

Effect of Workload and Job Stress on Employee Performance

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ABSTRAK

Rumusan masalah dalam penelitian ini adalah sebagai berikut: 1. Bagaimana beban kerja, stres kerja, dan kinerja karyawan di Koperasi Kredit Obor Mas Cabang Utama Ende? 2. Apakah beban kerja berpengaruh positif dan signifikan terhadap kinerja karyawan di Koperasi Kredit Obor Mas Cabang Utama Ende? 3. Apakah stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan Koperasi Kredit Obor Mas Cabang Utama Ende? 4. Apakah beban kerja dan stres kerja secara simultan berpengaruh positif dan signifikan terhadap kinerja karyawan Koperasi Kredit Obor Mas Cabang Utama Ende. Penelitian ini bertujuan untuk mengetahui pengaruh beban kerja dan stres kerja secara parsial dan simultan terhadap kinerja karyawan Koperasi Kredit Obor Mas Cabang Utama Ende. Penelitian ini merupakan penelitian asosiatif dengan pendekatan kuantitatif. Teknik pengumpulan data dilakukan dengan menyebarkan kuesioner, melakukan observasi, dokumentasi, dan wawancara. Sampel dalam penelitian ini diambil dengan menggunakan teknik total sample dimana seluruh populasi dijadikan sampel dengan jumlah 43 responden. Hasil penelitian ini menunjukkan bahwa secara parsial beban kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, serta stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. Hasil penelitian ini menunjukkan bahwa secara parsial beban kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, serta stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan.

ABSTRACT

The problems in this research are as follows : 1. How workload, job stress, and employee performance in Koperasi Kredit Obor Mas Cabang Utama Ende? 2. Does workload have a positive and significant effect on employee performance in Koperasi Kredit Obor Mas Cabang Utama Ende? 3. Does job stress have a positive and significant effect on employee performance Koperasi Kredit Obor Mas Cabang Utama Ende? 4. Do workload and job stress simultaneously have a positive and significant effect on employee performance Koperasi Kredit Obor Mas Cabang Utama Ende. This study aims to determine the effect of workload and job stress partially and simultaneously on employee performance Koperasi Kredit Obor Mas Cabang Utama Ende. This research is an associative research with a quantitative approach. Data collection techniques were carried out by distributing questionnaires, conducting observations, documentation, and interviews. The sample in this study was taken using the total sample technique where the entire population was sampled with a total of 43 respondents. The results of this study indicate that partially the workload has a positive and significant effect on employee performance, as well as job stress has a positive and significant effect on employee performance. The results of this study indicate that partially the workload has a positive and significant effect on employee performance, as well as job stress has a positive and significant effect on employee performance.

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1. Introduction

Human resources are the energy or potential of the company to produce something (services or goods). Human resources are one of the important factors in a company. The success of a company in achieving its goals is highly dependent on its human resources or employees in carrying out the assigned tasks. If the tasks performed are not completed within the allotted time, this will create new jobs, so that the workload of employees will increase. Workload is the difference between the capacity or ability of workers and the demands of the job (Tarwaka, 2010). Workloads are needed to help individuals improve their performance, but they must be watched out for when workloads reach optimal or moderate levels. Excessive workload will have a negative impact, can cause fatigue both physically and mentally. If the ability of workers is higher than the demands of the task, they will become bored. Excessive workload will cause job stress and affect performance. Job stress is an objective event, where everyone experiences stress differently. Job stress is a condition that arises from human interaction with work (task demands), relationships between colleagues, and leadership attitudes and is characterized by humans as human changes that force them to deviate from their normal functions. Employee performance is one of the most important elements for the survival of a company. Employees have different abilities in doing work. An employee's performance includes what is done, how to do it, and the results achieved from the job. The high demands of work that require every employee to work fast and pursue targets. If the employee is not successful then the tasks and activities become a workload.

