redistribution of workload, optimization of human resources, and improving the quality of the physical and psychological work environment. In addition, organizations can also consider technology-based interventions to monitor workload in real-time, as well as provide two-way communication space between superiors and employees to create a more participatory and responsive work environment to performance challenges.

2. Literature Review and Hypothesis
Literature Review
Workload
Employees' workload significantly impacts their performance (Shah et al., 2019; Asamani & Amerti, 2020; and Smith, 2017). A key factor influencing employee performance is the workload itself. Employees must be equipped to meet the targets established by the company. The workload

assigned must align with employees' skills and competencies; a mismatch can gradually lead to challenges, including work-related stress (Jayasri & Annisa, 2023). This issue is evident among PT Palapa Property Indonesia employees, where the accumulation of tasks has left many feeling overwhelmed and overlooked. The delegation of responsibilities from departing employees has also contributed to the problem, as the remaining staff shouldering additional burdens. Furthermore, tasks communicated by management often remain unresolved, resulting in persistent delays.

Work Environment

The work environment encompasses all the tools and materials present in the surrounding area where an individual conducts their work, along with the methods and arrangements employed by the team (Sedamayati, 2018). Various factors in a worker's surroundings can significantly influence their ability to perform assigned tasks (Nitisemito, 2020). E cleanliness, music, and lighting can affect employees (Sunyoto, 2018). Additionally, a supportive work environment can stimulate creativity among employees (Schepers & Van Den Berg, 2017). It also plays a vital role in fostering work creativity (Dul et al., 2021). Specific physical settings can serve as sources of "affective events," shaping employee behavior and attitudes (Ashkanasy et al., 2019).

Employee Performance

Performance is an individual's effort in their work (Robbins, 2021). It is a record produced from the function of a particular job or activity during a specific period (Daryanto & Bintoro, 2017). Performance is a manifestation of work carried out by employees, which is usually used as a basis for assessing employees or individuals (Jayasri & Annisa, 2023)(Kenelek et al., 2018). Employee performance is the ability of employees to do a specific skill (Sinambela, 2017). The willingness of a person or group to carry out activities or perfect them according to their responsibilities with the expected results (Daryanto & Bintoro, 2017). Employee performance will be successfully supported by a strong organizational commitment from employees with a feeling of pride, joy, and attachment to the organization's prospects in the future (Pio, 2019).

Hypothesis
The Effect of Workload on Employee Performance

The discoveries from Wibowo (2020) show that the character and execution of an institution's human assets make strides when they are treated with regard and recognized as people. This underscores the need to decrease the workload for UPAS drivers at the DKI Jakarta Common Transportation Organization to upgrade their execution. By lightening physical, mental, and time-related burdens, UPAS drivers can work more effectively, with expanded dexterity, precision, and adherence to their duties.

Workload features a coordinated effect on representative proficiency; work proficiency tends to decline as workload increments. Setting up a suitable workload for each worker is fundamental to mitigate intemperate extra minutes. When representatives have abilities to surpass their parts' requests, it may lead to boredom (Dwi & Ali, 2022). Regular input from the administration on representative execution is pivotal for enhancement. Execution examinations are an important device for giving this criticism, empowering individual advancement for workers. Proficiency relates to the level of yield accomplished by people or bunches inside an institution, based on their parts and duties, satisfying organization targets in arrangement with built-up guidelines, values, and directions (Pariakan et al., 2023).

Besides, workload does not, as it were, impact representative execution but can have different impacts on their work depending on existing conditions (Fauzi et al., 2023).

The Effect of the Work Environment on Employee Performance

Rizal Nabawi (2019) conducted a ponder and found no relationship between working conditions and representative execution at the Open Works and Open Lodging Benefit of Aceh Tamian. The work environment did not affect the execution of representatives at the Open Works and Open Lodging Benefit of Aceh Tamian. In the meantime, in a study conducted by Rida Alfida and Sri Widodo (2022), it was concluded that the work environment had a critical and positive effect on

the execution of medical attendants. When medical caretakers work in an environment with fewer back and more prominent dangers (mental and physical), it certainly influences their execution. A customary and steady work environment influences boredom and workability. Sedarmayanti (2017) contends that great and fitting natural conditions can influence representative execution due to the individual's eagerness to accomplish their exercises.

