



# The Influence of Workload, Job Stress, And Work Environment on Employee Performance (Study on Nogo Ikat Weaving in Sanur, Bali, Indonesia)

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Employee performance is one of the company's primary responsibilities in achieving its goals. MSMEs are one of the options available to the community for maximizing their potential. Individuals are more motivated to pursue income due to changing environmental conditions and developing a more advanced economy. Workload, job stress, and the work environment are among the factors that can affect employee performance, especially in the micro- and medium-sized businesses in Sanur that specialize in Nogo ikat weaving. This study seeks to determine how workload, job stress, and work environment impact the performance of Sanur-based Tenun Ikat Nogo employees. This study was conducted at Tenun Ikat Nogo Sanur using a saturation sample to select a sample size of 35 employees. The 5 Likert scale questionnaire was utilized to collect data. The gathered data were then analyzed using multiple linear regression. The findings revealed that employee workload negatively and substantially affects performance. Stress at work has a substantial and negative effect on employee performance. The workplace has a substantial and positive effect on employee performance. This study will provide an empirical contribution regarding the influence of workload, job stress, and work environment on the performance of Tenun Ikat Nogo employees in Sanur. Tenun Ikat Nogo weaving company may consider employee performance-influencing factors such as workload, job stress, and work environment as input or learning references.

**Keywords:** Employee performance, Workload, Job stress, Work environment.

## 1. INTRODUCTION

Individuals are more motivated to pursue income in the presence of increasingly advanced environmental and industrial development [1]. One option for maximizing its potential is to collaborate with the MSMEs sector. Data indicate that the current number of industries in Indonesia is approximately 62.9 million units. It is elaborated that 99.9% are MSMEs. Bali's industries have expanded, including MSMEs in the creative industry. Weaving is a type of creative industry found in most MSMEs and has been shown to improve the economy and well-being of individuals. BPS data indicates that there are 265558 MSMEs in Bali. Most MSMEs are located in the Gianyar (91,511), Karangasem (38,954), Bangli (35,263), Badung (26,863), Jembrana (20,512), Tabanan (20,032), Denpasar (11,515), Buleleng (11,196), and Klungkung (9,712). According to Dewi and Iestari (2020:54), developing micro, small, and medium sized enterprises (MSMEs) -

could stimulate Denpasar's economy. Additionally, it sustained the weaving industry until the covid-19 pandemic. It was determined that the covid-19 pandemic condition significantly impacted effort and labor [2]. Government policies mandating work from home influence industries [3]. During the covid-19 plague, a second aspect of this policy is flexible working hours. Electricity, telephone, water, Wi-Fi, and data packages are known to be correlated with the resulting increase [4]. It affects MSMEs' ability to survive the pandemic, especially with employee outbreaks.

According to a preliminary study conducted by researchers during the covid-19 pandemic, production of Tenun Ikat Nogo in Sanur, Southern Denpasar, decreased. The amount produced by Tenun Ikat Nogo in 2019 matches the amount produced under stable conditions, which was 908,360. In 2020, the number of woven fabrics-produced will decrease by 1% to 898,275, and by 252% in

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2021, to 255,045. The decline in productivity may be attributable to deteriorating employee performance. During the pandemic against the Tenun Ikat Nogo, workloads, job stress, and the work environment are several factors limiting employee performance. The limited availability of raw materials due to the covid-19 pandemic impedes the production of Tenun Ikat Nogo. It has been observed to impact productivity. Physically and psychologically, overbearing labor can be detrimental. The heavy workload can lead to exhaustion, stimulating feelings of emotional inclination. In some communities, there is a tendency to use modern woven fabric instead of binding cloth, which causes the MSMEs industry to concentrate on business management. The micro, small, and medium-sized enterprises that manufacture woven looms must be creative and innovative to preserve and enhance the existence of local weaving. It indirectly imposes requirements on employees to increase productivity, including product quality. Nonetheless, the conditions at the study site indicate that the decreased wages of workers are directly proportional to the job requirements. The 2019 salary paid by Tenun Ikat Nogo is reportedly IDR 225,580,000. They were known to have increased by 4% to IDR 234 577 000. It is known to decrease by 406% to IDR 46,398,000 by 2021. It was determined that the decrease in wages made workers feel less likely to be lazy and decreased their productivity.