Cooperatives are organizations founded by individuals or groups managed by their members with the aim of prospering its members. Koperasi Kredit Obor Mas is one of the savings and loan cooperatives that has many members in the NTT region. Koperasi Kredit Obor Mas Cabang Utama Ende have a large number of customer members and the types of products offered are also varied. With the development of cooperatives, employees must improve their performance in increasingly fierce business competition. based on temporary observations, high workloads and inappropriate working hours make employees feel stressed.

2. Literature Review

Performance

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2017). Performance is the result of the performance of a job that has been done, either physically or materially (Widodo, 2015). performance is the result achieved from the behavior of members of the organization (Gibson, 2009). Performance indicators is: (1) Quality of work; (2) Working Quantity; (3) Task Implementation; (4) Responsibility.

Workload

Workload is the work that must be done by a position/organizational unit and is the product of the work volume and the time norm (Permendagri Nomor 12 tahun 2008). Workload is having to do too many tasks or not providing enough time to complete tasks (Gibson, 2009). Workload is a task given to workers or employees to be completed at a certain time by using the skills and potential of the workforce (Munandar, 2011). Workload indicators is: (1) Job condition; (2) Working Time Usage; (3) Targets to be achieved

Job Stress

Job stress is a condition of tension that affects emotions, thought processes, and somebody condition (Hasibuan, 2104). Stress is a dynamic condition in the workplace where the individual faces opportunities, constraints or demands related to what he really wants and the outcome is perceived as uncertain but important (Robbins, 2013). Job stress is an adaptive response to external situations that cause physical, psychological and or behavioral deviations in organizational members (Luthans, 2006). Job stress Indicators is: (1) task demands; (2) role demans; (3) interpersonal demands; (4) organizational leadership

Concept Framework

Human resources have a very important role for the continuity and progress of an organization. Therefore, human resources must be managed optimally in order to have good performance and achieve goals. Workload and job stress are one of the factors that affect employee performance. Excessive workloads can make employees feel tired so that performance can decrease, but a high workload will

increase performance. Job stress is a condition where employees experience mental or physical pressure that cannot be balance by the demands of the company. job stress must be considered so that employee performance is better and more efficient so that it does not have a bad impact on the company.

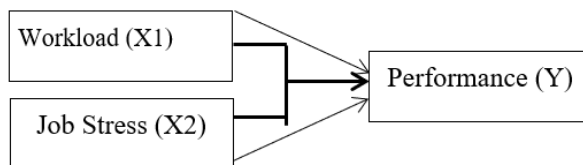


Figure 1. Research design

Hypothesis

Based on the above framework, it can be concluded as follows:

- H1: It is suspected that the workload has a positive and significant effect on employee performance at koperasi Kredit obor mas cabang utama ende
- H2: it is suspected that the job stress has a positive and significant effect on employee performance at koperasi Kredit obor mas cabang utama ende
- H3: It is suspected that workload and job stress simultaneously have a positive and significant effect on employee performance at Koperasi Kredit Obor Mas Cabang Utama Ende

3. Method

The method used in this type of research is the associative or relationship method. The research approach used in this study is a quantitative approach. To collect data using questionnaires, documentation, observation, and interviews. The scale used to measure respondents' answers is the Likert scale. The test instruments used are validity and reliability tests. Classical assumption test used normality test, heteroscedasticity test, multicollinearity test. The data analysis used is descriptive statistical analysis and inferential statistical analysis. The sample used is all population with 43 respondents.