In the interim, based on Mangkunegara (2021), a work environment that incorporates all physical and mental parts of the work can result in work fulfillment and efficiency, counting work orders. These comments negate past inquiries about (Mahaputra & Saputra, 2021), which portrays the story of the work environment having a positive effect on representative execution. They found that a more comfortable, more secure, cleaner, bigger, and cooler room influences worker execution (Saputra et al., 2023). This finding contradicts the current ponder, which may be caused by contrasts in respondent recognitions due to contrasts in clarifications of work environment pointers (Syukri et al., 2023).

Conceptual Framework
Based on the formulation of the problem and the research objectives that have been previously determined, the following conceptual framework can be described: Based on the formulation of the problem and the research objectives that have been previously determined, the following conceptual framework can be described:
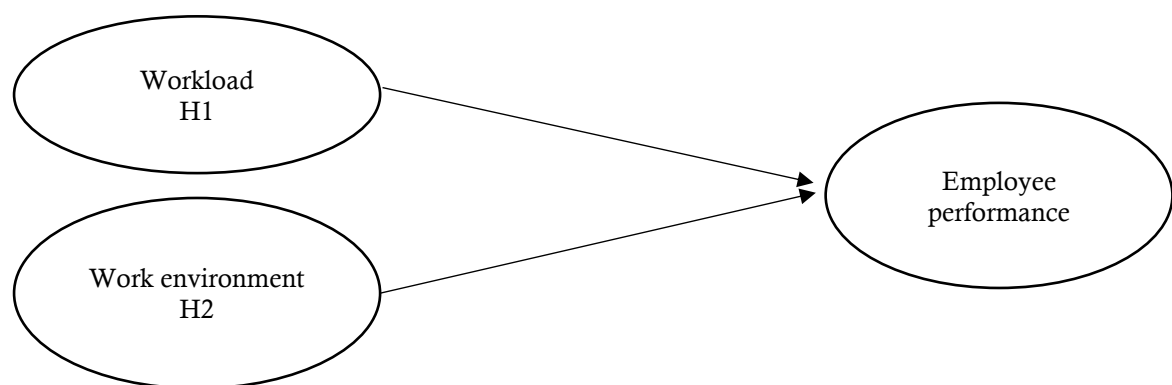

Figure 1. Conceptual Framework

3. Data and Method
The research method used in this study is statistically quantitative, and a questionnaire was used for data collection. According to (Sugiyono, 2017). A questionnaire is a data collection method that provides questions or written statements for respondents to answer.

The approach used in this study is quantitative. Quantitative research is defined as a research methodology based on the philosophy of positivism, used to study a specific population or sample, data collection using research instruments, and quantitative/statistical data analysis to test the established hypothesis. This methodology explains the influence of two independent variables, workload and work environment, and one related variable, employee performance.

4. Results
Normality Test
A normality test is a statistical procedure to check whether a data sample comes from a normal distribution. Here are the results of a normality test using a standard probability plot:
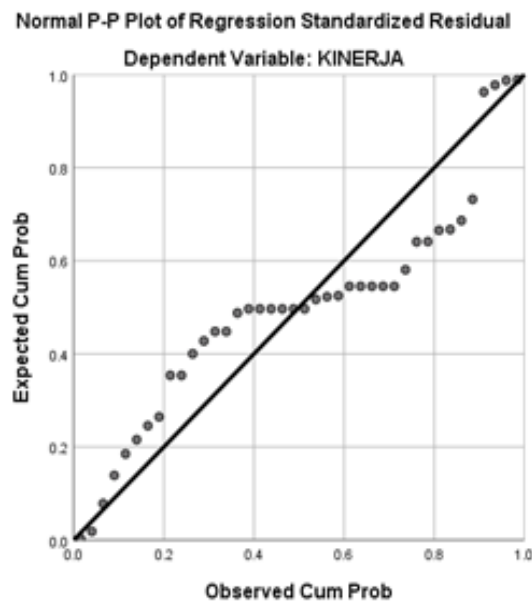
Figure 2. Normality Test

Based on Figure 2, the normal probability plot shows the points spread along the horizontal line, so it can be concluded that the normality assumption is met.

