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The Influence of Work Environment, Job Stress and Workload on Employee Performance in The Ministry of Religion in South Halmahera

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Abstract

Employee performance is a very important factor in achieving work goals and cannot even be separated from an organization, whether institutional or company. The aim of this research is to test and analyze the partial and simultaneous influence of the work environment, stress and workload on employee work performance at the Office of the Ministry of Religion, South Halmahera Regency. Data collection in this research uses data collection techniques and tools in the form of questionnaires by giving a collection of written questions to respondents along with alternative answers that have been provided using the multiple linear data regression analysis method. The results of this research show that all independent variables, namely work environment, work stress and workload, partially and simultaneously have a positive and significant effect on the dependent variable, namely employee performance. Meanwhile, the results were influenced by other variables. The resulting theoretical implications support and provide evidence for previous findings, namely the successful testing of the influence of the work environment, stress and workload on employee work performance as well as providing support for previous research regarding the influence of these variables. The managerial implication is to provide input to the South Halmahera Regency Ministry of Religion Office.

Keywords

Work Environment, Job Stress, Workload, Employee Performance.

1. Introduction

Human resources are a very important factor that cannot be separated from an organization, whether institutional or company. Basically, human resources are people who are employed in an organization as planners and implementers as drivers to achieve the organization's goals (Pusparani, 2021). Based on this, it is very important that human resources are prioritized for good management, both in terms of availability and competence/ability. Employees are a very important asset for a company or organization. Even though companies or agencies have other assets such as buildings and property, employees or employees play a very important role. Because employees determine the progress or decline of the development of a company, organization or agency from their performance. Employee performance is very closely related to the achievement of a company's goals. Employee performance in business companies is required to be effective and efficient so that the business company can develop (Anggreani, 2021).

These demands must be supported by management that can encourage employee performance to be better. Encouragement and encouragement carried out by management or managers can be done in many ways by knowing what factors can increase employee performance, one of which is the work environment. The work environment has an important role in improving employee performance through a good physical and non-physical environment, such as creating a safe and comfortable atmosphere for employees, including providing work safety facilities and tools, maintaining the cleanliness of the workplace, and increasing employee morale in every activity, so that physical and non-physical conditions are adequate, work productivity will increase (Sari, 2023). According to Yantika (2018), the work environment significantly influences employee performance. The formation of a quality environment shows that success is achieved by an organization and if the work environment is not good it can cause a lack of encouragement and even passion for work which is a factor in reducing employee performance (Windarko et al., 2023).

Workload is one of the main factors for employees in improving their performance because it can have an effect on employees. According to Health Law No. 36 of 2009, it is stated that workload is the product of the amount of work with the time and amount of work that must be carried out by a position/organizational unit. Every worker can work without endangering himself and the community around him, so it is necessary to balance workload, work capacity, and work environment to obtain optimal work productivity. The aim of this research is to test and analyze the partial and simultaneous influence of the work environment, stress and workload on employee work performance at the Office of the Ministry of Religion, South Halmahera Regency.

2. Literature Review

Stress in the workplace is a problem that is very often felt by employees, where employees encounter conditions of overwork, work discomfort, and low levels of job satisfaction (Rizky, 2022). Stress in the workplace can also have a detrimental effect on the health and well-being of employees, as well as having a negative effect on workplace productivity and profits. Employees first need to learn to recognize signs that indicate feelings of stress, and superiors need to realize that work stress can affect employee health, which ultimately also affects company profits. So, it can be concluded that work stress has a very bad impact on the company, because if employees experience work stress, then the employee's work can be hampered and work productivity will decrease (Sarode & Shirsath, 2014).

Therefore, leaders must be smart in dealing with employee work stress by considering every employee complaint, the work environment, and what employees

need, so that with employee comfort at work, work productivity can increase which can bring benefits to the company. In relation to the performance of employees at the Ministry of Religion of South Halmahera Regency, there are still violations that employees often violate the regulations that have been set by the agency, such as employees not being able to complete work not on time or exceeding the specified time so that this can become a burden for the employee himself or other employees. (Ehsan, M., & Ali, 2019). The work environment still needs more attention from the office, whether in terms of facilities or social relations between employees.