4. Result and Discussion

Table 1. Validity test

Variabel	Nomor Item	r _{hitung}	r _{tabel}	Keterangan
Workload (X1)	1	0,416	> 0,254	Valid
	2	0,396	> 0,254	Valid
	3	0,324	> 0,254	Valid
	4	0,671	> 0,254	Valid
	5	0,577	> 0,254	Valid
	6	0,588	> 0,254	Valid
	7	0,664	> 0,254	Valid
	8	0,395	> 0,254	Valid
	9	0,466	> 0,254	Valid
Job Stress (X2)	1	0,720	> 0,254	Valid
	2	0,682	> 0,254	Valid
	3	0,338	> 0,254	Valid
	4	0,817	> 0,254	Valid
	5	0,822	> 0,254	Valid
	6	0,491	> 0,254	Valid
	7	0,609	> 0,254	Valid
	8	0,374	> 0,254	Valid
	9	0,746	> 0,254	Valid
	10	0,524	> 0,254	Valid
	11	0,483	> 0,254	Valid
	12	0,817	> 0,254	Valid

Performance (Y)	1	0,856	> 0,254	Valid
	2	0,445	> 0,254	Valid
	3	0,653	> 0,254	Valid
	4	0,847	> 0,254	Valid
	5	0,634	> 0,254	Valid
	6	0,856	> 0,254	Valid
	7	0,656	> 0,254	Valid
	8	0,634	> 0,254	Valid
	9	0,652	> 0,254	Valid
	10	0,834	> 0,254	Valid
	11	0,429	> 0,254	Valid
	12	0,429	> 0,254	Valid

From the table above, it can be seen that the calculation results of each variable have a correlation coefficient > 0.254 so it can be said that the measuring instrument used in this study is valid.

Table 2. Reliability Test

Variable	Cronbach's Alpha	Criteria	description
X1	0,616	≥ 0,60	Reliabel
X2	0,860	≥ 0,60	Reliabel
Y	0,873	≥ 0,60	Reliabel

Based on the results of the reliability test shown in the table above, it is known that the number of variables Cronbach's alpha workload, job stress, and performance is greater than the minimum value of Cronbach's alpha which is 0.60. Therefore, it can be said that the research instrument used to measure the overall variables used in the research at the Koperasi Kredit Obor Mas Cabang Utama Ende can be said to be reliable.

Classic Assumption Test

Table 3. Normality test
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		43
Normal Parameters ^{a, b}	Mean	.0000000
	Std. Deviation	4.00986122
Most Extreme Differences	Absolute	.102
	Positive	.102
	Negative	-.093
Kolmogorov-Smirnov Z		.671
Asymp. Sig. (2-tailed)		.759

a. Test distribution is Normal.
b. Calculated from data.

Based on the table above, the significance value is 0.759 or greater than 0.05, so this data is normally distributed and meets the assumption of normality.

Table 4. Heteroscedasticity Test

Variable	Significant	description
Workload (X1)	0,777	Heteroscedasticity Free
Job Stress (X2)	0,738	Heteroscedasticity Free
Performance (Y)	0,249	Heteroscedasticity Free

From the table above, the significant value of workload, job stress, and employee performance variables is more than 0.05. Therefore, it can be said that there is no heteroscedasticity problem so that a good and ideal regression model can be fulfilled.

Table 5. Multicollinearity Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	9.948	4.577		2.173	.036		
	BEBANKERJA	.392	.172	.294	2.283	.028	.529	1.891
	STRESKERJA	.533	.120	.574	4.452	.000	.529	1.891

a. Dependent Variable: KINERJAPEGAWAI

Based on the table of multicollinearity test results above, it can be said that there is no multicollinearity symptom in the regression model because the tolerance value for workload and job stress variables is $0.529 > 0.10$. Meanwhile, the VIF value for the workload and job stress variables is $1.891 < 10$.

Table 6. Multiple Linear Regression Analysis

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.948	4.577		2.173	.036
	BEBANKERJA	.392	.172	.294	2.283	.028
	STRESKERJA	.533	.120	.574	4.452	.000

a. Dependent Variable: KINERJAPEGAWAI

From this model, it can be explained as follows:

- a. The constant (a) is 9.948, which means that if the workload (X1) and job stress (X2) is 0, then the employee performance value (Y) is 9.948 points.
- b. The regression coefficient b1 of 0.392 means that if the workload (X1) has increased by 1 point, while job stress is constant, the employee's performance (Y) will increase by 0.392 points.
- c. The regression coefficient b2 of 0.533 means that if the job stress (X2) has increased by 1 point, while workload is constant, the employee's performance (Y) will increase by 0.533 points.