Increased corporate objectives necessitate that employees complete their work on time. In addition to demands from superiors, demands from coworkers may contribute to employee stress. Changes in work patterns brought on by the pandemic also trigger employment stress in workers. In addition to the two previously mentioned factors, the work environment also plays a significant role in employee performance. Due to COVID-19 occupational conditions, a complete health protocol and strict adherence to work procedures have been implemented, resulting in the discomfort of a temporary employee. If an excessive workload causes physical and mental disorders, it can negatively affect employee performance [5]. Excessive workload can lead to neglected tasks and the inability to complete them within the allotted time frame [6]. Worker productivity can decline if their workloads are too great [7, 8]. Job stress can harm employees' performance because stress has been shown to affect employees' performance and capacity [9]. The work environment, which includes safety, health, and comfort, is another factor that encourages employee performance [10].

Lignarly is all objects surrounding a clerk that influence the clerk's function [11]. Hence, when these factors are not controlled, they are affected by employee performance. There is a decrease in work effectiveness that affects the quality of work. If it is allowed to continue, it will be followed by a decline in quantity, and the quality of the product will be reduced and unfavorable. The study aims to analyze the effect workload, job stress, and work environment have on employees' performance.

## 2. METHODOLOGY

### A. Literature Review

Based on the principle of basic economic transactions that evaluates social relationships and profit-seeking interactions, the theory of social exchange explains a person's work behavior [12]. The theory of social exchanges is comparable to that of calculating profit and loss and cost. If one believes that the cost of doing so is not commensurate with the appreciation gained, the interaction between the two parties will, so to speak, fail. Organizations engage in a positive exchange when they provide a safe, clean, and comfortable workplace, and employees respond with positive performance. Performance represents an employee's work when completing an organization-assigned task. The organization that possesses dynamic and influential employee performance will evaluate each employee's abilities to measure their achievements or performance [13]. There are six aspects of performance: output, output quality, independence, initiative, persistence, and teamwork [14]. An organization needs to measure employee performance, including the factors that lead to purpose-aligned performance. The workload compares the employee's capacity or capability and the demands of his job explains if the employee's workload negatively and significantly affects their work outcomes [15]. The workload has the potential to decrease employee performance due to the inability to complete multiple tasks simultaneously [15, 16, 17]. The workload negatively and significantly impacted employee performance [18]. If the increase in workload is within the employee's standard capabilities, it can enhance their performance. This can lead to lower performance of employees in reaching [17, 18, 19].

**H<sub>1</sub>:** The workload has a negative and significant impact on employee performance.

An essential aspect of work that reduces job performance is workplace stress. If work-related stress negatively affected and produced substantial labor outcomes [20]. Stress negatively and subtly affects employee performance [21]. Typically, employees cannot overcome work-related stress because they cannot adapt to their work environment, resulting in diminished performance. Job stress has a negative impact on substantial labor outcomes [21, 22, 23].

**H<sub>2</sub>:** Job stress has both negative and significant effects on employees' performance.

The work environment that positively impacts employee performance [23, 24]. The work environment is an environmental factor that can affect the course of work as indicated by temperature, humidity, window, illumination, cleanliness of the area where activities are conducted, and the availability of a fan's work support tools [25]. The work environment has a positive and substantial effect on the labor outcomes of employees [26]. Because favorable circumstances support them, employee performance increases when they are comfortable, secure, clean, have adequate Spaces and are provided with the necessary facilities.

**H<sub>3</sub>:** The work environment has a negative and significant impact on employee performance.

### B. Methods

Tenun Ikat Nogo, CV Indrajaya, Sanur, Southern Denpasar, is where research is conducted. The research population comprises the entire Tenun Ikat Nogo crew of 35, whom all participate in research sampling and thus constitute a total sample. The Tenun Ikat Nogo profile was unearthed using a 5-point Likert-scale questionnaire and an interview. The collected data are analyzed with linear regression tests using SPSS.

