

THE EFFECT OF WORKLOAD AND COMPENSATION ON EMPLOYEE PERFORMANCE WITH WORK STRESS AS AN INTERVENING VARIABLE IN KSOP CLASS III TANJUNG WANGI, BANYUWANGI REGENCY

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Abstract

Performance problems that occurred at KSOP III Tanjung Wangi include the leadership always prioritizing quality work in encouraging their employees, still there are jobs that cannot be completed without improvement, still there are employees that have not completed the work in accordance with the set time, lack of supervision from superiors and still poor relationships between employees. The purpose of this study is to find out and measure the effect of workload and compensation on employee performance with work stress as an intervening variable in KSOP III Tanjung Wangi. The object of the study was all civil servants at KSOP III Tanjung Wangi. The population taken in this study based on the above theory is 93 employees at KSOP III Tanjung Wangi. The author uses a saturated sampling method, so sampling from the total population of 93 people at KSOP III Tanjung Wangi. In this study the data analysis technique used is Partial Least Square (PLS) using the WarpPLS 8.0 application. Partial Least Square to handle many variables of response/bound/dependent variables as well as explanatory variables at once.

The results of the test proved that (1) there was a significant effect on Work Stress (Z), (2) there was a significant effect on Compensation (X2) on Work Stress (Z), (3) there was a significant effect on Work Load (X1) on Workforce Performance (Y), (4) there was a significant effect on Workforce Performance (X2), (4) there was a significant effect on Workforce Performance, (5) there is a significant effect that Work Stress (Z) on Employee Performance (Y), (6) Work Stress (Z) may mediate the effect of Workload (X1) on Employee Performance (Y), (7) Work Stress (Z) cannot mediate the effect of Compensation (X2) on Performance.

Keywords: *Workload, Compensation, Workload Stress and Performance*

Introduction

Indonesia is an archipelagic country whose area is two-thirds of the ocean and has more than 17,000 islands stretching along a distance of 5,100 km. Due to the vastness of the ocean and the number of islands, Indonesia has more than 2,100 ports. Therefore, sea transportation and its supporting equipment are essential for managing the country's economy, fostering national unity and unity, and improving international relations. (Data source: semanticscholar.org accessed August 26, 2024)

According to Suyono (2007:1), a port is a water area that is protected from waves and has marine terminal facilities, including a pier where ships dock and load and unload goods, cranes for loading and unloading goods, warehouses for loading and unloading goods, storage warehouses for sea goods (transit) and ship's goods storage, warehouses where goods are stored for a long period of time while waiting for the delivery of goods to their destination or shipment, refueling and clean water, as well as repair and improvement sites.

The Tanjung Wangi Port Authority Office (KSOP) is the office of the Port Authority and the Port Authority, with the Captain and Syahbandar as the supervisor. Ships are one of the most important means of sea transportation because their capacity is much larger than other modes of transportation, in accordance with the Regulation of the Minister of Transportation Number PM 36 of 2012 concerning the Organization and Work Procedures of the Municipal Office and Port Authority. Thus, the ship is more cost-effective, absorbs less labor, and is able to transport heavier loads. Ships can also be used to transport goods between countries and between islands.

The main responsibilities of the Head of the Port and the Tanjung Wangi Class III Port Authority Office include the supervision and implementation of laws and regulations in the field of shipping safety and security, the implementation of government operations at the port, the regulation, control, and supervision of port operations at ports used for commercial purposes, and the implementation of ship certificate regulations. The Head of the Port and the Tanjung Wangi Class III Port Authority Office were then assisted in carrying out their duties easily and efficiently by the Administrative Affairs, Traffic and Sea Transportation and Port Business Affairs Section, Shipping Safety Affairs, Legal Status Guard and Patrol Affairs, and Ship Certification Section.

The Port of Tanjung Wangi is able to accommodate five ships thanks to the 543-meter long pier. Based on the records of KSOP III Tanjung Wangi, throughout 2023 there were 877 ships calling at Tanjung Wangi Port. Every month, the Port of Tanjung Wangi is able to accommodate thousands of tons of loading and unloading. As a port that is the main mode of transportation in Banyumas Regency, the number of ships docking and sailing is increasing, so it is necessary to prepare various facilities and infrastructure. (Data source: www.pelindo.co.id retrieved August 26, 2024)

One of the components that make up an organization is its human resources. In order to compete, the company must have better value than its competitors. Human resources are another important element in achieving business goals. Since human resources are so important to a business, employee performance must be taken into account. Performance is very important because it determines the effectiveness of the organization. Performance is also important because it shows how effectively managers supervise their staff and company. Employee performance will determine the goals of the organization's success. On the other hand, the organization will have a hard time achieving its goals if employee performance is ineffective, meaning that workers cannot meet the job requirements that the company has set.

Employee performance can be measured using a variety of performance metrics, including supervision, interpersonal interaction, cost-effectiveness, timeliness, quality, and quantity. Some of the phenomena that occur at KSOP Class III Tanjung Wangi include leaders who always prioritize the quality of work in motivating employees, there are still tasks that need to be improved, there are still employees who have not completed their tasks according to the deadline, lack of supervision from superiors, and there are still poor relationships between employees.

Methods

The location of the research taken by the researcher was at KSOP III Tanjung Wangi, Banyuwangi Regency. The attractiveness, originality, and suitability of the chosen topic are considerations when choosing a research location. The reason for choosing the location is based on the consideration of the ease of accessing the data on the research object and the range of locations that are easily accessible by the researcher. The amount of time spent on research depends on how well the researcher is able to collect the required data. The breadth of the research and the researcher's time management skills will determine how the research will run.