The problem above is certainly not good if it is left alone because a good working environment can reduce stress and determining the right workload will give employees morale. This will determine the success of the organization and the achievement of organizational goals. Based on this description, too much workload can cause tension in a person, causing stress. This could be caused by the level of expertise required being too high, the speed of work perhaps being too high, the volume of work perhaps being too much, and so on, so a hypothesis is set which can be seen in Figure 1.

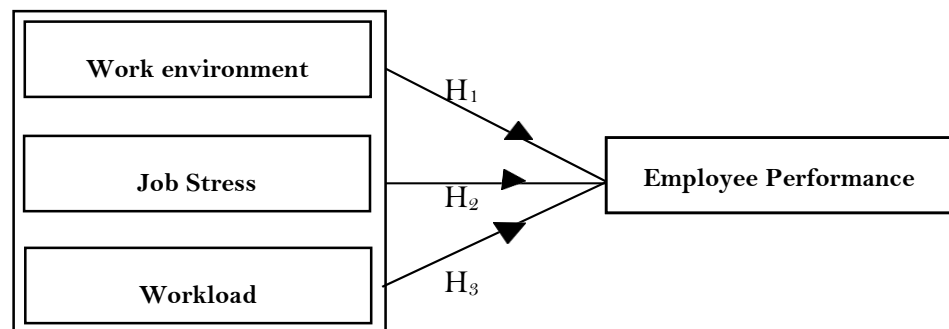


Figure 1. Framework for thinking

H1: The work environment has a positive and significant effect on employee work performance.

H2: Stress has a positive and significant effect on employee work performance.

H3: Workload has a positive and significant effect on employee work performance.

3. Research Method

This research is a quantitative study with a focus on causal associative relationships between related variables. The data used for analysis came from employees of the South Halmahera Regency Ministry of Religion Office, totaling 85 people, so the entire population was the sample in this study. Data collection was carried out through the distribution of questionnaires containing written questions along with prepared answer choices. Questionnaires were distributed directly to respondents in their work environment. This approach allows researchers to collect data in the form of numbers or numerical scales, which will later be analyzed to test the research hypotheses that have been formulated. This study focuses on measuring variables such as Work Environment, Job Stress, Workload, and Employee Performance, and looks for causal relationships between them. Thus, it is hoped that the results of this data analysis can provide a deeper understanding of the factors that influence employee performance in the context of the ministry. The quantitative method used allows researchers to present findings clearly and objectively, using appropriate statistical analysis tools to test the significance of the relationships between the variables studied.

4. Research Result

The results of correlation analysis between variables in this research, are several significant findings. First, the Work Environment variable shows a significant correlation with correlation values ranging from 0.104 to 0.835. These results indicate that most of the items measuring the Work Environment are positively related to each other with a strong degree of correlation. However, there is one item (item 5) that shows a weak and invalid correlation based on the critical value of the r-table. The Job Stress variable also shows a significant correlation with correlation values ranging from 0.536 to 0.861. This indicates that the items measuring Job Stress have a strong positive relationship with each other. The Workload variable also shows similar results with a correlation between 0.452 to 0.828, indicating that the items measuring Workload are positively related to each other within a fairly significant range.

Table 1. Validity Test

Variable	Item	r-count	r-table	Information
Work environment	1	0.497	0.361	Valid
	2	0.769	0.361	Valid
	3	0.707	0.361	Valid
	4	0.835	0.361	Valid
	5	0.104	0.361	Invalid
	6	0.385	0.361	Valid
	7	0.575	0.361	Valid
	8	0.711	0.361	Valid
	9	0.497	0.361	Valid
Job Stress	1	0.793	0.361	Valid
	2	0.861	0.361	Valid
	3	0.787	0.361	Valid
	4	0.670	0.361	Valid
	5	0.596	0.361	Valid
	6	0.651	0.361	Valid
	7	0.580	0.361	Valid
	8	0.536	0.361	Valid
	9	0.657	0.361	Valid
Workload	1	0.528	0.361	Valid
	2	0.755	0.361	Valid
	3	0.772	0.361	Valid
	4	0.828	0.361	Valid
	5	0.532	0.361	Valid
	6	0.452	0.361	Valid
Employee Performance	1	0.628	0.361	Valid
	2	0.561	0.361	Valid
	3	0.423	0.361	Valid
	4	0.501	0.361	Valid
	5	0.456	0.361	Valid
	6	0.711	0.361	Valid
	7	0.647	0.361	Valid

The employee performance variable shows quite wide correlation variations between 0.423 to 0.711. This indicates that the items measuring Employee Performance have varying positive relationships with each other, although there are some items with lower correlations. Overall, these results indicate that the variables work environment, job stress, workload, and employee performance are positively related to each other in the context of this research. Table 1, results of the validity test show that all items in the work environment, work stress, workload, and employee performance variables have an r-count value greater than the r-table value (0.361), so it can be concluded that the items in the research variables said to be valid or suitable for use as a research instrument.