Multicollinearity Test
The following are the results of the multicollinearity test using the SPSS application:

Table 1. Multicollinearity Test Results

Model		Collinearity Statistics	
		Tolerance	VIF
1	Workload	.336	.2980
	Work Environment	.336	.2980

Source: Processed Data (2021)

Based on the results of the multicollinearity test in Table 1, it is known that the tolerance value for the Workload and Work Environment variables is 0.336, and the Variance Inflation Factor (VIF) value is 2.980. The tolerance value above 0.10 and the VIF below 10 indicate no symptoms of multicollinearity between the two independent variables in the regression model. Thus, the Workload and Work Environment variables are suitable for regression analysis because they do not influence each other excessively linearly.

Heteroscedasticity Test
The method used in this study is the Glejser method, which looks at the plot graph between the predicted value of the dependent variable, namely ZPRED, and its residual SRESID. Detection of the presence or absence of heteroscedasticity can be done by looking at the presence or absence of a specific pattern in the scatterplot graph between SRESID and ZPRED where the Y axis is the predicted Y, and the X axis is the residual (predicted Y - actual Y) that has been studentized.
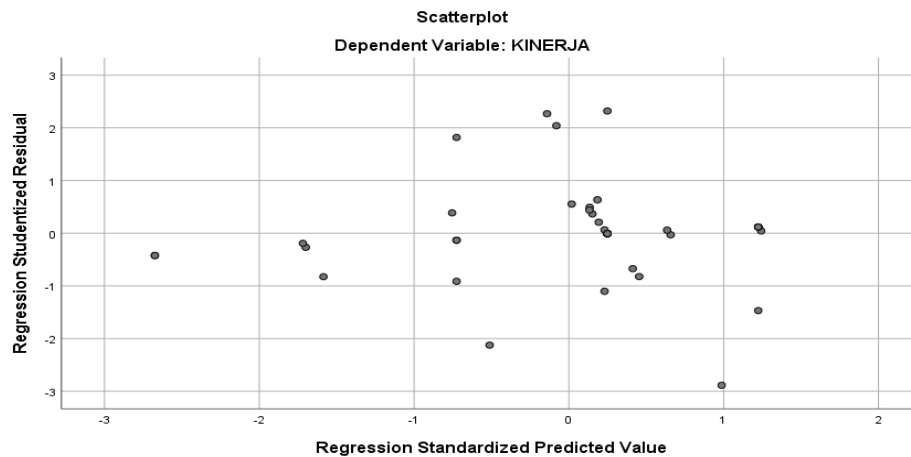
Figure 3. Heteroscedasticity Test

Based on the classical assumption test results shown through the scatterplot in the image above, the data points are randomly distributed around the zero line on the vertical axis. This distribution pattern that does not form a particular pattern indicates that the regression model has met the residuals' normality and homoscedasticity assumptions. Thus, the regression model is feasible for analysis because there are no significant heteroscedasticity problems.

t-Test
The t-test aims to determine the extent to which each independent variable influences the dependent variable in a study. In a partial analysis, the significant value can be used to decide.

Table 2. T-Test Results (Partial)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.300	1.615		.805	.426
Workload	-.185	.064	-.203	-2.880	.007
Work Environment	1.153	.072	1.127	15.997	.000

Source: Processed Data (2021)

Based on the results of the t-test (partial) in Table 2, it is obtained that the workload variable has a significance value of 0.007 (<0.05) with a regression coefficient of -0.185, which indicates that workload has a negative and significant effect on employee performance. This result means that the higher the workload, the employee performance tends to decrease. Meanwhile, the work environment variable has a significance value of 0.000 (<0.05) with a regression coefficient of 1.153, which indicates that the work environment has a positive and significant effect on employee performance. Thus, a conducive work environment can significantly improve employee performance.

Coefficient of Determination
The coefficient of determination's value is between zero and one. A small R^2 value means that the independent variables' ability to explain the variation of the dependent variable is minimal. The following is the coefficient of determination results in this study.