Data analysis According to Sugiyono (2018:146), data analysis is a procedure that is carried out after data is collected from all respondents or other sources. Data analysis tasks include organizing data by variables and categories of respondents, presenting data for each variable studied, and performing calculations to verify hypotheses. According to Sugiono (2018:148), instruments are also used as a tool to measure variables, namely social phenomena that occur naturally and can be

observed. The Likert scale was used to measure the variables in this study. The Likert scale only includes items that are undoubtedly excellent and undoubtedly negative, as well as slightly good, very poor, neutral, and other scores between the two definite attitudes mentioned above. The total response score of the respondent constitutes the total score, which is then used to determine where the respondent is on the Likert scale.

Results and Discussion

In this section, the researcher provided the respondents' age, occupation, education level, and gender. The following are some descriptive data of respondents:

Display the table as below:

Table 1. Demographic static gender

Gender	Sum	%
Male	57	61.3%
Female	36	38.7%
Total	93	100.0%

Source: data primary, 2024

There are no vertical lines for the table. The table title is placed on top, middle. The source of the table is placed under the table.

Table 2. Descriptive Analysis of Workload Variables

No	Option	5		4		3		2		1		Sum	Mean
		F	%	F	%	f	%	f	%	f	%		
1	BK1	22	23.66%	35	37.63%	15	16.13%	9	9.68%	12	12.90%	93	3.49
2	BK2	29	31.18%	27	29.03%	19	20.43%	10	10.75%	8	8.60%	93	3.63
3	BK3	22	23.66%	39	41.94%	12	12.90%	11	11.83%	9	9.68%	93	3.58
<i>Mean Variabel</i>										Beban Kerja		3,58	

Table 3. Factor Leading

	BK	KS	SK	KP
BK1	0.821	-0.077	0.020	0.119
BK2	0.862	0.081	0.054	0.065
BK3	0.758	-0.009	-0.083	-0.204
KS1	-0.108	0.746	0.264	0.100
KS2	0.109	0.764	-0.124	-0.078
KS3	0.158	0.807	-0.047	0.065
KS4	-0.186	0.701	-0.092	-0.096
SK1	0.226	0.140	0.795	-0.064
SK2	-0.380	-0.099	0.777	-0.017
SK3	0.136	-0.041	0.852	0.075
KP1	-0.255	-0.129	-0.010	0.736
KP2	-0.172	0.079	0.090	0.751
KP3	0.341	0.128	-0.135	0.768
KP4	0.000	-0.105	0.076	0.855
KP5	0.072	0.035	-0.028	0.770

Tabel 4. 10 Combined Loadings & Cross Loadings

	BK	KS	SK	KP	Type (a)	SE	P value
BK1	0.821	-0.077	0.020	0.119	Reflect	0.082	<0.001
BK2	0.862	0.081	0.054	0.065	Reflect	0.081	<0.001
BK3	0.758	-0.009	-0.083	-0.204	Reflect	0.084	<0.001
KS1	-0.108	0.746	0.264	0.100	Reflect	0.084	<0.001
KS2	0.109	0.764	-0.124	-0.078	Reflect	0.084	<0.001
KS3	0.158	0.807	-0.047	0.065	Reflect	0.083	<0.001
KS4	-0.186	0.701	-0.092	-0.096	Reflect	0.085	<0.001
SK1	0.226	0.140	0.795	-0.064	Reflect	0.083	<0.001
SK2	-0.380	-0.099	0.777	-0.017	Reflect	0.083	<0.001
SK3	0.136	-0.041	0.852	0.075	Reflect	0.082	<0.001
KP1	-0.255	-0.129	-0.010	0.736	Reflect	0.084	<0.001
KP2	-0.172	0.079	0.090	0.751	Reflect	0.084	<0.001
KP3	0.341	0.128	-0.135	0.768	Reflect	0.084	<0.001
KP4	0.000	-0.105	0.076	0.855	Reflect	0.081	<0.001
KP5	0.072	0.035	-0.028	0.770	Reflect	0.083	<0.001

Source : Output WarpPLS

Conclusion

The researcher can make the following conclusions based on the description of the conversation:

1. The variables of Workload (X1) and Work Stress (Z) have a considerable positive relationship, meaning that the higher the workload, the higher the work stress.
2. The Compensation Variable (X2) has a negative and significant influence on Work Stress (Z), meaning that the lower the compensation value, the higher the work stress.
3. The Workload Variable (X1) has a positive and significant influence on Employee Performance (Y), meaning that the higher the workload, the higher the employee performance.
4. Compensation Variable (X2) has a considerable positive influence on Employee Performance (Y); This means that the higher the compensation, the better the employee's performance.
5. Work Stress Variable (Z) has a strong negative influence on Employee Performance (Y); This means that the lower the work stress, the better the employee's performance.
6. The Workload Variable (X1) has a considerable negative influence on Employee Performance (Y) through Work Stress (Z); The lower the workload, the better the employee performance. Work stress, which is a Z variable or an intervening variable in this study, can play a mediator in the relationship between workload and employee performance at KSOP III Tanjung Wangi.
7. Employee performance (Y) is positively but marginally affected by the compensation variable (X2) through work stress (Z); In other words, the bigger the salary, the better the employee's performance. The relationship between salary and employee performance at KSOP III Tanjung Wangi cannot be mediated by work stress which is a variable Z or an intervening variable in this study.

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