Table 2. Reliability

Variable	Cronbachalpha	Critical value	Information
Work environment	0.756	0.6	Reliable
Job Stress	0.827	0.6	Reliable
Workload	0.739	0.6	Reliable
Employee Performance	0.638	0.6	Reliable

Table 2. it shows that the Cronbach alpha value of work environment = 0.782, work stress = 0.745, workload = 0.758 and employee performance = 0.758. These results have exceeded the reliability coefficient value of 0.6, so the variable is declared reliable. The complete calculation is attached

Table 3. Normality Test

N		85
Normal Parametersa	Mean	0.0000000
	Std. Deviation	1.27620058
Most Extreme Differences	Absolute	0.132
	Positive	0.045
	Negative	-0.132
Kolmogorov-Smirnov Z		1.221
Asymp. Sig. (2-tailed)		0.101

Table 3, the results of the normality test show a significance value of 0.480, which means it is greater than 0.05. So, it shows that the residual data is normally distributed.

Table 4. Coefficients

Model	Unst. Coef. B	Unst. Coef. Std. Error	Std. Coef. Beta	t	Sig.
Heteroscedasticity Test					
(Constant)	3.912	2.241		1.746	0.085
Total_x1	-0.057	0.041	-0.167	-1.412	0.162
Total_x2	0.010	0.047	0.023	0.206	0.837
Total_x3	-0.047	0.053	-0.101	-0.889	0.377
Multiple linear regression test					
(Constant)	4.467	3.796		1.177	0.243
Total_x1	0.212	0.069	0.280	3.080	0.003
Total_x2	0.249	0.080	0.274	3.130	0.002
Total_x3	0.401	0.089	0.392	4.499	0.000

Table 4, it shows that the overall significant value of the independent variables is greater than the confidence level, namely 5%, so it can be concluded that there are no symptoms of heteroscedasticity. The model used in this research uses three variables as indicators to measure employee performance. This variable consists of three independent variables and one dependent variable, where the independent variable is the work environment, work stress, and workload, while the dependent variable is employee performance. The regression equation in the model will describe the relationship between the independent variable and the dependent variable in mathematical form as follows. Based on the table above, it can be concluded that the independent variable Work Environment (X1) shows its influence on Employee Performance (Y) and Work Stress (X2) and Work Load (X3) partially produces a positive and significant influence on Employee Performance (Y).

Table 5. Multicollinearity Test

Tolerance	VIF
0.845	1.184
0.910	1.099
0.921	1.085

Table 5, the regression model does not experience multicollinearity interference. This can be seen in the tolerance value of each variable being greater than 10% (0.1) and the VIF calculation results also show that the value of each variable is less than 10, so it can be concluded that there is no multicollinearity between the independent variables in the Anova Test in Table 6.

Table 6. Anova test

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	104.767	3	34.922	20.676	0.000
Residual	136.810	81	1.689		
Total	241.576	84			

Table 6 shows that the F value = 20,676 with a significance value of 0.000, so it can be concluded that the significance value is $0.000 < 0.05$. Because the probability is much smaller than 5%, the regression model can be used to predict the work environment, work stress, and workload which affect employee performance.

Table 7. Coefficient of Determination

R	R Square	Adj. RSquare	Estimate	F Change	Sig. F Change
0.659	0.434	0.413	1.29962	20.676	0.000

Based on Table 7, the determinant coefficient (R^2) of work environment, stress, and workload are 0.413, meaning that the magnitude of the influence of the work environment, work stress, and workload on employee performance is 41.3%. Meanwhile, the remaining 58.7% of the results were influenced by other variables.

