



Effect of Workload And Work Stress On The Work Quality Of Employees Of BPBD, North Luwu District

Wanda^{1*}; Indra Kusdianto²; A. Dahri Adi Patra³

^{1,2,3} Department of Management, Faculty of Economics and Business, Muhammadiyah University of Palopo

*Correspondent Author: wndwanda8@gmail.com

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ABSTRACT

Purpose: This study aims to examine the influence of workload and work stress on the work quality of employees at the Regional Disaster Management Agency (BPBD) of North Luwu Regency. **Methodology:** The research employs a quantitative approach using a saturated sampling technique involving 55 employees. Data were collected through structured questionnaires and analyzed using multiple linear regression supported by classical assumption tests. **Results:** The findings indicate that workload and work stress simultaneously have a significant effect on employee work quality, with a coefficient of determination of 46.7%, suggesting that nearly half of the variation in work quality is explained by these variables. **Novelty:** This study provides empirical evidence on the combined impact of workload and work stress within a public-sector disaster management institution. **Findings:** Excessive workload and unmanaged work stress negatively affect employee work quality, highlighting the need for effective workload distribution and stress management. **Originality:** The originality of this study lies in its focus on BPBD employees in a regional disaster management context, which remains underexplored in prior research. **Conclusions:** Proper management of workload and work stress is essential to enhance employee work quality and organizational performance. **Type of Paper:** Empirical Research Paper.

INTRODUCTION

The Regional Disaster Management Agency is an institution established by the regional government in Indonesia to handle various aspects related to disasters, from mitigation, handling, to post-disaster rehabilitation. The main tasks of the BPBD include planning, implementing, and coordinating disaster management efforts, both natural and non-natural. The BPBD also plays a role in increasing public awareness of disaster risks to make better decisions. In addition, it collaborates with various parties, including government agencies and the community to build a more effective disaster management system.

Work quality refers to the level of achievement of work results that reflects how well a task or job is completed, in terms of accuracy, neatness, efficiency, and its alignment with established

standards or expectations. According to Flippo (2005:28), work quality is an outcome that can be measured by the effectiveness and efficiency of a task carried out by human or other resources in achieving the goals or objectives of a company in a productive and optimal manner. Essentially, to assess the extent of the role of human resources in a company, one can evaluate the work results of employees within the organization (Kartika, 2016)

To achieve work targets, companies sometimes use various strategies to motivate and maximize the potential of existing employees. One such strategy includes assigning additional workloads to employees as an effort to optimize performance and increase productivity. However, giving employees excessive workloads can have negative effects, such as job overload and the neglect of other tasks that cannot be completed within the required time. The workload assigned to employees should be balanced with their abilities and competencies. If the workload is not in line with the employee's capabilities, over time, it may cause problems—one of which is work stress experienced by employees while carrying out their duties (Rochman & Ichsan, 2021)

Workload may occur when employees are unable to complete tasks according to their capacity due to constantly increasing job demands. Too many tasks that must be completed within a short period of time, or due to a lack of workforce based on the amount of output expected from each employee, can lead to excessive workload (Rima et al., 2023)

The workload given to employees can affect their work quality. The workload given by an organization to its employees can be categorized as standard workload, excessive workload (over capacity), and insufficient workload (under capacity). Both excessive and insufficient workloads can negatively impact the organization by causing work inefficiency (Sofiana et al., 2020)

In an employee's life, stress is one of the common problems faced by many individuals. Although stress often occurs, there are two ways to deal with it: through personal efforts without the help of others or with specialist support provided by the organization. Stress is a common factor in the workplace and is often expressed through job dissatisfaction (Dony Muslim et al., 2023)

The workload at BPBD (Regional Disaster Management Agency) includes disaster response, public outreach, coordination with other agencies, contingency planning, and training. Work stress arises from heavy responsibilities, urgent emergency situations, and the need to coordinate in unpredictable conditions. These factors can lead to both physical and mental exhaustion among BPBD employees.

LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

Workload

According to Wehemia (2018:74), workload is the result of the interaction between task demands, the work environment used as the workplace, employee skills, behaviors, and perceptions. Workload can also be operationally defined based on factors such as task demands or the effort required to complete the tasks. Therefore, it is insufficient to view workload from a single perspective, as various components are intricately interconnected (Gumilar & Rismawati, 2022)

Previous studies conducted by (Kirana et al., 2023) state that workload has a positive and significant effect on employee work quality. The research by (Persada & Mulawarman, 2023) also shows that workload significantly influences employee work quality. Similarly, (Syarifuddin et al., 2023) confirm that workload significantly affects the work quality of employees at PT. Arya Mobile. The indicators of workload are as follows:

a. Target to Be Achieved

This refers to an individual's perception regarding the magnitude of the work target that must be achieved to complete their tasks, such as finding clients, conducting analyses, and processing fund disbursements. It includes how individuals perceive the results that must be delivered within a specific time frame.

b. Working Conditions

This includes the individual's perception of their working conditions, such as making quick decisions when facing clients and dealing with unexpected incidents, including performing extra tasks beyond the predefined working hours.

c. Work Standards

This reflects an individual's impression of their job, such as feelings arising from the workload that must be completed within a certain period (Santoso & Rijanti, 2022)

H1: It is hypothesized that workload affects the work quality of employees at BPBD, North Luwu Regency.

Work Stress

Work stress is identified as a psychological condition among employees marked by negative responses. Work stress is considered to contribute to employee performance, including decreased productivity. This is aligned with Articles 164 to 166 of Law Number 36 of 2009 concerning Health, which explains that workers with good health conditions can contribute to achieving optimal productivity (Simanjuntak et al., 2021)

Research by (Usmanto, 2022) found that work stress significantly affects employee performance. Another study by (Shakur & KUSDARIANTO, 2023) indicates that work stress has a positive and significant effect on employee job satisfaction. However, according to Fadli (2019), work stress has a negative and significant effect on work quality at Angkasa Mart Group Pekanbaru.

Septianto and Lataruva (2011), as cited in (Lestari et al., 2020), mention indicators of work stress affecting work quality, including pressure, job mismatch, hazardous work, workload, targets, and expectations.

H2: It is hypothesized that work stress affects the work quality of employees at BPBD, North Luwu Regency.

Work Quality

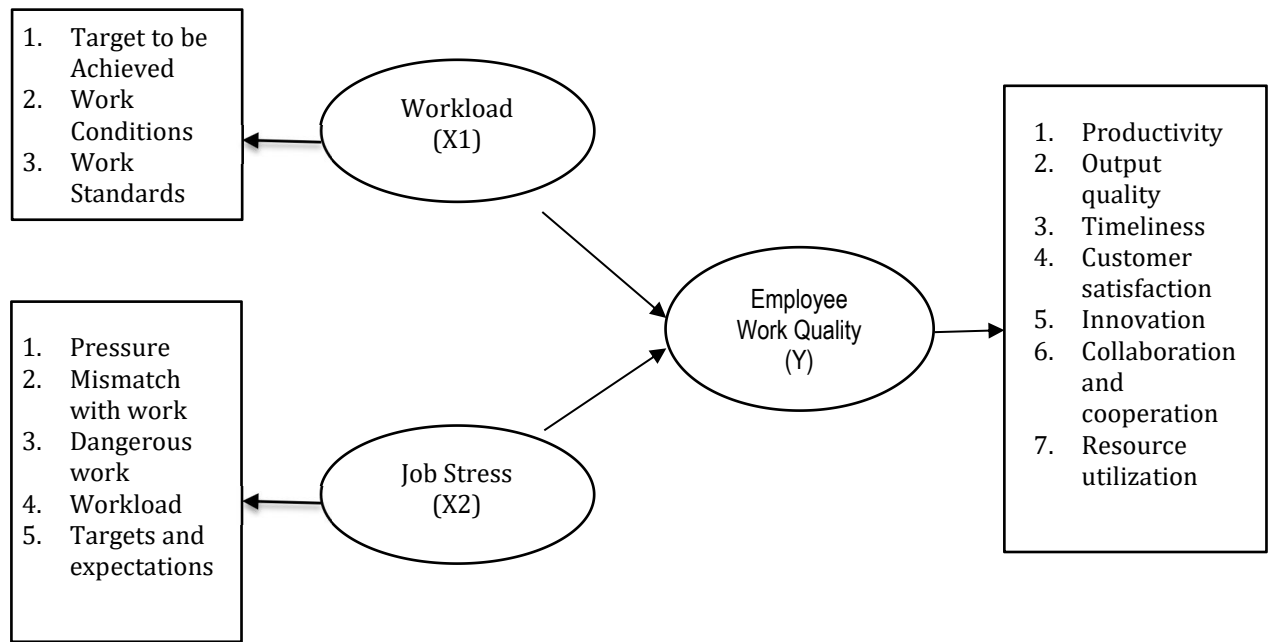
According to Hao (2013), work quality refers to the reliability in task execution, which results in high standards, timely completion, accuracy, and adherence to procedures that are easy to understand. This is closely related to the level of responsibility held by employees toward the tasks and duties assigned to them—whether those responsibilities are personal, social, intellectual, or involve moral and spiritual obligations. In other words, work quality reflects the extent to which an employee can perform their job effectively, efficiently, and responsibly. necessary to enable employees to carry out their duties effectively in all aspects (Sari et al., 2023)

Some commonly used indicators of work quality include productivity, output quality, timeliness, customer satisfaction, innovation, collaboration and teamwork, and resource utilization. Using these indicators can provide a more comprehensive picture of work quality within an organization or team.

