

The Effect of Workload and Compensation on Employee Performance in the Expedition Department of CV. Apta Solusindo in Sidoarjo

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ABSTRACT

The purpose of this study is to explain the effect of workload and compensation on employee performance using the research object of CV Apta Solusindo in Sidoarjo. This study used a quantitative approach. The population in this study are employees of the expedition section of CV Apta Solusindo. While the sample in this study was 40 respondents in the CV Apta Solusindo expedition section in Sidoarjo. All tests using the SmartPLS Application show that all tests get values above the values that have been required for the test to be declared reliable. This study used quantitative research design, data analysis in the form of descriptive statistics and PLS analysis. The results showed that the workload was not able to drive the performance of CV. Apta Solusindo in Sidoarjo. Then the stimulus was able to encourage the performance of CV Apta Solusindo employees in Sidoarjo. Companies can provide compensation in the form of benefits needed by employees that are useful for supporting company activities so that employees will feel very helped by these benefits and employee performance can increase

Keywords: Compensation, Employee Performance, Workloads.

INTRODUCTION

Human resources have an important role in an organization or company, the intended human resources are employees. Employees play a pivotal role in organizations and companies since they significantly influence the growth and success of these entities. The attainment of the company's objectives may be attributed to the competence and effectiveness of its workforce in fulfilling their responsibilities, rather than only relying on the infrastructural amenities offered by the organization. Employees who meet the company's criteria and vision and mission must be able to carry out and complete the assigned tasks and work. To find out whether employees are working well or not, companies usually assess the performance of each employee. High employee performance will be good for the company, because it is necessary to advance the company.

Every organization consistently employs diverse strategies to enhance employee performance, with the expectation that these individuals would exert optimal effort in their professional endeavors, so that the goals of the company can be achieved. (Fahraini & Syarif, nd, p. 2021). Employee performance is the achievement of individual and group work results within an organization or company. The evaluation of work performance is

determined by the amount and quality of work outcomes attributed to workers inside an organization or corporation. However, these accomplishments are assigned a certain timeframe, generally referred to as a goal, within which they are expected to be accomplished. The target is not only the timeframe for completing the work, but the target can also be in the form of the quantity or amount of work assigned to be completed within a certain period of time.

Researchers take CV. Apta Solusindo as the object of research, CV. Apta Solusindo is a forklift spare part supplier and freight forwarder in Sidoarjo. The phenomenon that occurs in CV. Apta Solusindo for 2018-2022 which shows data on the results of delivery realization that did not reach the number of orders explained by the percentage of shipments which shows that there were actual shipments that did not fulfill the number of delivery orders in the last five years . With the percentage of shipments that did not reach 100%, it shows that the performance of the expedition's employees is lacking. The aforementioned issues are believed to arise from the substantial workload and inadequate remuneration, hence impeding workers from attaining optimum levels of performance. The workload felt to be heavy due to the high number of delivery orders, caused by an inadequate number of employees so that employees worked hard to achieve the target and time set by the company.

In addition to workload, problems that affect the performance of employees of CV. Apta Solusindo in Sidoarjo, another factor is compensation. Compensation is something employees receive in lieu of their service contribution to the company. Appropriate compensation is needed by every employee because with the distribution of compensation in accordance with the workload that is charged, employees feel valued for the effort that has been devoted to the company. Each employee inside a business has a strong inclination to get pay that aligns with their own expectations. When these expectations are fulfilled, the employee's level of excitement towards their performance consistently amplifies.