## 3. RESULT AND DISCUSSION

CV Indrajaya is one of the weaving related MSMEs with a Balinese cultural motif. In addition to producing clothing, the company also engages in interior design under the marketing name Tenun Ikat Nogo. CV Indrajaya was founded in 1985 and is located at 100 Sanur Road, Lake Tamblingan, Denpasar, Bali. In development CV indrajaya has hired up to 90 employees, including production personnel and other personnel. The production of fabrics was supported by 60 looms with a monthly production capacity of 1,200 meters (1,700 feet), while the monthly production capacity of these containers was 1,500 meters. Tenun Ikat Nogo

production has penetrated both domestic and international markets. Tenun Ikat Nogo continues to fulfill hotel requests, including the Grand Hyatt Hotel, Amanusa, Ritz Carlton, Nusa Dua Beach, Amankila, Hilton, Bali Nirwana Resort, Four seasons, and government and private agencies, as well as several other hotels, primarily for the domestic market. Most of the demand for woven fabrics and finished garments comes from uniforms and interiors. For international marketing, Tenun Ikat Nogo serves requests from several countries, including Japan, the United States, and European countries, and guests who visit our store, the Nogo Bali Ikat Center. In conducting this business, Tenun Ikat Nogo still adheres to the principle of customer satisfaction and always offers the best service to every client by preserving the quality of production in the production of finished garments and ikat woven fabric. Researchers first conducted validity and reliability tests on the questionnaire to be used. The validity test was carried out to prove the degree of accuracy of each item in the questionnaire. The validity test was carried out with Pearson Product Moment Correlation by comparing the *r* table and *r* count values (see Table I).

Table I. The validity test result

Variables	Indicators	Pearson Correlation	Result
Employee Performance (Y)	Y.1	0,501	Valid
	Y.2	0,704	Valid
	Y.3	0,597	Valid
	Y.4	0,638	Valid
	Y.5	0,664	Valid
	Y.6	0,666	Valid
	Y.7	0,640	Valid
	Y.8	0,640	Valid
Workload (X1)	X1.1	0,771	Valid
	X1.2	0,740	Valid
	X1.3	0,824	Valid
	X1.4	0,676	Valid
	X1.5	0,805	Valid
	X1.6	0,830	Valid
	X1.7	0,704	Valid
Job stress (X2)	X2.1	0,407	Valid
	X2.2	0,472	Valid
	X2.3	0,547	Valid
	X2.4	0,520	Valid
	X2.5	0,609	Valid
	X2.6	0,708	Valid
	X2.7	0,729	Valid
	X2.8	0,708	Valid
	X2.9	0,499	Valid
	X2.10	0,525	Valid
Work Environment (X3)	X3.1	0,703	Valid
	X3.2	0,709	Valid
	X3.3	0,528	Valid
	X3.4	0,409	Valid
	X3.5	0,627	Valid
	X3.6	0,411	Valid
	X3.7	0,653	Valid
	X3.8	0,593	Valid

The test results of the validity of this research instrument provide results if all variables have a correlation coefficient through the Pearson Correlation Test of all indicators  $<0.30$ . It shows if the statement on the research instrument has provided proper fulfillment. Furthermore, the researcher conducted a research instrument reliability test using Cronbach's Alpha test. The results are reliable if Cronbach's Alpha value shows results greater than or equal to 0.6 (see Table II).

Table II. Instrument reliability test results

Variables	Cronbach Alpha	Result
Y (Employee Performance)	0,807	Reliable
X1 (Workload)	0,868	Reliable
X2 (Job stress)	0,780	Reliable
X3 (Work Environment)	0,727	Reliable

The reliability test of this research instrument gives results if the four variables get a Cronbach Alpha value of 0.60 ( $> 0.60$ ) so that the questionnaire in the research questionnaire can be called reliable and could be used for research (see Table III).

Table III. The statistical descriptive results

Model	Coefficients				T	Sig.
	Unstandardized Coefficients		Standardized Coefficients			
	B	Std. Error	Beta			
1 (Constant)	39.785	3.946			10.082	.000
Workload	-.218	.099	-.248		-2.212	.034
Job stress	-.552	.091	-.615		-6.100	.000
Work environment	.220	.102	.212		2.158	.039

a. Dependent Variable: employee performance

Sources: Data Processing Results, 2022

Based on the data in table III, it is known that in the workload variable, the sig.t value is obtained ( $0.034 < 0.05$ ), and  $\beta_1$ , which is  $-0.218$ , describes the negative direction. It proves that workload has a negative and significant impact on employee performance. The test results on the job stress variable show the sig.t value ( $0.000 < 0.05$ ), and  $\beta_2$ , which is  $-0.551$ , describes the negative direction. It proves that job stress has a negative and significant impact on employee performance. The work environment variable shows the result of sig.t ( $0.039 < 0.05$ ), and  $\beta_3$ , which is  $0.220$ , describes a positive direction. It proves that the work environment positively and significantly impacts employee performance (see Table IV).