The results of the study conducted by (Gumilar & RISMAWATI, 2022) state that workload and work stress have a significant effect on employee performance. Similarly, research by (Sulastri & Onsardi, 2020) concludes that workload and work stress simultaneously have a significant effect on employee performance.

H3: It is hypothesized that workload and work stress simultaneously and significantly affect the work quality of employees at BPBD, North Luwu Regency.

Figure 1. Framework of Thought



METHOD

This study uses a quantitative method, which focuses on data and statistical analysis to objectively measure results. The collected data can be categorized and ordered, and used to create charts and tables. The research aims to test theories that can be either supported or rejected.

The research was conducted at the Regional Disaster Management Agency (BPBD) of North Luwu Regency, with the research period spanning approximately two months, from November to December 2024. The population of the study includes all BPBD employees, totaling 55 respondents. The sampling technique used is a saturated sampling method, which involves the entire population.

$$Y = \alpha + b_1X_1 + b_2X_2 + e$$

Keterangan:

Y : Variable terikat (Kualitas Kerja)

α : konstanta

b₁b₂ : Koefisien Regresi

X₁ : Beban Kerja

X₂ : Stres Kerja

e : Error

RESULTS AND DISCUSSION

Results

Validity Test

The **validity test** is used to measure whether a questionnaire is valid or not. A questionnaire is considered **valid** if the questions are able to accurately measure what they are intended to measure.

In this study, the validity test uses Pearson Product Moment correlation with the criterion that if the value of $r\text{-count} > r\text{-table}$, the question item is considered valid (Arief, 2022)

Table 1 - Validity Test Results

Variabel	Question Item	R Count	R Table	Description
Workload	X1.1	0,529	0,265	Valid
	X1.2	0,535	0,265	Valid
	X1.3	0,459	0,265	Valid
	X1.4	0,674	0,265	Valid
	X1.5	0,653	0,265	Valid
	X1.6	0,738	0,265	Valid
Variabel	Question Item	R Count	R Table	Description
Job Stress	X2.1	0,619	0,265	Valid
	X2.2	0,596	0,265	Valid
	X2.3	0,529	0,265	Valid
	X2.4	0,610	0,265	Valid
	X2.5	0,524	0,265	Valid
	X2.6	0,632	0,265	Valid
Variabel	Question Item	R Count	R Table	Description
Quality of work	Y1	0,688	0,265	Valid
	Y2	0,628	0,265	Valid
	Y3	0,734	0,265	Valid
	Y4	0,510	0,265	Valid
	Y5	0,678	0,265	Valid

Source: Processed SPSS Data, 2024

As shown in the tables above, the results of the validity test indicate that all statement items from the variables Workload (X1), Work Stress (X2), and Work Quality (Y) are valid, as each item has an r-count greater than 0.265 at a significance level of 0.05. Therefore, all questionnaire statements for each variable can be used as reliable measuring tools.

Reliability Test

The reliability test was conducted using Cronbach's Alpha. An instrument is considered reliable if it has a Cronbach's Alpha coefficient greater than 0.60 (Sugiyono, 2017). The results of the reliability test are shown in the following table:

Table 2. – Reliability Test Results

Variable	Cronbach's Alpha	Reliability Standard	Description
Workload (X1)	0.639	0.60	Reliable
Work Stress (X2)	0.612	0.60	Reliable
Work Quality (Y)	0.654	0.60	Reliable

Source: Processed SPSS Data, 2024

Multiple Linear Regression Test

The **multiple linear regression test** is used to determine the effect of independent variables on the dependent variable, and to measure the magnitude of the effect collectively. The regression equation based on Table 4.3 is as follows:

Table 3. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Std. Error	Beta	
(Constant)	10.682	1.880		5.682
X1 (Workload)	0.279	0.049	0.582	5.709
X2 (Work Stress)	0.359	0.054	0.398	3.928

