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The Effect of Workload, Work Stress and Work Environment on the Performance of Employees of the Makassar Shipping Science Polytechnic Simulator Unit

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Abstract: This research aims to determine and analyze the influence of Workload, Work Stress and Work Environment on the Performance of the Makassar Maritime Polytechnic Simulator Unit Employees. This research approach is a quantitative approach. The research was conducted at the Makassar Maritime Science Polytechnic Simulator Unit and carried out from June-July 2023. The research population was all employees in the work area of the Makassar Maritime Science Polytechnic Simulator Unit with a sample of 37 employees. The analysis technique used is multiple linear analysis. The research results show that there is a partial positive and significant influence between Workload, Work Stress and Work Environment on Employee Performance, simultaneously there is a positive and significant influence between Workload, Work Stress and Work Environment on Employee Performance. Workload is the variable that has the most dominant influence on performance.

Keywords: Employee performance; workload; work environment; work stress

A. Introduction

Human resources are the most important assets of an organization and make other organizational resources work. In the era of increasing globalization and one of the keys to success in facing competition is to improve and develop human resources proactively and qualitatively. Every organization needs resources to achieve organizational goals. These resources include natural resources, financial resources, science and technology resources, and human resources. The most important resource is human resources, in an effort to achieve organizational goals,

employees are required to maximize their performance. For this reason, companies are required to be more selective in choosing human resources that show good performance (Anwar, 2017).

The better the quality of a company's employees, the higher the company's competitiveness against other companies. Employees are valuable assets that need to be considered and fostered properly so that companies must pay attention to every detail of programs related to human resource development in order to produce competent and highly competitive employees.



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The implementation of work by employees in an agency environment, basically takes place in the condition of employees as human beings. Where the inner atmosphere or psychology of an employee as an individual in the community, organization or agency that is the work environment, greatly affects the implementation of his work (Rahmawati, 2020). The agency, in this case, the organization must have knowledgeable and highly skilled employees and efforts to manage the organization as optimally as possible so that employee performance increases.

Employee performance is generally defined as the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to the employee (Busro, 2018). In improving employee performance, the company takes several ways, for example through factors that affect employee performance, including education, training, organizational culture, leadership, compensation, work environment and motivation (Wirawan, 2015). Through these processes, it is hoped that they will further maximize their responsibility for their work.

The rapid development of science and technology has brought changes in human life. The changes result in higher demands on each individual to further improve their own performance. The existence of these developments has resulted in employees having to change their work patterns and systems in accordance with the current demands. In an increasingly complex modern life, humans will tend to experience stress if they are less able to adapt their desires to the existing reality, both the reality that exists inside and outside of them. All forms of stress are basically caused by a lack of understanding of human beings of their own limitations. The inability to fight against limitations is what will cause frustration, conflict, anxiety, and guilt which

are the basic types of stress (Luthan, 2015). The consequences of stress on a person can vary and this depends on the strength of his or her concept which ultimately determines the size of the person's tolerance for stress.

The stress experienced by employees due to the environment they face will affect their performance, so management needs to improve the quality of the organizational environment for its employees. With the decrease in stress experienced by employees, it will certainly improve the health of the organization. Stress is a condition in which a person is faced with a confrontation between an opportunities, an obstacle, or a request for what he wants and the outcome is perceived as uncertain and important.

In addition, according to Vanchapo (2020) Workload is a process or activity that must be completed immediately by a worker within a certain period of time. If a worker is able to complete and adjust to a number of tasks given, then it does not become a workload. However, if workers are not successful, these tasks and activities become a workload. The work environment is a place where employees carry out activities every day. The work environment is said to be good or appropriate if employees can carry out activities optimally, healthily, safely and comfortably. Supardi argues that the work environment is a situation around the workplace both physically and non-physically that can give the impression of fun, security, calming and the impression of feeling at home at work and so on (Potu, 2013). The work environment plays an important role in the quality of employee performance results. If the work environment is comfortable and communication between employees runs smoothly, then it is certain that the resulting performance will be maximized.

An organization to carry out activities to achieve goals has several factors that are interrelated and mutually influencing each

other. One of the very important factors to drive other factors is human resources. Therefore, organizations are required to manage and optimize human resources. In managing human resources, if individuals in the organization can run effectively, the organization will also run effectively. Human resource management activities include procurement, assessment, protection, motivating employees, empowering employees, improving discipline, and others.