Hypothesis Testing

Table 7. t test (Partial)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.948	4.577		2.173	.036
	BEBANKERJA	.392	.172	.294	2.283	.028
	STRESKERJA	.533	.120	.574	4.452	.000

a. Dependent Variable: KINERJAPEGAWAI

1. The Effect of Workload on Employee Performance of the Koperasi Kredit Obor Mas Cabang Utama Ende (H1)
 - a. Determining Statistical Hypotheses

- H0 : Workload has no positive and significant effect on employee performance
 H1 : Workload has a positive and significant effect on employee performance
- b. Testing Criteria
 - If $t_{count} > t_{table}$ or significantly less than alpha ($\rho <$), H0 is rejected and Ha is accepted.
 - If $t_{count} < t_{table}$ or significantly greater than alpha ($\rho >$), H0 is accepted and Ha is rejected.
 - c. Because $t_{count} (2.283) > t_{table} (1.683)$ and significance $(0.028) < \alpha (\alpha = 0.05)$, Ho is rejected and Ha is accepted. This means that the workload variable has a positive and significant effect on employee performance at the Koperasi Kredit Obor Mas Cabang Utama Ende.
2. The Effect of job Stress on Employee Performance of the Koperasi Kredit Obor Mas Cabang Utama Ende (H2).
- a. Determining Statistical Hypotheses

H0 : Job stress has no positive and significant effect on employee performance
 H1 : Job Stress has a positive and significant effect on employee performance
 - b. Testing Criteria
 - If $t_{count} > t_{table}$ or significantly less than alpha ($\rho <$), H0 is rejected and Ha is accepted.
 - If $t_{count} < t_{table}$ or significantly greater than alpha ($\rho >$), H0 is accepted and Ha is rejected.
 - c. Because $t_{count} (4.452) > t_{table} (1.684)$ and significance $(0.000) < \alpha (\alpha = 0.05)$, Ho is rejected and Ha is accepted. This means that the job stress variable has a positive and significant effect on employee performance at the Koperasi Kredit Obor Mas Cabang Utama Ende.

Table 8. F Test (Simultaneous)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	815.514	2	407.757	36.868	.000 ^b
	Residual	442.393	40	11.060		
	Total	1257.907	42			

a. Dependent Variable: KINERJAJEGAWAI

b. Predictors: (Constant), STRESKERJA, BEBANKERJA

- a. Determining Statistical Hypotheses

H0 : Simultaneous workload and job stress have no significant effect on employee performance
 H1 : Simultaneous workload and job stress have a significant effect on employee performance.
- b. Testing criteria
 - If $F_{count} > F_{table}$ or significantly less than alpha ($\rho <$), H0 is rejected and Ha is accepted.
 - If $F_{count} < F_{table}$ or significantly greater than alpha ($\rho >$), H0 is accepted and Ha is rejected.
- c. Because $F_{count} (36,868) > F_{table} (2,84)$, and significance $(0,000) < \alpha (0,05)$, H0 is rejected and Ha is accepted. This means that workload and job stress simultaneously have a significant effect on employee performance of the koperasi kredit obor mas cabang utama ende.

Table 9. Coefficient of Determination (R^2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.805 ^a	.648	.631	3.32563

a. Predictors: (Constant), STRESKERJA, BEBANKERJA

Based on the results of the analysis of determination shows that the Adjusted R Square value of 0.631 means the coefficient of determination is 63.10%, meaning that the workload and job stress variables provide a strong enough contribution to employee performance by 63.10%, while the remaining 36.90 % is influenced by other variables not examined in this study. So this can be interpreted that workload and job

stress have a strong influence on employee performance of the Koperasi Kredit Obor Mas Cabang Utama Ende.