- N = 55
 - R = 0.684
 - R Square = 0.467
 - F-Statistic = 22.807
- Significance = 0.000

Source: Processed SPSS Data, 2024

Based on the table above, the multiple linear regression equation for the influence of workload and work stress on work quality of employees at BPBD North Luwu Regency is:

$$Y=10.682+0.279X1+0.359X2+e$$

Where:

1. The constant value is 10.682, meaning that if workload (X1) and work stress (X2) are zero, the work quality (Y) value would be 10.682.
2. The coefficient b_1 (0.279) for workload (X1) is positive, meaning that every 1-unit increase in workload will increase work quality by 0.279 units.
3. The coefficient b_2 (0.359) for work stress (X2) is positive, meaning that every 1-unit increase in work stress will increase work quality by 0.359 units.

Partial Test (T-Test)

The T-test is used to assess the individual effect of each independent variable on the dependent variable. Based on the table above:

1. Hypothesis Testing H1 (Workload → Work Quality):
The t-count is 5.709, while the t-table value is 1.674. Since t-count > t-table, and the significance value of workload (X1) is $0.000 < 0.05$, it can be concluded that H1 is accepted. This means workload has a positive and significant effect on work quality.
2. Hypothesis Testing H2 (Work Stress → Work Quality):
The t-count is 3.928, while the t-table value is 1.674. Since t-count > t-table, and the

significance value of work stress (X2) is $0.004 < 0.05$, it can be concluded that H2 is accepted.

This means work stress has a significant effect on work quality.

Simultaneous Test (F-Test)

The F-test is conducted to examine whether all independent variables simultaneously influence the dependent variable. At a significance level of 5% (0.05), if $F\text{-count} > F\text{-table}$, it indicates that the independent variables have a simultaneous effect.

3. Hypothesis Testing – Third Hypothesis (H3)

The significance value for the influence of workload and work stress is 0.000, which is less than 0.05, and the F-count value is 22.807, greater than the F-table value of 3.17. Therefore, it can be concluded that H3 is accepted.

Coefficient of Determination (R²) Test

The coefficient of determination (R²) is used to assess the best level of accuracy in regression analysis by determining how much of the variability in the dependent variable can be explained by the regression model. It ranges from 0 to 1.

When the R² value is 0, the independent variables have no influence on the dependent variable. The closer the R² value is to 1, the stronger the influence of the independent variables.

Based on Table 3 above, the correlation coefficient (R) is 0.684, and the coefficient of determination (R²) is 0.467. This means that 46.7% of the variance in the work quality variable is explained simultaneously by the workload and work stress variables. The remaining 53.3% is explained by other variables or factors not included in this study.

Discussion

The Influence of Workload on Employee Work Quality

Based on the research conducted at the Regional Disaster Management Agency (BPBD) of North Luwu Regency, the results show that workload has a significant influence on the work quality of BPBD employees. This is indicated by the t-count of 5.709, which is greater than the t-table value of 1.674, and the significance level of $0.000 < 0.05$. Therefore, Hypothesis H1 is accepted.

The Influence of Work Stress on Employee Work Quality

The results of the study also show that work stress has a significant influence on the work quality of BPBD employees in North Luwu. This is evidenced by the t-count of $3.928 > 1.674$, and the significance value of $0.004 < 0.05$, indicating that Hypothesis H2 is accepted.

The Influence of Workload and Work Stress on Employee Work Quality

The results also indicate that workload and work stress simultaneously affect the work quality of BPBD employees. This is shown by the F-count of 22.807, which is greater than the F-table value of 3.17. The coefficient of determination (R²) shows that workload and work stress explain 46.7% of the variation in work quality, while the remaining 53.3% is influenced by other variables not examined in this study.

CONCLUSION

Based on the results of the research conducted on employees of BPBD North Luwu Regency, it was found that workload and work stress have a positive and significant effect on employee work quality, both partially and simultaneously. This indicates that an increase in workload, when in line with the employee's capacity, can encourage productivity and improve task completion accuracy. Similarly, a certain level of work stress can serve as a positive motivator for employees to enhance their work quality. The resulting regression equation also shows that both independent variables contribute significantly to the dependent variable.

However, the combined influence of these two variables only accounts for 46.7% of the variance in work quality. The remaining 53.3% is influenced by other factors not examined in this

study. This suggests that employee work quality is not solely dependent on workload and work stress, but also possibly affected by other aspects such as work motivation, leadership, work environment, as well as personal and organizational factors.

basis for the need for a more comprehensive approach to improving employee performance through effective and sustainable human resource management.

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