The Makassar Maritime Science Polytechnic or abbreviated as PIP Makassar is a campus under the auspices of the Ministry of Transportation of the Republic of Indonesia. PIP Makassar was established in

1921. At the beginning of its establishment, PIP Makassar was called the Basic Shipping School (Merchant Marine Rating School), then from 1947 to 1950 it changed to the Merchant Marine School until 1964, then changed to the Sulawesi Shipping School (Sulawesi Merchant Marine School).

One of the units at the Makassar Polytechnic of Shipping Sciences is the Simulator Unit, where all types of indoor practices are carried out in this unit. The following is Monitoring the achievement of quality targets for the Makassar Shipping Science Polytechnic Simulator Unit for the 2022 Fiscal Year.

Figure 1. Conceptual Framework of the research

No.	Main activities	Performance achieved	Indicators	Physical percentage of achievements	Action plan
1.	Improving the quality/quality of simulator services in facilitating the implementation of practice	<ol style="list-style-type: none"> 1. Make a tentative schedule of practical learning activities 2. Make utilization of equipment 3. Make equipment damage reports 4. Create equipment inventory reports 	Accuracy Setup facilities Practice (100%)	90%	<ol style="list-style-type: none"> 1. Provide scheduled practical training 2. Familiarization/introduction of simulator equipment for beginner students 3. Conduct retraining for Instructors and Technicians

Source: Personnel Simulator Unit

Based on the table above, it can be seen that there is still a 10% gap in the achievement of indicators achieved by the Simulator Unit, in 2022 only 90% of the achievement of the 100% target, this makes researchers interested in seeing the factors that affect employee performance in the Makassar Shipping Science Polytechnic Simulator Unit.

Based on these problems, the researcher wants to see "The Effect of Workload, Work Stress and Work Environment on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit"

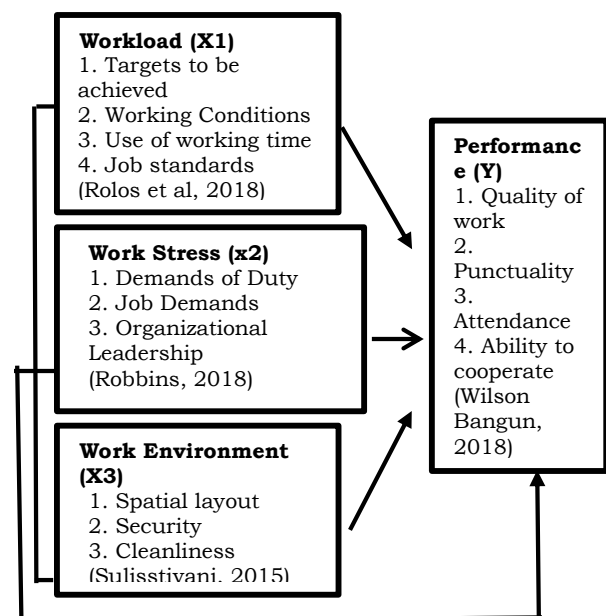


Figure 1. Conceptual Framework of the Research

Based on the above framework of thinking, the author proposes the following hypothesis:

1. It is suspected that Workload, Work Stress and Work Environment have a positive and partially significant effect on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit.
2. It is suspected that Workload, Work Stress and Work Environment have a positive and significant effect simultaneously on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit.
3. It is suspected that Workload is the most dominant variable affecting Employee Performance in the Makassar Shipping Polytechnic Simulator Unit.

B. Research Methods

This research is a quantitative research conducted at the Makassar Shipping Science Polytechnic Simulator Unit and carried out in June-July 2023. The target population in this study is the employees of the Makassar Shipping Science Polytechnic Simulator Unit which totals 37 people, a sample of 37 employees. This study is a research with a quantitative approach with data analysis techniques in this study using Multiple Linear Regression Analysis.

