



The Influence of Job Stress and Workload on Employee Work Motivation

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Abstract

Work motivation is the basis for an organization to develop itself, both in government and private agencies. The objectives of the research are as follows: (1) The partial influence of work stress on the work motivation of employees at the West Padang District Head Office, Padang City. (2) The partial influence of workload on the work motivation of employees at the West Padang District Head Office, Padang City. (3) The influence of work stress and workload simultaneously on the work motivation of employees of the West Padang District Head Office, Padang City. Data collection methods are Field Research and Library Research. Types and sources of data are primary data and secondary data. The population in this study consisted of all employees of the West Padang Subdistrict Office, namely 37 people and a sample of 37 people. The analysis method uses multiple linear regression analysis. The results of the research found that (1) work stress partially has a significant effect on the work motivation of employees at the West Padang District Head Office, Padang City. (2) work workload partially has a significant effect on the work motivation of employees of the West Padang District Head Office, Padang City; (3) the value of the coefficient of determination to the work motivation of employees at the West Padang District Head Office, Padang City is shown by the Adjust R Square value of 0.847, this means the large contribution to work stress and workload to work motivation of employees at the West Padang District Head Office, Padang City is 84.7% while the rest is influenced by other variables outside this research such as work discipline, work environment, compensation and others.

Keywords: work stress, workload, work motivation

1. Introduction

In the current era, human resources are managed on a competency basis, and human resources are required to continue to develop and have reliable capabilities to answer the challenges of globalization. Human resources in an organization are useful for helping the organization to survive and develop, so improving employee competency requires motivation from the employee himself in working.

Work motivation is the basis for an organization to develop itself, both in government and private agencies. Work motivation can be said to be a driving force or encouragement that can trigger a feeling of enthusiasm and can change individual behavior towards something better. Work motivation includes efforts to encourage or give enthusiasm to employees at work.

Employee work motivation can come from within a person, which is often known as internal motivation, and external motivation, which arises due to external

influences to encourage someone to do something in accordance with the expected goals. Sutardji (2017) states that work motivation is the force that causes individuals to act in a certain way. Many factors influence employee work motivation, according to the theory put forward by Sutrisno (2017). Factors that influence work motivation are divided into two, namely internal factors consisting of the desire to live, the desire to have, the desire to gain appreciation, the desire to gain recognition, work stress, the desire to be in power, and the assessment of work performance, where the assessment of work performance is considered objective and fair, employees will be motivated to improve their performance. External factors consist of working environment conditions, adequate compensation, good supervision, job security, workload, status, and responsibilities, as well as flexible regulations.

Results of a pre-survey conducted in the form of interviews with 15 employees at Padang District Head

Office, Padang City visible problems relating to employee work motivation can be presented in the following table:

Table 1.1. Problems Regarding Work Motivation in 15 Employees

N	Problem	Answer	
		Yes	No
1	Low need for achievement	10 people (66%)	5 people (34%)
2	Low need for power	7 people (46%)	8 people (53%)
3	Low need for affiliated employees	8 people (53%)	7 people (47%)

Source: West Padang District Head Office, Padang City (2023)

Based on the table above, there is an indication of low employee work motivation Padang District Head Office, Padang City. This can be seen from the low need for employee achievement, this can be seen from the low level of competition between fellow employees, the low need for power, this can be seen from the low desire of employees for power in the institution, the low need for employees to be affiliated. This can be seen from the low level of employee desire to build social relationships with other people.

One of the causes of low employee work motivation is work stress. According to Umar (2018:77), work stress is a condition where there is one or several factors in the workplace that interact with workers so that they disrupt physiological conditions and behavior. Work stress will arise if there is a gap between an individual's abilities and the demands of his or her job. Stress is a gap between individual needs and their fulfillment from the environment. Stress has positive and negative impacts. The positive impact of stress at low to moderate levels is functional in the sense that it acts as a driver for improving employee performance. Meanwhile, the negative impact of stress at a high level is a drastic decrease in employee performance. Another problem that is seen regarding employee work stress is that employees are still confused about doing the easy work that is given, besides that employees are not ready for the sudden tasks given by the leadership.

Another factor influencing work stress is workload. The workload is one aspect that every organization must pay attention to because the workload is one thing that can increase work morale (Junianingrum & Mas'ud, 2021). Workload is something that arises from the interaction between task demands, the work environment used as a workplace, and the skills and perceptions of workers. Workload is sometimes defined operationally in terms of factors such as task demands or the effort required to perform the work. The workload that employees must carry out should be evenly distributed so that it can be avoided that there are employees who have too much or too little workload. However, this even workload does not mean that every employee in the organization must have the same workload (Sunnyoto, 2017).

Based on the above phenomenon, the researcher wrote it in the form of a thesis with the title "The Influence of Work Stress and Workload on Work Motivation of West Padang District Head Office Employees, Padang City."

2. Methods

This type of research is quantitative correlational research. The location of this research is the West Padang District Head Office, Padang City. Data collection techniques include questionnaires, observation, interviews, and documentation. The population of this study was 27 employees at the West Padang Subdistrict Office. The sampling technique uses total sampling, so all members of the population are sampled. The data analysis methods used are descriptive analysis, quantitative analysis, and hypothesis testing.