Descriptive Analysis of Workload, Job Stress, and Employee Performance at the Koperasi Kredit Obor Mas Cabang Utama Ende.

In this study there are three variables that become the object of research, namely workload as the independent variable (X1), job stress as the independent variable (X2), and employee performance as the dependent variable (Y). This research was conducted at the koperasi kredit obor mas cabang utama ende with 43 employees.

In the results of the descriptive analysis, the total score of the workload variable achievement is in the high category. In this case, the workload is given in a balanced manner or in accordance with the abilities possessed by the employees of the koperasi kredit obor mas cabang utama ende so that good performance is obtained. According to Anitha et al, (2022) a high workload will add experience to employees so that they will get used to doing work they are used to and increase their abilities. The opinion of Yaslis, (2000) is based on the use of available working time to do work, which is seen from the activities or activities carried out by staff at work, both direct and indirect activities, and other activities such as personal activities and unproductive activities. The highest and lowest achievements in the workload indicate that employees use their work time well at times that are not in accordance with the basic time. The workload can provide a positive side for employees to improve performance, because the workload of employees will do the work seriously and use time well.

The results of descriptive analysis on the job stress variable at the Koperasi Kredit bobor mas cabang utama ende with the achievement value in the high category, meaning that the stress that exists in employees spurs them to continue working and achieve good results. Job stress is related to task demands, role demands, interpersonal demands, leadership relationships between and co-workers are going well. If the amount of stress is not excessive, it can motivate employees. This is in line with the theory put forward by Sasono (2004) that with stress there are challenges at work, because stress helps employee performance to improve all resources and employee abilities tend to increase. From the respondents' answers, the highest and lowest achievements on the item indicate that the relationship between employees and superiors is very good so that the time given to complete a lot of work and work longer is not a problem.

Similarly, the results of the descriptive analysis on the performance of the Koperasi Kredit Obor Mas Cabang Utama Ende are also included in the high category, which means that the work achieved by the Koperasi Kredit Obor Mas employees during their work has increased have value with a certain time efficiency. From the respondents' answers, the responses to the above are on the responsibility indicator and the lowest frequency is on the work quality indicator. This means that employees of the Koperasi Kredit Obor Mas Cabang Utama Ende have good responsibilities in carrying out any work assigned by their superiors or company and in accordance with the established SOP. Even though the workload and work require additional time to be completed, employees can still work well. The employees have a good level of productivity so as to improve company performance.

The Effect of Workload on Employee Performance

The results of this study indicate that there is a significant effect between workload (X1) on employee performance (Y) at the Koperasi kredit Obor Mas Cabang Utama Ende, this is evidenced by hypothesis testing that the t-count value > t-table with a significant level < which means the workload has a positive and significant effect on employee performance.

The results of this study are in line with the results of research by Hikmah et al, (2021) which suggests that there is a significant influence between workload on employee performance with the indicators studied are working conditions, use of working time, and targets to be achieved that show positive results, and also research by Yudha Kriswara et al (2021) which shows that workload has a positive and significant effect on performance. That is, the workload increases, the performance will also increase. The workload felt by each individual in his work is relative. According to Yaslis, (2000) is based on the use of available working time to do work, which is seen from the activities or activities carried out by staff at work, both direct and indirect activities, and other activities such as personal and unproductive activities. This is also in accordance with the results of interviews and initial observations made by researchers regarding workloads such as giving high targets, enactment of additional working hours so that the workload of employees becomes heavier. The workload is a lot, the time needed is not enough so that additional time is needed so that the existing work can be completed and there is no buildup of work. Although the workload in the office that is carried out every day is quite large, the performance of employees is still good. This is evidenced by the commitment to continue to complete the work that has been delegated properly.