C. Result and Discussion

Result

Validity and Reliability Test

Table 2. Workload validity test

Workload	<i>Pearson Correlation</i>	Conclusion
X1.1	0,000	Valid
X1.2	0,000	Valid
X1.3	0,000	Valid
X1.4	0,000	Valid
X1.5	0,000	Valid
X1.6	0,000	Valid
X1.7	0,000	Valid

Source : Questionnaire Data processed

Based on table 2, it can be explained that all statements on the Workload questionnaire have a Pearson Correlation value less than 0.05, so it can be concluded that the Workload questionnaire is declared valid.

Table 3. Work Stress validity test

Work Stress	<i>Pearson Correlation</i>	Conclusion
X2.1	0,000	Valid
X2.2	0,000	Valid
X2.3	0,000	Valid
X2.4	0,000	Valid
X2.5	0,000	Valid
X2.6	0,000	Valid
X2.7	0,000	Valid

Source: Questionnaire Data processed

Based on table 3, it can be explained that all statements on the Work Stress questionnaire have a Pearson Correlation value less than 0.05, so it can be concluded that the Work Stress questionnaire is declared valid.

Table 4. Work Environment Validity Test

Work Environment	<i>Pearson Correlation</i>	Conclusion
X3.1	0,000	Valid
X3.2	0,000	Valid
X3.3	0,000	Valid
X3.4	0,000	Valid
X3.5	0,000	Valid
X3.6	0,000	Valid
X3.7	0,000	Valid
X3.8	0,000	Valid
X3.9	0,000	Valid

Source: Questionnaire Data processed

Based on table 4, it can be explained that all statements on the Work Environment questionnaire have a Pearson Correlation value less than 0.05, so it can be concluded that the Work Environment questionnaire is declared valid.

Table 5. Performance validity test

Performance	Pearson Correlation	Conclusion
Y1	0,000	Valid
Y2	0,000	Valid
Y3	0,000	Valid
Y4	0,000	Valid
Y5	0,000	Valid
Y6	0,000	Valid
Y7	0,000	Valid
Y8	0,000	Valid
Y9	0,000	Valid
Y10	0,000	Valid

Source: Questionnaire Data processed

Based on table 5, it can be explained that all statements on the Performance questionnaire have a Pearson Correlation value less than 0.05, so it can be concluded that the Performance questionnaire is declared valid.

Table 6. Reliability Test

Variable	Cronbach's Alpha	Conclusion
Workload	0,781	Reliable
Work Stress	0,748	Reliable
Work Environment	0.854	Reliable
Performance	0,790	Reliable

Source: Questionnaire Data processed

Based on table 6, it can be explained that the Cronbach's Alpha value of the Workload variable is 0.781, the Cronbach's Alpha value of the Work Stress variable is 0.748, the Cronbach's Alpha value of the Work Environment variable is 0.854 and the Cronbach's Alpha value of the Performance variable is 0.790. So it can be concluded that the questionnaires on Workload, Work Stress, Work Environment and performance are declared reliable.

Multiple linear regression analysis test

The statistical calculation in the multiple linear regression analysis used in this study was using the help of the IBM

SPSS for Windows computer program version 23. The results of data processing using the SPSS program are in the attachment and are further explained in the following table:

Table 7. Multiple linear regression analysis test results

Coefficients ^a							
Type	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	-2.403	3.442		-.698	,490		
X1	.829	,112	.672	7.420	,000	,415	2.407
X2	.433	,098	.269	4.415	,000	,922	1.085
X3	.189	,081	.206	2.339	,026	,438	2.284

a. Dependent Variable: PERFORMANCE

Source: Questionnaire Data processed

Based on the table above the SPSS output mentioned above, the multiple linear regression equation can be obtained as follows:

$$Y = -2.403 + 0.829 X1 + 0.433 X2 + 0.189 X3$$

From the multiple linear regression equation mentioned above, it can be interpreted as follows:

- 1) The value of Constant (a) of -2.403 has a negative value, meaning that if the workload, work stress and work environment are not present or equal to 0, the performance value will also decrease,
- 2) The value of the regression coefficient X1 of 0.829 indicates that each increase of X1 by one unit, causes the total average change to increase employee performance by 0.829 per unit assuming that the other variables are constant.
- 3) The value of the Coefficient X2 of 0.433 indicates that every increase in X2 by one unit will increase the performance of employees by 0.433 per unit assuming that other variables are constant.

