

The Influence Workload and Competence on Employee Performance in Pt X Finance

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Abstract—The purpose of this research was to determine the effect of workload and competence on employee performance. This research was conducted at PT X Finance using quantitative sample method is take 70 respondents. Measurement data was done by distributing questionnaires using 5-point Likert scale. The analytical technique used is using SmartPLS 3 software. From the results of the test-t show the value t workload $10.178 > 1.996$ and value t $3.996 > 1.996$, competence and has a value of signifikan < 0.005 . The results showed that the workload and competence have positive and significant effect simultaneously and partially on the performance of employees in PT X Finance. The impact for PT X Finance from this research could find out that employee performance decreases because employees feel pressured with workload and the inadequate competence.

Keywords—Workload, competency, performance

I. INTRODUCTION

The importance of workload on staff performance has been widely acknowledged, but opinions are divided as to what level of workload is desirable for optimum staff performance. Previously, researchers have attempted to demonstrate the impact of workload on the individual staff, organisation and the consumer [1]. Performance is a measure of employee success in carrying out their duties. The performance is the result of work accomplished person in carrying out the duties charged to him based on the skills, experience, seriousness as well as time [2]. Employee's performance can be influenced by several factors such as high workload, inadequate competence, and a less comfortable work environment. The increased of employee's performance also contributes to the company. Every company strives to improve the performance of its employee so that the company's objectives can be achieved. Employee's work performance can be developed by attending training which can increase their skills, ability and knowledge to work [3]. Top management must offer a workplace with effective performance, feedback and opportunities for participation to earn an employee's commitment so that employees who are committed to work are less likely to leave for another job and they will perform at higher levels.

One of the efforts to increase employee's performance is to provide a workload that is not excessive. Workload can be defined as the number of activities that must be completed by a person or group of people over a certain period of time under normal circumstance [4]. In Internet Dictionary, workload is defined as work that a person is expected to do in specific time. Still from the same source, we can also find the workload definition as the amount of work assigned to a person or a group, and that is to be done in a particular period, which is also defined as the amount of hour requires to carried out specific maintenance tasks.. The number of assignments given to employee will cause less than optimal results due to time and skill limitations. Workload will cause stress and cause employee's performance to decline. Workload is the amount of work assigned to a worker in a specified time period [5]. We might not always have full control over total workload, but we can recognize its effects and take some action. Everyone is different in their capabilities, and capability varies with task complexity, environmental factors, and personal behaviors (self awareness, confidence, etc.). Excessive workload can be caused by a deadline for work or lack of human resources. Therefore, a number of standard workloads and a standard number of employee for one field of work are required.

Competence must be possessed by an employee to be able to complete the task optimally. Each employee must have competencies that are in accordance with his position so that there is no mistakes in carrying out his duties. Employee competence must always be developed so that it can be optimal in carrying out tasks. The competences, as a measurement tool, identify behavioral factors relevant to performance in the job and viewed as how the job is carried out [6]. Hence, many organizations use the competency models as a part of their employee development program to appraise behavioral performance indicators together with objectives. Companies need employee who have high competence because this will minimize work stress so that it improves performance. Management may not care when employee experience low to medium stress levels because these two stress levels may be beneficial and result in higher employee's performance [7]. However, if the stress level is high, or even if it is low but persists for a long period of time,

it can reduce employee's performance and thus, requires action from the management.

This research took the object of research at the marketing division of PT X Finance. The marketing division is a division that has a high workload because it must meet sales targets. The greater the target given by the company, the greater the workload will be. Adequate competency is expected to encourage employee to improve their performance in achieving company targets.

A. Objective Study

Hypothesis

Based on the study of the theory and research framework, the hypothesis is as follows:

H₁: There is a positive influence between workload on performance

H₂: There is a positive influence between competency on performance

II. METHOD

The sampling technique in this study is total sampling because the total population is only 70. Total sampling is a sampling technique where the number of samples is the same as the population. The reason for taking total sampling is because the total population of less than 100 of the entire population was used as a sample of all of the research. The research population used in this research is 70 employee of PT BCA Finance. The research uses survey to collect primary data and secondary data. Data was collected by a survey which was carried out in its entirety in one stage (one short study) or in a cross-section manner through questionnaire. To collect primary data, the research gives questionnaires to each employee in PT X Finance. The measurement of data from all research variables used the Likert scale. The determination Likert scale in this study used a 1 to 5 level scale for all variables. A five-point Likert scale was employed with a score of 1, indicating —strongly disagree, and 5, representing —strongly agree. The program used for the data processing in this research is SmartPLS (*Partial Least Squares*) which is a statistic program package for SEM (*Structural Equalling Model*).