5. Discussion

The research results that have been obtained, it is able to prove that there is a significant influence regarding the work environment on employee performance (Badrianto & Ekhsan, 2020; Parashakti et al., 2020). The results of this research are in line with research conducted by Nadeem, K., & Ahmad (2017); Wahet et al. (2020) which states that the work environment has a significant effect on employee performance (Akbar and Se, 2017). There is an influence of the work environment

on employee performance, indicating that the work environment plays a very important role in employee performance because the work environment can directly influence human psychology so that it can provide a feeling of comfort or vice versa. Although not all work environments have production activities, the work environment is the place and conditions where employees work. According to Ramli (2019), the work environment is something that surrounds employees so that it influences them to feel safe, comfortable, and satisfied in carrying out and completing the work given by their superiors. This is also of course very closely related to employee performance, by creating a safe and comfortable atmosphere for employees, including by providing facilities and work aids, maintaining order and cleanliness in the office, and increasing humane norms for employees which can increase harmonious employee relations in every activity. This will automatically increase employee performance (Sugiarti, 2022).

The results of the analysis can prove that there is a significant influence of work stress on employee performance. In line with Hermawan's (2022) statement which states that if work stress occurs it can affect employee performance. There is an influence of work stress on employee performance, indicating that managing stress in employees is very important for their performance because work stress is a feeling of pressure felt by employees when carrying out their duties. The pressure experienced by each employee in carrying out their duties is different, namely it can be positive and negative depending on how the employee himself can handle his stress, therefore the agency needs to provide actions that can reduce work stress, one of which is assigning work according to the employee's abilities, such as Fardah & Ayuningtias (2020) states that work stress is an emotional state that can arise due to a dissimilarity in workload and an individual's ability to deal with stress. Work stress can also cause symptoms such as physical and emotional disorders and even employee behavior, so agencies need to be wary of this because too much stress can threaten a person's ability to complete their tasks and affect their performance.

The results of the analysis are able to prove that there is a significant influence of workload on employee performance. This is in line with research conducted by Nabawi (2019) which states that workload influences employee performance. There is an influence of workload on work discipline, showing how important workload is in having an influence on employee performance. This is if employees have a high workload or do more than just their routine at work, especially beyond their abilities and main duties, then this is very certain. that it will result in a lack of performance if there is an excessive workload, as stated by Lestary & Chaniago (2017) high workload will cause a lack of performance. Where it can be explained that the higher the workload received by an employee will affect the employee's performance (Setyawati et al., 2018).

The results of the analysis are able to prove that there is a joint and significant influence of the work environment, work stress and workload on employee performance. In line with Hermawan's (2022) statement which states that the work environment, work stress and workload jointly and significantly influence employee performance. There is a significant and joint influence of 3 variables between the work environment, work stress and workload on employee performance. This is because the work environment can have a certain influence on human psychology, such as making it uncomfortable so that stress arises in employees in their work environment, so that if employees are unable to managing stress and balancing excessive or unbalanced workload with work ability can reduce performance levels. According to Fardah & Ayuningtias, (2020) states that work stress is an emotional condition that can be caused by a disparity in workload and an individual's ability to deal with stress, so that a decrease in performance cannot be avoided.

6. Conclusion

The results of research conducted on employees of the Ministry of Religion of South Halmahera Regency, it can be concluded that the work environment, work stress and workload have a significant influence on work discipline and employee performance in this agency. The work environment has been proven to have a positive and significant effect on employee work discipline. This shows that good working environmental conditions, including factors such as a supportive working atmosphere, positive interactions between colleagues, and adequate facilities, can increase the level of compliance and work quality of employees. Work stress has also been proven to have a significant influence on employee work discipline. Stress experienced by employees, both from job demands and uncondusive work environment factors, can affect the level of discipline in carrying out their duties. Research shows that effective work stress management can help in increasing employee performance levels and dedication to their work. Workload also has a significant influence on employee work discipline. Workload levels that are appropriate to employee capacity can contribute positively to the level of discipline. On the other hand, excessive workload can cause a decrease in motivation and work quality, which in turn can affect employee work discipline. Balancing workload to improve work discipline and employee performance at the Ministry of Religion, South Halmahera Regency. This can also be a basis for policymakers to make continuous improvements and improvements in working conditions to better achieve organizational goals.

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