- 4) The regression coefficient of X3 is 0.189, indicating that every increase in variable X3 by one unit, it will increase employee performance by 0.189 per unit assuming that other variables are constant.

Partial Hypothesis Testing

1. The Effect of Workload on Employee Performance The calculated t-value for the Workload variable (X1) is 7,420 > t table 2,032, with a significance level of 0.000 less than the probability value of 0.05, it can be concluded that the Workload partially has a positive and significant effect on the Performance of Employees of the Makassar Maritime Science Polytechnic Simulator Unit.
2. The Effect of Work Stress on Employee Performance The calculated t value for the Work Stress variable (X2) is 4.415 > 2.032 t table with a significance level of 0.000 less than the probability value of 0.05, it can be concluded that Work Stress partially has a positive and significant effect on the Performance of Employees of the Makassar Maritime Science Polytechnic Simulator Unit.
3. The Influence of the Work Environment on Employee Performance The calculated t value for the Work Environment variable 2,339 > 2,032 t table with a significance level of 0.026 is smaller than the probability value of 0.05. It can be concluded that the Work Environment has a positive and significant effect on the Performance of Employees of the Makassar Shipping Science Polytechnic Simulator Unit.

Beta Test (Dominance)

Based on the results of the table above, it is known that the dominant variable is the Occupational Stress variable with a "Standardized Coefficient Beta" value of 0.672 with a significance level of 0.000. This illustrates that Workload (X1) is one of the important factors in carrying out work, with

a Workload that can be controlled and managed, employee performance will be maximized.

Test F (Simultaneous Hypothesis Testing)

The F test is intended to find out whether the independent variables in this case are the variables Workload, Work Stress and Work Environment have a joint effect on Employee Performance. The results of the calculation of the F test to test the relationship of independent variables together are obtained in the following table:

Table 8. ANOVA test results

ANOVA ^a					
Type	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	492.321	3	164.107	86.737	.000 ^A
Residual	62.436	33	1.892		
Total	554.757	36			
a. Dependent Variable: PERFORMANCE					
b. Predictors: (Constant), Workload, Work Stress and Work Environment					

Source : Questionnaire Data processed

Based on the table above, it shows that F is calculated as 86,737 > F table is 2.89, this is strengthened by a significance value of 0.000 or the significance obtained is smaller than the level of $\alpha = 0.05$, meaning that simultaneously the variables Workload, Work Stress and Work Environment affect the Performance of Employees of the Makassar Maritime Science Polytechnic Simulator Unit.

Coefficient of Determination

This determination coefficient is used to determine how much influence the independent variables have on the bound variables. The value of the determination coefficient is determined by the value of R square

Table 9 Determination Coefficient Test Results

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.942 ^A	.887	.877	1.376

a	Predictors: (Constant), Workload(X1),
b	Work Stress(X2), Work Environment(X3).
	Dependent Variable : Performance (Y)

Source: Questionnaire Data processed

The results of the regression calculation can be seen that the R.Square determination coefficient obtained is 0.887 which means that the contribution of influence to the 3 variables of Workload (X1), Work Stress Variable (X2) and Work Environment variable (X3) is 88.7%. The remaining 11.3% were influenced by other variables that were not studied in this study.

Discussion

1. Partial Influence

In the test section, the influence of several factors that affect the performance of the Employee Simulator Unit of the Makassar Maritime Science Polytechnic can be discussed. The discussion of each of these variables is presented below.

a. The Effect of Workload on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit

The results of the analysis of the effect of Workload on the Employee Performance of the Makassar Shipping Science Polytechnic Simulator Unit showed that the significance value was $0.026 < 0.05$, so it was concluded that H1 was accepted, meaning that the Workload had a positive and significant effect on Employee Performance.

According to Vanchapo (2020) Workload is a process or activity that must be completed immediately by a worker within a certain period of time. If a worker is able to complete and adjust to a number of tasks given, then it does not become a workload. However, if workers are not successful, these tasks and activities become a workload. Another opinion was put forward by Linda (2014) stating that workload is an effort that must be made by a person based on a job request to be

completed. According to Monika (2017), workload is the process carried out by a person in completing the tasks of a job or a group of positions that are carried out in a normal state in a certain period of time. According to Yusuf (2015) stated that employee workload is one of the factors that are considered in determining employee performance. What must be avoided is excessive employee workload as a result of an imbalance between work and the number of employees, or too low employee workload caused by too many employees.