Based on the results of interviews with several employees of the expedition division of CV. Apta Solusindo found that the compensation provided was not in accordance with the workload and conditions in the field. As experienced by expedition employees when they received many orders out of town, the many obstacles on the road that employees experience when sending goods cause the shipping operational costs to increase. Transportation and meal allowances provided by the company are lacking, this makes employees inevitably cover the shortfall of using personal funds. Employees complain and feel that the compensation given is not enough to fulfill their daily lives and makes employees not enthusiastic at work. The morale of these employees is not good so that it triggers a decrease in performance. Apart from the inappropriate compensation given, other compensation-related issues stated that the compensation given to employees of the expedition division of CV. Apta Solusindo was late given to the employees themselves. Late compensation is usually 1 week. In addition, employees in the sorting and packing division also feel that the workload is too high, so employees are willing to work overtime into the night, but do not receive additional incentives from the company. This makes employees complain and passive in responding to existing delivery targets and reduces morale which results in decreased work performance.

Literature review

Workloads

Workload is the quantity of work provided by the company and must be completed by employees within a certain period of time. The workload can be said to be balanced if what is received is in accordance with the abilities of the employee. If it is not balanced, it

will have an impact on the physical fatigue of employees. According to Dhaniala (2010) in Paramita dewi (2017) suggests that workload is a number of jobs that must be completed by employees and companies within a certain period of time. Excessive workload has an adverse impact on the condition of employees, one of which is that employees will feel physically or mentally exhausted, which is indicated by the emotional reaction shown, whereas if the workload given is too little it will cause boredom felt by employees, where boredom will result in reduced focus and interest in work. (Irawati and Carollina, 2017). The indicators used in this study are workload indicators in Qoyyimah et al., (2020), namely: working conditions, use of working time, and targets that must be used.

H1: It is suspected that workload has a negative effect on employee performance in the Expedition Department of CV. Apta Solusindo in Sidoarjo.

compensation

According to Fahraini and Syarif, (2022) argued that compensation is a reward given by the company to employees as a token of gratitude for the contribution they have made to the company. Compensation is a financial or non-financial reward given by the company because of the contributions made by employees. Providing appropriate compensation is an important activity in an organization or company. If the compensation is appropriate and acceptable to employees, it will have a positive impact on the company, and conversely, giving compensation that is not appropriate can have a negative impact on the company. According to Elmi (2018) in Fahraini and Syarif, (2022) explains that compensation can be grouped into 2 types, namely direct compensation and indirect compensation. The indicators used in this study are indicators according to Simamora (2004) in Lobubun et al., (2022), namely: salary, benefits, incentives, and facilities.

H2: Allegedly Compensation has a positive effect on Employee Performance in the Expedition Section of CV. Apta Solusindo in Sidoarjo

Employee performance

Performance may be defined as the outcome of an employee's efforts in successfully fulfilling the assigned duties and obligations within a certain timeframe. (Kasmir, 2016 in Fahraini and Syarif, 2022). The evaluation of employee performance has significant importance for organizations, as it serves as a crucial factor in determining the success of a firm. The achievement of corporate objectives is contingent upon the level of employee performance. (Rusda and Arimbi, 2017)

One of the factors that can affect employee performance includes workload and compensation, the excessive workload given to employees will have an impact on decreasing the performance of these employees, because when employees feel their workload is too high, it cannot be denied that these employees will experience emotional instability. felt, and also experienced physical and psychological imbalances felt by these employees. (Rusda and Arimbi, 2017)

The next factor that can affect employee performance is compensation, because when a company provides appropriate and fair compensation to its employees, this makes employees feel valued by the company where they work, giving appropriate compensation will make employees happy and satisfied with the company where they work. work. so that these employees will make maximum contributions, where this can spur employees to improve their performance so that company goals and targets can be achieved. (Handoko, 2008 in Lobubun et al., 2022)

RESEARCH METHODS

In this study used two independent variables (X) and the dependent variable (Y). The operational definition of each of these variables is the Workload Variable (X1). The Workload indicator consists of working conditions, use of working time, targets that must be achieved (Qoyyimah et al., 2020). Compensating Variable (X2). The Compensation indicators according to Simamora (2004 in (Lobubun, 2022) consist of salaries, benefits, incentives, facilities. As well as the variable Employee Performance (Y). The Employee Performance indicators according to Robbins in Mangkunegara (2017) consist of quality , quantity, timeliness , effectiveness. This study used the PLS (Partial Least Square) data analysis technique. The research methodology used in this study was quantitative in nature. In order to generate quantitative data for this research, an ordinal measuring scale was used, specifically using the Likert weighting approach. The demographic composition of the participants in the research investigation. The individual in question is a member of the expedition section inside the organization known as CV Apta Solusindo. The sampling strategy used in this research utilized a non-probability sampling approach, specifically using the saturation sampling technique. The sample consisted of 40 respondents.