The Effect of Job Stress on Employee Performance

The results of this study indicate that there is a significant influence between work stress on employee performance at the Koperasi Kredit Obor Mas Cabang Utama Ende, this is evidenced from hypothesis testing that the t-count value t-table with a significant level $<$ which means work stress has an effect on significantly on employee performance.

The results of this study support previous research conducted by Malik & Ichsana (2021) and Hermawati (2021) which stated that job stress had a positive and significant effect on employee performance. This means that if work stress increases, they will tend to feel that the work will have a bad impact on their performance, so employees avoid things that will cause work stress and are more careful so that they do not arise that affect their performance. In accordance with the theory of Sasono (2004) that with stress, there are challenges at work, because stress helps employees for every resource and employee abilities tend to increase. This means that work stress has a positive effect because of the needs, role demands, personal needs, organizational leadership because they are able to cope with work stress by motivating themselves to calm down, control feelings, face problems, and solve problems well. Conditions that can cause stress can be generated from within the individual or from outside the individual. This condition illustrates that the better the level of employee stress management, the better the employee performance will be. This is in accordance with the achievement of the highest item in the interpersonal record indicator, namely the relationship between co-workers is very good, with the lowest achievement, namely the time allotted to complete a lot of work. The time given to complete a lot of work and good relationships are established between fellow employees so that employees can work optimally to complete work and improve performance.

The Effect of Workload and Job Stress on Employee Performance

Based on the results of the F test where F count $>$ from F table with a significant level of $<$, the workload and job stress variables simultaneously have an effect on employee performance. The results of this study support previous research conducted by Wahdaniah (2018) which states that workload and job stress simultaneously have a significant effect on employee performance. job stress and workload are stated to have a positive influence on employee performance because the amount of workload given to employees will indirectly affect the mind and mentality of employees so that it can cause job stress and improve performance. job stress will be felt by employees if the employee has a workload that must be completed, but the workload given is in accordance with the employee's ability so that employees can spur themselves to immediately complete their work so that this can improve performance. It can also be seen from the results of multiple linear regression analysis that the coefficient of determination has a value of $0 <$ from $0.631 < 1$. From the results of the analysis, it can be interpreted that workload and job stress have a relatively strong but not absolute influence, meaning that there are other factors that also influence the performance of employees at the Koperasi Kredit Obor Mas Cabang Utama Ende. According to Sedarmayanti, (2017) other factors in question are work motivation, work discipline, work ethic, education, leadership management, salary and health.

5. Conclusions and Recommendations

Conclusions

Based on the results of the discussion that has been described, several conclusions can be drawn : (1) The results of descriptive analysis using a range of scores on the variables obtained that workload (X1) is in the high category, while the job stress variable (X2) is in the high category, and employee performance (Y) is in the high category; (2) Results Based on a partial hypothesis test (t test) proves that the workload (X1) has a positive and significant effect on the performance of the Koperasi Kredit Obor Mas Cabang Ende. In other words, increased workload can improve performance; (3) Results Based on a partial hypothesis test (t test) proves that the Job Stress (X2) has a positive and significant effect on the performance of the Koperasi Kredit Obor Mas Cabang Ende. In other words, increased Job Stress can improve performance; (4) Simultaneously workload and job stress have a significant effect on employee performance at the Koperasi Kredit Obor Mas Cabang Utama Ende. In other words, if workload and Job stress increase together, it can increase employee performance.

Recommendation

Based on the conclusions described above, there are several suggestions that can be put forward as follows: (1) For the Koperasi Kredit Obor Mas Cabang Utama Ende: It is hoped that the leadership of the Koperasi Kredit Obor Mas Cabang Utama Ende will pay attention to and maintain workload and Job stress so that employee performance can increase; (2) for the next researcher : Future researchers are expected

to conduct further research on workload and job stress by adding other variables not included in this study such as work motivation, work discipline, work ethic, education, leadership management, salary and health.

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