In this study, the Workload variable affects the Employee Performance of the Makassar Shipping Science Polytechnic Simulator Unit, This is in line with the research conducted by Muhammad Nur Deni Musa (2020) who said that there is a positive and significant influence between Workload on Employee Performance. Another research that is also in line with the research is research conducted by Demak Claudia Yosephine Simanjuntak, Arfi Hafiz Mudrika and Andre Syahputra Tarigan (2021) who said that Workload affects the Employee Performance of PT. Jasa Marga (Persero) Tbk Belmera Branch.

The respondents' answers on the average Workload variable answered very much agree and agree, in the statement that the boss always supervises work during working hours, getting the most respondent answers strongly agree, namely 16 people and agree as many as 20 people and doubt as many as 1 person with a total of 37 respondents. This strengthens the Workload variable as a variable that affects Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit.

The findings of this study are that the workload affects the performance of employees in the Makassar Shipping Science Polytechnic Simulator Unit. This means that the higher the workload, the

better the performance of the employees. Even though the workload in the office that is done every day is relatively large, the performance of employees is still excellent. This is evidenced by the commitment to continue to complete the workload that must be completed at the Makassar Shipping Science Polytechnic Simulator Unit.

Based on the results of the analysis, especially when viewed from the frequency distribution of respondents' answers, it can be seen that the workload items contribute the most dominant influence on employee performance in the Makassar Shipping Science Polytechnic Simulator Unit. This finding proves that the perception of workload employees is more based on how much/how much workload must be completed in the Makassar Shipping Science Polytechnic Simulator Unit. This finding also indirectly shows that the more workload that can be completed, the better the employee's performance will be.

b. The Effect of Work Stress on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit

The results of the analysis of the effect of Work Stress on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit showed that the significance value was $0.000 < 0.05$, so it was concluded that H1 was accepted, meaning that Work Stress had a positive effect on Employee Performance.

According to Fahmi (2016) Stress is a situation that presses one's self and soul beyond the limits of one's ability, so if it continues to be left without a solution, this will have an impact on one's health. Stress does not arise just like that, but the causes of stress are generally followed by factors of events that affect a person's psyche, and the

event occurs beyond his ability so that the condition has suppressed his soul.

According to Asih, et al., (2018) Work stress is a state of tension that creates a physical and psychological imbalance, which affects an employee's emotions, thought processes, and condition. Job Stress is a stressful experience related to work. Fauzi (2019) stated that Work Stress is a performance that leads to the achievement of goals completely towards the desired condition. Work Stress is also an important component in creating a high work ethic to optimize employee performance.

In this study, the variable of Work Stress affects the Performance of Employees of the Makassar Maritime Science Polytechnic Simulator Unit, this is in line with research conducted by Milafatul Qoyyimah, Tegoeh Hari Abrianto and Siti Chamidah (2019) with who said that Workload has a positive and significant effect on the Performance of Employees of the Production Department of PT. INKA Multi Solutions Madiun.

Another research that is also in line with the research is research conducted by Yuliya Ahmad, Bernhard Tewal and Rita N. Taroreh (2019) which said that Work Stress has a positive and significant effect on employee performance at PT. FIF Group Manado. The respondents' answers to the variable Average work stress answered very much agree and agree, on my statement Workload in my position. It made me nervous, I got the most respondents' answers, namely 24 people who agreed and 13 people who agreed with a total of 37 respondents. This strengthens the variable of Work Stress to be a variable that affects Employee Performance in the Makassar Shipping Polytechnic Simulator Unit.

c. The Influence of the Work Environment on Employee Performance in the Makassar Shipping Polytechnic Simulator Unit

The results of the analysis of the influence of the Work Environment on Employee Performance in the Simulator Unit of the Makassar Maritime Science Polytechnic show that the significance value is $0.026 < 0.05$, so it is concluded that H1 is accepted, meaning that the Work Environment has a positive and significant effect on Employee Performance.