Table 3. Simultaneous Determination Coefficient Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.969[a]	.938	.935	2.614

Source: Processed Data (2021)

Simultaneous determination coefficient results "Model Summary" above, it is known that the determination coefficient/R Square value is 0.938 or equal to 93.8%. This figure means that the Workload and Work Environment variables simultaneously (together) affect the Performance variable by 96.5%. At the same time, the rest (100% - 93.8% = 6.2%) is influenced by other variables outside this regression equation or variables that are not studied, where the correlation level of 93.8% can be stated to have a robust correlation.

5. Discussion

The Effect of Workload on the Work Environment
The discoveries from the testing demonstrate that workload does not affect the work environment. In this manner, workload does not positively and critically impact the work environment. These conflict with the hypothesis that certain physical situations can act as sources of "emotional occasions," which shape worker behavior and states of mind (Ashkanasy, Ayoko, and Jehn, 2019). "Representative behavior and demeanors" are signs of worker execution. Also, the work environment plays a part in cultivating work inventiveness (Dul, Ceylan, and Jaspers, 2021). The observations of this ponder are generally less verbalized than most existing inquiries. Workload and work environment concurrently affect work weaknesses (Dewi, 2018). Besides, a reported relationship exists between workload and the work environment concerning work stretch (Setyowati & Ulfa, 2020). Additionally, discoveries demonstrate that workload and work environment contribute to work-related stretch and execution (Arip, 2021).

The Effect of the Work Environment on Employee Performance
The investigation found an impact on the work environment on representative execution. This finding implies that the work environment positively and critically impacts representative execution. Hypothetically, representative execution is affected by a few components that the organization can control since it is energetic and can significantly affect the general and feasible execution of the organization (Alefari, Almanei, and Salonitis, 2020). The work environment is a portion of the variables that the organization can control. Subsequently, in addition to an authority inside the organization, work fulfillment is an imperative calculation that impacts representative execution (Ratna Pudyaningsih, Dwiharto, and Ghifary, 2020). The conclusions of this ponder align with the investigation's discoveries, which appear that the work environment has a positive and critical impact on worker execution (Khasifah & Nugraheni, 2019). At that point, the work environment influences worker execution; there is too a relationship between work teachers and the impact of the work environment on worker execution (Supriyanto, Ekowati, and Vironika, 2020). The work environment includes a positive and noteworthy impact on worker execution of 40.7% (Pratama, 2020). The most grounded marker of representative execution factors is activity in working, specifically finding better approaches to total work. In a viable setting, representative execution is related to how representatives prioritize client interests and fulfillment by giving the best benefit, being taught, and working well and inventively so that it will deliver the most excellent execution (Pio et al., 2018).

6. Conclusion

This study concludes that workload has a critical negative impact on representative execution. An increment in workload can cause a diminish in execution, demonstrating that an over-the-top or uneven workload can meddle with personal efficiency. In this manner, the administration should consider the conveyance of assignments and workload so that representatives can work more effectively. On the other hand, the work environment contributes emphatically to representative execution. A strong environment, such as satisfactory offices and a great working climate, can inspire inspiration and excitement. By creating comfortable and conducive working conditions, companies can energize workers to provide their best execution, which will positively impact the work that comes about. Generally, both Workload and Work Environment have a critical effect on employee execution. This ponder emphasizes the requirement for consideration of both angles to extend efficiency. With excellent workload administration and work environment enhancement, companies can create a more compelling working climate and help workers accomplish ideal

execution. The administrative suggestions of this ponder show that workload and work environment influence worker execution at PT Palapa Property Indonesia. An intemperate workload tends to diminish efficiency, whereas a conducive work environment has been shown to increment representative execution.

Recommendation

For further research, exploring other variables that may affect employee performance, such as work motivation, leadership style, or compensation, is recommended, which may provide more comprehensive insights. Researchers may also consider longitudinal methods to understand the long-term impact of workload and work environment on employee performance. In addition, the study can be expanded to other sectors or companies to identify whether similar results are found in different contexts. A qualitative approach through in-depth interviews can also be used to explore further employee perceptions regarding the influence of workload and work environment on their performance.

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