RESEARCH RESULTS AND DISCUSSION

Based on the 40 respondents who answered the questionnaire, it can be seen that the sex of the most respondents in this study was male employees with a total of 34 employees, then female employees with a total of 6 employees. Employees with the male gender are the most dominant in this study because the expedition section prioritizes physical labor and skills possessed by a man

However, the number of respondents with the most years of service in this study were employees with 6-10 years of service with a total of 18 employees. Employees with 6-10 years of service are the most dominant in this study because employees with 6-10 years of service show stability and consistency in their work. This can be an indication that they are able to adapt to the existing work environment and have the ability to maintain good working relationships with colleagues, superiors and clients.

Based on smartPLS data processing, it is obtained that outer loading, Loading Factor (for example for indicators on the Workload variable (X1), $X1.1 = 0.961$; $X1.2 = 0.982$; $X1.3 = 0.957$; and so on) is greater than 0.5 then meets convergent validity. The results of the analysis show that all indicators in this research variable, namely the variables Workload, Compensation and Employee Performance and Purchasing Decisions have a loading factor > 0.5 , so these indicators meet convergent validity.

Table 1. R-square

R Square		
	R Square	R Square Adjusted
EMPLOYEE PERFORMANCE (Y)	0.671	0.653

The value of $R^2 = 0.671$ It can be interpreted that the model is able to explain the phenomena/problems of Employee Performance by 67.10%. While the rest (32.90%) is explained by other variables (besides Workload and Compensation) that have not been included in the model and errors. This means that employee performance is influenced by workload and compensation by 67.10% while 32.90% is influenced by other variables than workload and compensation. Furthermore, we can see the path coefficient on the inner model .

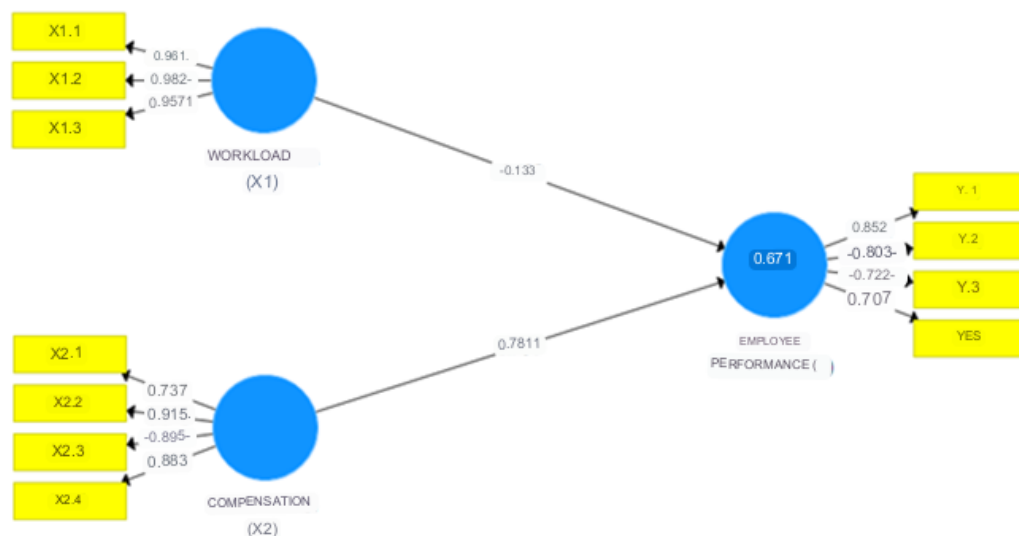


Figure 1. Inner Model with mark Significance of T-Statistic Bootstrapping

Table 2. Path Coefficients (Mean, STDEV, T-Values)