Nitisemito (2015) states that the work environment is all aspects that are around the worker so that it can affect him in carrying out the tasks given. The work environment is a means for employees to carry out an activity so that later they can create performance that is in accordance with the Agency's expectations. Hasibuan (2017) stated that the work environment has an important role in carrying out a task given by the Agency to its employees, with the creation of a comfortable work environment will certainly cause an increase in employee work so that it can make a good contribution to the Agency. According to Sudaryo (2018), the work environment is all equipment or objects for work that are faced in the surrounding environment where the employee works.

In this study, the Work Environment has a positive and significant effect on the Performance of Employees of the Makassar Maritime Science Polytechnic Simulator Unit. This is in line with research conducted by Agus Dwi Cahya, Novia Tri Ratnasari, and Yudi Prasetya Putra (2021) who said that the Work Environment has a positive and significant effect on Employee Performance.

Another research that is also in line with the research is research conducted by Muhammad Alfian Rizky Pratama and Dwiarko Nugrohoseno (2019) who said that the Work Environment has a positive and significant effect on Employee Performance. The respondents' answers on the Work Environment variable answered very much agree and agree, in the statement that the workplace environment is always clean because employees are able to maintain it by not littering, getting the most respondent answers are very agreeable, namely 21 people agree and agree as many as 15 people and doubt as much as 1 person with a total of 37 respondents. This strengthens the Work Environment variable to be a variable that affects Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit.

2. The Simultaneous Effect of Workload, Work Stress and Work Environment on Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit

Based on the results of simultaneous testing (F test), it is intended to find out whether the variables of Workload, Work Stress and Work Environment together have an influence on Employee Performance. With a significance value of 0.000 less than 0.05, it can be seen that simultaneously there is a significant influence between the variables Workload, Work Stress and Work Environment on Employee Performance.

This is in line with research conducted by Demak Claudia Yosephine Simanjuntak, Arfi Hafiz Mudrika and Andre Syahputra Tarigan (2021) The Effect of Work Stress, Workload, Work Environment on Employee Performance of PT. Jasa Marga (Persero) Tbk Belmera Branch which asserted that Work Stress, Workload, and Work Environment have a

simultaneous effect on the Employee Performance of PT. Jasa Marga (Persero) Tbk Belmera Branch.

Another research that is in line with this research is a study conducted by Milafatul Qoyyimah, Tegoeh Hari Abrianto and Siti Chamidah (2019) with the title The Influence of Workload, Work Stress and Work Environment on the Performance of Employees in the Production Department of PT. INKA Multi Solusi Madiun who said that Workload, Work Stress and Work Environment have a positive and significant effect simultaneously on the Performance of Employees of the Production Department of PT. INKA Multi Solution Madiun.

3. Workload is the most dominant variable affecting Employee Performance in the Makassar Shipping Science Polytechnic Simulator Unit

Based on the results of the Beta test (Dominant test), it is intended to find out which variables have the most influence on Employee Performance. Work Stress is the most dominant variable with a "Standardized Coefficient Beta" value of 0.672. According to Vanchapo (2020) Workload is a process or activity that must be completed immediately by a worker within a certain period of time. If a worker is able to complete and adjust to a number of tasks given, then it does not become a workload. However, if workers are not successful, these tasks and activities become a workload.

Another opinion was put forward by Linda (2014) stating that workload is an effort that must be made by a person based on a job request to be completed. According to Monika (2017), workload is the process carried out by a person in completing the tasks of a job or a group of positions that are carried out in a normal state in a certain period of time.

According to Yusuf (2015) stated that employee workload is one of the factors

that are considered in determining employee performance. What must be avoided is excessive employee workload as a result of an imbalance between work and the number of employees, or too low employee workload due to too many employees.

D. Conclusion

Based on the results of research and data analysis conducted by the researcher on the Civil Servants of the Makassar Shipping Science Polytechnic Simulator Unit, the following conclusions were obtained:

1. Workload, Work Stress and Work Environment have a positive and significant effect on the performance of the Employees of the Makassar Shipping Science Polytechnic Simulator Unit.
2. Workload, Work Stress and Work Environment have a positive and significant effect simultaneously on the Performance of Employees of the Makassar Shipping Science Polytechnic Simulator Unit.
3. Workload has the most dominant effect on the Performance of Employees of the Makassar Shipping Science Polytechnic Simulator Unit

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