

**THE INFLUENCE OF *WORK OVERLOAD AND WORK STRESS ON MEDICAL
EMPLOYEES PERFORMANCE OF CENTRAL BUNGKU PUBLIC HEALTH
CENTER MOROWALI REGENCY***

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ABSTRACT

This research aims to determine the effect of Work Overload and Work Stress on medical employees performance of Central Bungku Public Health Center, Morowali Regency. This research is quantitative. The population of the research were all 61 medical employees. The research used a saturated sampling technique, where all members of the population are sampled. Data analysis uses multiple linear regression analysis. Simultaneously, the Work Overload and Work Stress variables have a negative and significant effect on the performance of medical employees at the Central Bungku Public Health Center, Morowali Regency. Then the partial test shows that the work stress variable has a significant influence while the Work Overload variable does not have a significant influence on the performance of medical employees at the Central Bungku Public Health Center, Morowali Regency.

Kata Kunci : *Work Overload*, Work Stress, Employees Performance

INTRODUCTION

Human resources (HR) are humans who operate like machines as movers, thinkers, problem solvers and carry out planning for the organization's goals. The availability of competent human resources in an organization will be an opportunity for the organization to achieve optimal levels of performance both as employees and as an organization.

In the Minister of Health Regulation Number 43 of 2019 concerning Community Health Centers it is explained that Community Health Center, abbreviated as Puskesmas, is a health service facility that carries out public health efforts and first-level individual health efforts, by prioritizing *promotive* and *preventive efforts*, to achieve the highest level of public health.

The performance of health workers is a consequence of society's demands for excellent service or high quality services. Through the

performance of health workers, it is hoped that they will be able to show their real professional contribution in improving the quality of health services, which will have an impact on health services in general in the organization where they work, and the final impact will be on the quality of life and welfare of the community. Several factors that can influence the performance of health workers are workload and work stress.

Excessive workload can cause employees to experience fatigue due to an imbalance, gap or discrepancy between task demands and the time available to complete the work, work overload, role authority, *role* conflict, and lack of work support contribute to work stress. . Work stress is a situation when an individual experiences pressure or tension in their work and work environment so that the individual responds negatively and feels burdened in completing their obligations. Nurses or other medical personnel

who lack experience and skills will of course have medical consequences for patients and also make medical personnel less initiative in making decisions or taking immediate medical action, there is hesitation in taking action and they are still very dependent on instructions from the leadership.

The phenomenon that occurred based on interviews obtained some information about the problems that exist at the Bungku Tengah Community Health Center related to excessive workload (*work overload*), namely the amount of excessive work (*work overload*) seen from the main tasks, additional tasks and tasks outside the main and additional tasks. for example, helping counter staff register patients, searching for patient medical records, helping doctors write patient referrals, assisting pharmacy staff in serving patients who take medicine, and inputting patient data into the Community Health Center Management System.

The excessive workload and work stress that occurs can be seen from the number of patients in the last year of 1081 patients with a total of 61 medical personnel, which requires extra energy to provide the best service to patients. Services provided for patients who do not know the time requires an employee with excellent and maximum abilities, where the patient's life will be at stake. Apart from that, the high level of responsibility that must be maintained by each employee in serving and caring for patients causes an excessive burden felt by employees.

Excessive workload (*work overload*) is what triggers work stress resulting in decreased performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency, so an appropriate solution must be found to overcome this problem. Based on the background and phenomena found as well as support from previous research, researchers are interested in conducting research with the title **"The Effect of *Work Overload* and *Work Stress* on the Performance of Medical Employees at the Bungku Tengah Public Health Center, Morowali Regency"**

LITERATURE REVIEW

Work Overload

Koesomowidjojo (2021) stated that workload is all forms of work given to human resources to be completed within a certain period of time. Sartini et al (in Ayu, 2022) expressed the opinion that excessive workload can make employees experience fatigue due to an imbalance, gap or discrepancy between task demands and the time available to complete the work, work overload, role authority, conflict role, and lack of job support contribute to job stress.