3. Results and Discussion

The calculated t value of the work stress variable is 2.971, and the value is (sig = 0.005 < 0.05). With df = 37 - 2 = 35, the table is 1,690. From the results above it can be seen that tcount > ttable or 2.971 > 1.690. So Ho is rejected, and Ha is accepted. It can be concluded that work stress partially has a significant effect on the work motivation of employees at the West Padang District Head Office, Padang City.

Job Stress is a feeling of pressure or feeling of pressure experienced by employees when facing work. Excessive workload will make employees feel stressed about their work, they feel that the work assigned is too heavy so that the quantity of work produced by employees is not optimal. Apart from that, working hours are too short and the employee's lack of responsibility for completing the work causes employees to not be able to complete the work on time so employees often work overtime to complete the work. Employees who have done their work want to get a good response from their superiors and co-workers, but when they don't get that response, employees will feel that their work is not appreciated and the quality of their work will decrease. Employees who are not suited to their jobs will find that the work produced is not in accordance with specified standards. Employees who are not suited to the job plus intimidation and pressure from superiors or colleagues, will affect the quality of work. The risks faced by each employee in various divisions are different. With this

high risk, employee performance will be more careful and hesitant, resulting in a decrease in the quality of work. In addition, the company's high targets and expectations mean that employees who are not capable will perceive it as pressure and will not be motivated to achieve these targets (Ivancevich, 2017).

Work stress is an important aspect for companies, especially its relationship to employee morale. Employees must have good or high work enthusiasm to help the company gain profits (Safrizal et al., 2020). On the other hand, if morale decreases, it can be detrimental to the company. The danger of stress is caused by physical, emotional, and mental fatigue, as the targets given by the company are too high and employees are not able to fulfill them in full (Suryani, 2019). Research conducted by (Martini & Fadli, 2017), the research results found that there was an influence of work stress on work motivation. Other research by (Zaki Muhammad 'Ammar, 2023), The research results found that there was an influence of work stress on work motivation. The calculated t value of the work workload variable is 6.318 and the value is (sig = 0.000 < 0.05). With $df = 37 - 2 = 35$, the ttable is 1,690. From the results above it can be seen that $t_{count} > t_{table}$ or $6.318 > 1.690$. So H_0 is rejected and H_a is accepted. It can be concluded that work workload partially has a significant effect on the work motivation of employees at the West Padang District Head Office, Padang City.

According to Danang (2018), Workload is something that causes too much tension in a person, thus causing stress. This can be caused by the level of skill required being too high, the work speed being too high, the work volume being too much and so on. Increasing employee morale is greatly influenced by workload factors. Workloads that are too much and beyond the employee's capabilities can have a negative impact on the psychological and biological condition of the employee (Udriyah et al., 2020). The company must pay attention to the workload given to employees to avoid a decrease in work motivation.

Research conducted by (Rudyanto et al., 2021), the research results found that there was an influence of workload on work motivation. Study (Lubis et al., 2022). The research results found that workload had an influence on work motivation.

Based on the F test, it is known that the calculated F value is 100,470 and F table is seen using the formula ($df = nk - 1$) $df = 37 - 2 - 1 = 34$, then the value of F table is 2,494, so it can be seen that $F_{count} > F_{table}$, with a significance value of 0.000 ($p < 0, 05$). This means that the variables of work stress and workload have a positive and significant effect together on the work motivation of employees at the West Padang District Head Office, Padang City.

The value of the coefficient of determination on the work motivation of employees at the West Padang Subdistrict Office, Padang City is shown by the Adjust R Square value of 0.847. This means that the contribution of work stress and workload to the work motivation of employees at the West Padang Subdistrict Office, Padang City is 84.7%, while the remainder is influenced by other variables. Outside this research such as work discipline, work environment, compensation and others.

Employee work motivation can come from within a person, often known as internal motivation and external motivation arising due to external influences to encourage someone to do something according to the expected goals (Tam et al., 2021). Sutardji (2017:155) states that work motivation is the force that causes individuals to act in a certain way. Many factors influence employee work motivation according to the theory put forward by Sutrisno (2017:116). Factors that influence work motivation are divided into two, namely internal factors consisting of the desire to live, the desire to have, the desire to gain appreciation, the desire to gain recognition, the desire to be in power and the assessment of work performance, where when the assessment of work performance is felt to be objective and fair, employees will be motivated to improve their performance. External factors consist of working environment conditions, adequate compensation, good supervision, job security, status and responsibilities and flexible regulations. Research Lubis et al (2022) The research results found that there was an influence of work stress and workload on work motivation.

Conclusion

Based on the research results, it can be concluded that 1) Work stress partially has a significant effect on the work motivation of employees at the West Padang District Head Office, Padang City. 2) Work workload partially has a significant effect on the work motivation of employees at the West Padang District Head Office, Padang City. 3) Work stress and workload have a positive and significant effect together on the work motivation of employees at the West Padang District Head Office, Padang City. 4) The value of the coefficient of determination to the work motivation of employees at the West Padang District Head Office, Padang City, is shown by the Adjust R Square value of 0.847. This means the large contribution to work stress and workload to the work motivation of employees at the West Padang District Head Office, Padang City is 84.7% while the rest is influenced by other variables outside this research such as work discipline, work environment, compensation and others.

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