III. RESULTS

A. Results of Validity and Reliability Test Research

TABLE I. VALIDITY AND RELIABILITY DATA

Variab el	Indic ator	r- cou nt	r- tab le	Stat us	alpha Cronb ach	Stat us
Work load (X1)	X1.1	0,4 66	0,3	vali d	0,691	Relia bel
	X1.2	0,6 07		vali d		
	X1.3	0,6 64		vali d		
Compet ence (X2)	X2.1	0,7 17	0,3	vali d	0,791	Relia bel
	X2.2	0,7 28		vali d		
	X2.3	0,6 92		vali d		
Perform ance (Y)	Z1.1	0,7 55	0,3	vali d	0,813	Relia bel
	Z1.2	0,7 31		vali d		
	Z1.3	0,7 51		vali d		
	Z1.4	0,7 86		vali d		
	Z1.5	0,5 68		vali d		

The validity and reliability tests tested using Table 1 shows that the results of the instrument validity test give good value on the indicator items of each of the main variables. The average r count value obtained is higher than the critical value of 0.30. From Table 1, it can also be seen that the total item value of all variables is indicated to be reliable. This can be seen from the Alpha Cronbach's value of each variable, both the independent variable and the dependent variable having a reliable average value of above 0.60. Therefore, it can be said that all construct variables are valid and reliable so that they can be accepted and used for further statistical analysis.

B. Display Result PLS Bootstrapping

	Original sample	Sample Mean	Standard deviation	T statistic	P value
Workload -> Performance	0,717	0,711	0,070	10,178	0,000
Competence -> Performance	0,310	0,323	0,078	3,966	0,000

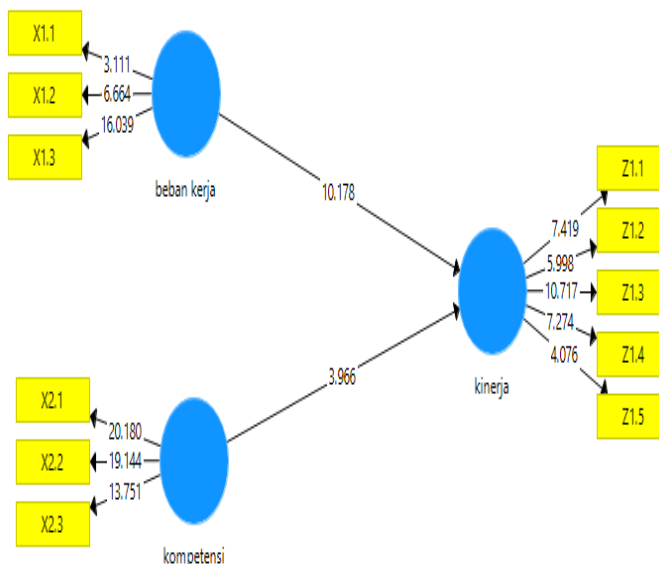


Fig. 1. structural model output display, 2018

IV. DISCUSSION

To assess the significance of the predictive model in the structural model testing, it can be seen from the t-statistic value between the independent variable to the dependent variable in the Path Coefficient table in the SmartPLS output below:

TABLE II. PATH COEFFICIENTS (MEAN, STDEV, T-VALUE)

Source: Data processing with PLS

A. Influence of Workload to Performance

From table II above, it can be seen that the value of the original sample estimate workload -> performance is equal to 0,717 with a significance below 5% which is indicated by the statistic value of 10,178 bigger than the value of the t-table of 1,996. The original value of the positive sample estimate indicates that the workload has a positive effect on performance. Therefore, it can be concluded that the research conducted at X Finance has significant effect between workload and performance. The research was also supported the workload is positive and significant effect directly against employee performance [8].

B. Influence Competence on Performance

Based on table 2 above, it can be seen that the value of the original sample estimate workload -> performance is equal to 0,310 with a significance below 5% which is indicated by a

statistic t value of 3,996 greater than the t-table value of 1,996. The original value of the positive sample estimate indicates that competence has a positive effect on performance. So that it can be concluded that the research conducted at X Finance has a significant influence between competency and performance. The higher the competence provide a significant positive effects on the performance of employee [9]. Competence of the employee variable has a significant influence on the performance of employee [10]. This can be seen by the result of hypotheis testing whose coefficients is below 5%. As the hypothesis is proven, performance of employee can be improved when competence of employee, such as (1) education, (2) training, (3) experience is also enhanced.

TABLE III. RESULTS OF THE R SQUARE

	R-square	R-square Adjusted
Performance	0,839	0,834

Source: Data processing with PLS

Based on table 3, it can be seen that the results of the R square test on the effect of workload and competence on the performance at PT X Finance is 0.839. This value shows the correlation between workload and performance competencies on PT X Finance performance that is 83,4%. It can be concluded that employee's performance can be explained by workload and competence strange, while the rest is influenced by other variables which are not discussed in this research.

V. CONCLUSION

The conclusions of this research are: Workload has a positive and significant effect on performance, meaning that if the workload is added, the employee's performance will decrease. This is because employees feel pressured by a high workload.. Competency has a positive and significant effect on performance, meaning that employees lack competence in accordance with their fields, it will reduce their performance, because competence is the basic ability of a person to master his field.

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