According to Budiasa (2021:36) everyone has experienced work overload at some time. Excessive workload (*work overload*) is a condition that occurs when the environment places demands that exceed an individual's abilities. Mahfudz (in Anjani, 2022) in the industrial world, excessive workload occurs when a job demands excessive work speed, work output and concentration from its employees. Excessive workload is believed to be one of the biggest sources of work stress.

Job Stress

Manihuk (2020) states that stress is a condition of tension that affects a person's emotions, thought processes and condition. As a result, stress that is too great can threaten a person's ability to deal with the environment, which ultimately interferes with the implementation of their duties, meaning it interferes with their work performance.

Ahmad (2019) states that work stress is a condition of tension that affects a person's emotions, thought processes and condition. Job stress is a feeling of pressure experienced by employees when facing work. The pressures found in work and family give rise to events which are emotional outbursts, namely work stress.

Mangkunegara (in Sitompul, 2022) said that work stress creates an imbalance between physical and psychological which affects a person's emotions, thought processes and condition. Meanwhile, Permatasari (in Johana, 2022) explains that work stress is a situation when an individual experiences pressure or tension in their work and work environment so that the individual responds negatively and feels burdened in completing their obligations.

Employee Performance

Rivai (in Ramdhanu, 2019) states that performance is a general term used in part or all of the actions or activities of an organization in a period with reference to a number of standards such as past costs projected on the basis of management efficiency, responsibility or accountability and something like that.

Kairupan (2021) states that employee performance is the achievements achieved by a person or group based on their authority and responsibility in line with organizational goals efficiently and effectively. Sutrisno (2019) states that performance is the result that a person has achieved from their work behavior in carrying out work activities. Fahmi (2016: 176) states that performance is the result obtained by an organization, whether the organization is *profit oriented* or *non-profit oriented*, which is produced over a period of time.

Hypothesis

Based on the description of the background and theory used as reference material, the author formulates a hypothesis, as follows:

1. Excessive workload (*Work Overload*) and work stress simultaneously have a significant effect on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency.
2. Excessive workload (*Work Overload*) has a partially significant effect on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency.
3. Work stress has a partially significant effect on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency.

METHOD

This research uses an associative approach method, namely a research method that attempts to describe a phenomenon or symptom that occurred in real conditions at the time the research was conducted, using data taken directly from sample employees from the population taken, and then analyzed to find out whether the variables are related. those studied have a significant relationship or not. The location of

this research is the Bungku Tengah Community Health Center, Morowali Regency, which is one of the Community Health Centers in Bungku Tengah District, which is located in Matano Village, Central Bungku District, Morowali Regency. According to Sugiyono (2019), population is all *the elements* that will be used as a generalization area. The population element is the entire subject that will be measured, which is the unit under study. The population of this study was all medical employees at the Bungku Tengah Community Health Center, Morowali Regency, totaling 61 people. The sample from this study was the entire population, namely all medical employees at the Bungku Tengah Community Health Center, Morowali Regency, numbering 61 people. According to Sugiyono (2018: 85) saturated sampling is a sampling technique when all members of the population are used as samples. In other words, saturated sampling can be called a census, where all members of the population are used as samples.

In this research, several data collection techniques were used, including 1) Interviews, in the research carried out directly with several medical employees, so that information was obtained regarding performance problems at the Bungku Tengah Community Health Center, Morowali Regency. 2) Observation, namely observations of the research location carried out directly so that conditions and problems that occur at the Bungku Tengah Community Health Center, Morowali Regency, can be seen and known. 3) Documentation, which is carried out by collecting data by documenting existing data obtained through existing documents at the Bungku Tengah Community Health Center, Morowali district, in the form of organizational structure, data on the number of medical employees, and medical employee absenteeism. 4) Questionnaire, which was used in the form of a list of written statements that had alternative answers to obtain information from respondents (medical personnel) at the Bungku Tengah Community Health Center, Morowali Regency. Using data analysis techniques including classic assumption tests (normality test, multicollinearity test and heteroscedasticity test), multiple linear regression analysis, hypothesis testing (simultaneous hypothesis test (F test), partial hypothesis test (t test), coefficient of determination (R²).