	Original Sample (O)	Sample Means (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values
WORKLOAD (X1) →EMPLOYEE PERFORMANCE (Y)	-0.133	-0.132	0.063	2.104	0.042
COMPENSATION (X2) →EMPLOYEE PERFORMANCE (Y)	0.781	0.781	0.084	9,287	0.000

Based on the results in the following table can be described:

H1 = Workload has a significant negative effect on employee performance with a path coefficient of -0.133, where the p-value = 0.042 is smaller than the value $\alpha = 0.05$ (5%)

H2 = Compensation has a significant positive effect on employee performance with a path coefficient of 0.781, where the p-value = 0.000 is smaller than the value $\alpha = 0.05$ (5%)

Effect of Workload on Employee Performance

Based on the results of data processing obtained from Smart PLS, it shows that the Workload variable (X1) has a negative and significant effect on Employee Performance. Workload variable has a significant negative effect on employee performance. This means that when workload increases, employee performance will decrease. This is in line with research conducted by Ni Luh Gede Putu Purnawati , Ida Ayu Nyoman, and Pande Ketut

Ribek (2023). The results of this study indicate that workload has a significant negative effect on employee performance. The second indicator has the highest factor loading compared to other indicators. The indicator is the work done does not exceed the time specified by the company. It can be seen that the Company provides quite a lot of work load so that the work takes more time than the agreed time. Employees assume that their working time often increases because there is too much work and results in an increased workload that affects employee performance. Workload affects employee performance negatively, which means that if the workload variable increases, employee performance will decrease and vice versa.

Effect of Compensation on Employee Performance

Based on the results of data processing obtained from Smart PLS, it shows that the compensation variable (X2) has a positive and significant effect on employee performance. The Compensation Variable has a statistically significant and favorable impact on Employee Performance. This means that employees get appropriate compensation for their work, so employee performance will increase. This is in line with research conducted by Nabila Hendrasti , Laura Syahrul , and Rahmi Fahmy (2022). The findings of this research demonstrate that remuneration has a notable and favorable impact on the performance of employees. The second indicator has the highest factor loading than other indicators. The indicator is that employees receive benefits as expected. Compensation in the form of benefits expected by employees will increase employee enthusiasm to complete a job that is the employee's responsibility. The benefits that many employees expect are benefits that are in accordance with the workload given to employees. In the sense that when employees feel valued by the company in the form of benefits, employees will be enthusiastic about doing a job so that their performance will increase. Mutual relations between companies and employees are necessary for the progress of the company. Company awards to employees in the form of benefits such as holiday allowances, health benefits, performance allowances. At CV. Apta Solusindo in Sidoarjo , employees only receive holiday allowances. So that employees feel the benefits provided by the company are lacking. Employees often cover unexpected costs when there are obstacles on the way during the delivery of goods such as punctured tires, engine damage, and so on. So that employees expect benefits that are in accordance with the workload provided by the company.

CONCLUSION

Workload is not able to encourage the performance of CV. Apta Solusindo in Sidoarjo. This is because when an employee's workload is high, employees feel exhausted and their performance decreases. Employees feel that their targets and working hours are too heavy, causing decreased employee performance. Compensation is able to encourage the performance of CV. Apta Solusindo in Sidoarjo. This is because the compensation that employees get will increase the enthusiasm of employees to improve performance. Benefits as a form of compensation are very important so employees are motivated to improve their performance. Companies can consider the targets and work time charged to employees, so that employees feel relieved regarding the workload given and this will have a good impact on employee performance. Companies can provide compensation in the form of benefits needed by employees that are useful for supporting company activities so that employees will feel very helped by these benefits and employee performance can increase.

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