Table IV. Partial Test Results with the t Test

Model		ANOVA <sup>a</sup>				
		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	155.467	3	51.822	36.401	.000 <sup>b</sup>
	Residual	44.133	31	1.424		
Total		199.600	34			

a. Dependent Variable: Employee performance  
b. Predictors: (Constant), Work environment, Job stress, Workload

Based on the data in table IV regarding the simultaneous test results, the sig. F-test results are obtained as 0.000, which means it is lower than the significance level of 0.05 ( $0.000 < 0.05$ ). These results prove that workload, job stress, and work environment simultaneously affect employee performance (see Table V).

Table V. Test Results of the Coefficient of Determination (R<sup>2</sup>)

Model	Model Summary <sup>b</sup>			
	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.883 <sup>a</sup>	.779	.757	1.193

a. Predictors: (Constant), Work environment, Job stress, Workload  
b. Dependent Variable: Employee performance

Based on the data in table 4, the R square number is 0.779, meaning that the effect of workload, job stress, and work environment on employee performance is 77.9 percent. In comparison, other aspects influence the remaining 22.1 percent.

A. The effect of workload on employee performance

The sig. t value of the workload variable (X1) on employee performance (Y) is 0.034 ( $0.026 < 0.05$ ), and the  $\beta_1$  number is  $-0.218$ , which illustrates the negative direction. It proves that workload has a negative and significant impact on employee performance. It means that employees of Tenun Ikat Nogo have a low workload, followed by excellent employee performance. It follows the results of the average score of the interviewees' responses in the workload variable, which is 2.14 and falls into the high category. The average score of the employee performance variable answers is 3.85 and falls into the high category. These results are if the workload has a negative and significant impact on employee performance [26, 27]. It also confirms the research workload has a negative and significant impact on employee performance. The workload that is felt to be significant by employees can have an unfavorable effect on employees because it can reduce employee performance.

*B. The effect of job stress on employee performance*

The sig.t value of the job stress variable (X2) on employee performance (Y) is 0.000 ( $0.000 < 0.05$ ), and the  $\beta_2$  number is -0.552, which illustrates the negative direction. This value proves that job stress has a negative and significant impact on employee performance. This means that employees of Tenun Ikat Nogo have low job stress and are accompanied by excellent employee performance. It follows the results of the average score of interviewees' responses in the job stress variable, which is 2.17 and falls into the low category, and the average score of employee performance variable responses, which is 3.85 and falls into the high category. These results align with previous research that shows that job stress has a negative and significant impact on employee performance [27, 28]. This statement is also in line with research conducted that shows that job stress has a negative and significant impact on employee performance [28, 29].

*C. The effect of work environment on employee performance*

The sig.t value of the work environment variable (X3) on employee performance (Y) is 0.039 ( $0.029 < 0.05$ ), and the  $\beta_3$  figure of 0.220 illustrates a positive direction. This value proves that the work environment positively and significantly impacts employee performance. The Nogo Ikat Weaving company has an excellent work environment and very high employee performance. It follows the results of the average score of the interviewees' responses in the work environment variable, namely 4.28, and included in the outstanding category, as well as the average score of employee performance variable responses, namely 4.32, and included in the very high category. These results are in line with previous research that the work environment has a positive impact on employee work ability. This statement is also supported by research that the work environment has a positive and significant impact on employee performance [30].

**4. CONCLUSIONS**

The study showed findings that workload has a negative and significant impact on employee performance. Job stress has a negative and significant effect on employee performance. The work environment has a positive and significant impact on employee performance. The results show that the aspects that affect employee performance are workload, job stress, and work environment. Organizations are recommended to provide time, such

as scheduling work shifts and assigning tasks matching employees' skills and workability. Companies can provide time management training, work support or motivation, and provide direction for work implementation. The company is recommended to explain the organizational structure well so that employees can understand the company properly. Tenun Ikat Nogo Company could maintain and improve the physical and non-physical work environment, including regulating the noise level in the work environment so that employees can work comfortably. The company should improve performance that is perceived as not meeting the target, which can be done by doing overtime work so that the work targets set by the company can be achieved. However, the limitation of this study is that the number of samples that include the entire population makes the research results cannot be equated in other organizational environments. Other variables can affect employee performance outside the model described in this research. So that the results of this study cannot be generalized to other research objects.

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