RESULTS AND DISCUSSION

Multiple Linear Regression Analysis

Table 1. Multiple Linear Regression Calculation Results

Variable	Regression Coefficient (B)	Standard Error	Q count	Sig
Constanta	81,373	1,418	57,383	0,000
Work Overload (X ₁)	-0.084	0.093	-0.899	0.372
Job Stress (X ₂)	-0.593	0.081	-7,345	0,000
R = 0.857 R Square (R ²) = 0.734 Adjusted R Square = 0.725			Sig. F = 0.000 Fcount = 80.132	

Source: Processed data (2023)

Based on the coefficient values in Table 1 above, the following regression model equation is obtained:

$$Y = 81.373 + -0.084 X_1 + -0.593 X_2$$

1. The Constanta coefficient is a condition where the dependent variable in this research, namely the performance of medical employees (Y), is not influenced by the independent variables, namely the variables *Work Overload* (X₁) and *Work Stress* (X₂), if the independent variables are *Work Overload* (X₁) and *Work Stress* (X₂) is absent, then the dependent variable, namely Medical Employee Performance (Y), has not changed.
2. *Work Overload* coefficient (X₁) in this study has a negative effect on the Performance of Medical Employees (Y) or in other words, if the *Work Overload variable* (X₁) increases, the Performance of Medical Employees (Y) at the Bungku Tengah Community Health Center, Morowali Regency will decrease, because the value of the regression coefficient obtained in this research is negative.
3. The Job Stress Coefficient (X₂) in this study has a negative effect on the Performance of Medical Employees (Y) or in other words, if the Job Stress variable (X₂) increases, the Performance of Medical Employees (Y) at the Bungku Tengah Community Health Center, Morowali Regency will decrease, because the value of the regression coefficient obtained in this research is negative.

Hypothesis test

Simultaneous Hypothesis Test (F Test)

The first hypothesis in this research is that the *Work Overload variable* (X₁) and the *Work Stress variable* (X₂) simultaneously have a positive and significant effect on the medical employee performance variable (Y). Based on Table 1, it can be seen that the F test results obtained a sig value. F is $0.000 \leq 0.05$, so the variable regression coefficient (X₁) and *Job Stress* (X₂) simultaneously have a significant effect on the Medical Employee Performance variable (Y).

Partial Hypothesis Test (t Test)

Work Overload variable (X₁) partially has a negative and insignificant effect on the Medical Employee Performance variable (Y) in this research and the third hypothesis in this research is that the *Work Stress variable* (X₂) partially has a negative and significant effect on Medical Employee Performance variable (Y) in this study.

- 1) The results of the t statistical test on the influence of the *Work Overload* (X₁) variable on Medical Employee Performance (Y) which are presented in Table 1 obtained a sig value. t is $0.372 \geq 0.05$. The *Work Overload variable* (X₁) has no significant effect on the Medical Employee Performance variable (Y) at the Bungku Tengah Community Health Center, Morowali Regency, in other words the hypothesis cannot be accepted as true.
- 2) The results of the t statistical test on the influence of the *Job Stress variable* (X₂) on medical employee performance (Y) are presented in Table 1. The sig value. t is $0.000 \leq 0.05$. The *Job Stress variable* (X₂) has a significant influence on the Medical Employee Performance variable (Y) at the Bungku Tengah Community Health Center, Morowali Regency, in other words the hypothesis can be accepted as true.

Coefficient of determination (R²)

The coefficient of determination test (R²) is used to measure how much the model is able to explain variations in the dependent variable. Based on Table 1, the calculation results show a coefficient of determination of 0.734. This means that the variability of the dependent variable that can be explained by the independent variable is 73.4% and the remaining 26.6% is explained by

other variables that are not included in the regression model.

CONCLUSION

This research aims to determine the effect of *work overload* and work stress on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency. Based on the results of the research and discussion in the previous chapter, the following conclusions can be drawn:

1. *Work overload* and work stress simultaneously have a positive and significant influence on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency.
2. *Work overload* has a negative and insignificant effect on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency.
3. Work stress has a negative and significant effect on the performance of medical employees at the Bungku Tengah Community Health Center, Morowali Regency.

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