THE INFLUENCE OF SELF EFFICACY AND WORKLOAD ON WORK ON EMPLOYEE PERFORMANCE

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Abstract

Self Efficacy is a factor that has a positive and significant effect on Employee Performance. In contrast to Self Efficacy, the average previous research shows a negative and significant impact on Employee Performance. This research is a quantitative research with an explanatory approach. This study used primary data collected by observation and questionnaire methods. The questionnaire was distributed to 250 Indomaret employees throughout the islands in Indonesia including Lampung province as the representative of the island of Sumatra, Banjarmasin as the representative of the island of Kalimantan, Kendari as the representative of the island of Sulawesi, Jakarta as the representative island of Java, and Bali as the representative island from the eastern side of Indonesia. The data obtained were analyzed using PLS 3.0. The results showed that Self Efficacy and Workload had a positive and significant effect on Employee Performance.

***Keywords :** Employee Peformance, Self Eficacy, Work Laod*

1. INTRDUCTION

The role of human resources as one of the company's most important assets is not only seen from the results of work productivity but also seen from the quality of work produced. Therefore Employee performance is something that deserves important attention from the company. According to (Sinambela, L., 2017) employee performance is defined as the ability of employees in do something special. Employee performance is very necessary, because with this performance it will be known how far the employee's ability to carry out the tasks assigned to him. For this reason, it is necessary to determine clear and measurable criteria and jointly set them as a reference.

According to (Bangun, 2012) performance is the result of work achieved by someone based on job requirements. A job has certain requirements to be carried out in achieving goals which are also known as standards another opinion according to Bernardin and Russell (1998), basically achievement or performance is a record of the results obtained from certain job functions or activities over a certain period of time. Another definition put forward by Mathis (2004), that performance is basically what is done or not done by employees.This study was measured using indicators developed by (Bernadin, 1998) Quality, Quantity, Timeliness, Cost Effectiveness, Relationships between individuals.

(Siamita & Ismail, 2021) argues that employee performance is the extent to which someone has played for him in executing organizational strategy, either in achieving specific goals related to individual roles or demonstrating competences stated to be relevant to organization. Performance is a multidimensional concept covering three aspects, namely attitude, ability and achievement. While (Mangkuprawira, 2007) say that performance is the result of a specific work process planned at the time and place of the employee and related organizations. Employee performance is a result of a person as a whole during a certain period in carrying out tasks, such as work standards, targets or criteria that have been determined in advance and have been determined. mutually agreed upon(Ardi et al., 2017). Employee performance is not just information to be able to do promotion or salary determination for the company. But how can companies motivate employees and develop a plan to improve performance.

Bandura suggests that individual self-efficacy can be seen from three dimensions, namely: 1) The level (level) of individual self-efficacy in carrying out a task differs in the level task difficulty. Individuals have high self-efficacy on easy and simple tasks, or also on tasks that complex and requires high competence. Individuals who have high self-efficacy tend to choose tasks that are difficulty level according to ability. 2) Breadth (generality) This dimension relates to individual mastery of the field or work assignments. Individuals can declare themselves to have self-efficacy in a broad range of activities, or limited to certain domain functions. Individuals with high self-efficacy will be able to master several fields at once complete a task. Individuals who have low self-efficacy master only a few fields that are neededin completing a task. 3) Strength (strength) This third dimension places more emphasis on the level of strength or individual stability of their beliefs. Self-efficacy shows that the actions taken by individuals will produce results that are as expected individual. Self-efficacy is the basis for him to do his best, even when he encounters obstacles. From explanation above it can be concluded that self-efficacy includes the dimensions of level (level), breadth (generality) and strength (strength).

(Myers, 1996) says that self-efficacy is how a person feels able to do something. according to (Woolfolk, 1993) that self-efficacy is a person's assessment of himself or the level of confidence regarding how much ability he has in doing a certain task to achieve certain results. (Bandura, 1997) defines self-efficacy as a person's belief in his ability to organize and carry out actions to achieve set goals, and seeks to assess levels and strengths across activities and contexts. it can be concluded that self-efficacy is an individual's belief in his ability to organize and carry out actions to achieve a goal where the individual believes he is able to face all challenges and is able to predict how much effort is needed to achieve that goal. In this study self efficacy is measured using indicators developed by (Bandura, 1997) Past Experience, Vicarious Experience, Verbal Persuasion, Emotional Cues.

A number of previous studies (Blomquist, 2016); (Leah, 2016); (W, 2015); (Ardi et al., 2017); (Berliana & Arsanti, 2018); (Siamita & Ismail, 2021) & (Hajar, 2019) have research results that self-efficacy has a positive effect on employee performance. Employee efficacy has an influence on performance, the higher the employee's self-efficacy, the better the resulting performance. In contrast to previous studies, this research adds the Workload variable which the researcher will also be able to influence Employee Performance.

Workload is a set or number of activities that must be done completed by an organizational unit or position holder within a certain period of time (Sunarso, 2010). Permendagri No. 12/2008 states that workload is the amount of work that must be carried by a position/organizational unit

and is the product of work volume and time norm. If the worker's ability is higher than the demands of the job, boredom will appear. On the other hand, if ability If the worker is lower than the demands of the job, more fatigue will appear. Workloads imposed on employees can be categorized into three conditions, namely workloads that meet standards, workloads that are too high (over capacity) and workloads that are too low (under capacity).

According to (Kurniadi, 2012) workload is a process of analyzing the time used by a person or group of people in completing the tasks of a job (position) or group of positions (work unit) assigned carried out under normal circumstances. The factors that affect workload are divided into two factors, namely external factors and internal factors: 1). External factors, namely the burdenoriginating from outside the worker's body, namely: a) Tasks, physical tasks such as layout of the workplace, working conditions, working environment conditions, work attitude, or workload. Meanwhile, mental tasks include responsibility, job complexity, job emotions and so on. b) Work Organization, including length of working time, break time, shifts work, work system and so on. c) Work environment, this work environment may include, among other things, the physical work environment, the chemical work environment, the biological work environment and the psychological work environment. 2) Internal factors are factors originating from within the body as a result of external workload reactions that have the potential to be stressors, including somatic factors (gender, age, body size, nutritional status, health conditions, etc.), and psychological factors (motivation, perception, belief, desire, satisfaction, and so on).

A number oof studies (Yudha Adityawarman, 2017); (Rolos et al., 2018); (Irawati & Carollina, 2017) & (Neksen et al., 2021). Based on this, this study aims to analyze the direct effect of Self Efficacy and Workload on Employee Performance at Bank Danamon which is spread all over Indonesia. This research is a quantitative research with an explanatory approach and uses PLS 3.0 as an analytical tool.

2. RESEARCH METHODS

This research is a qualitative research with an eelspantory approach, namely research that explains the relationship between the research variables and testing the hypotheses that have been formulated previously(Sugiyono, 2019). In this research using 2 independent variables which include Self Aficacy and Workload. In addition, this study also uses one independent variable, namely Employee Performance. The data in this study used primary data collected by observation and interview methods with 250 Indomaret employees throughout Indonesia with a minimum of 2 years working criteria(Hair, 2010). The analytical tool in this study uses PLS 3.0 (Jonathan Sarwono, 2016).

Figure 1
Model
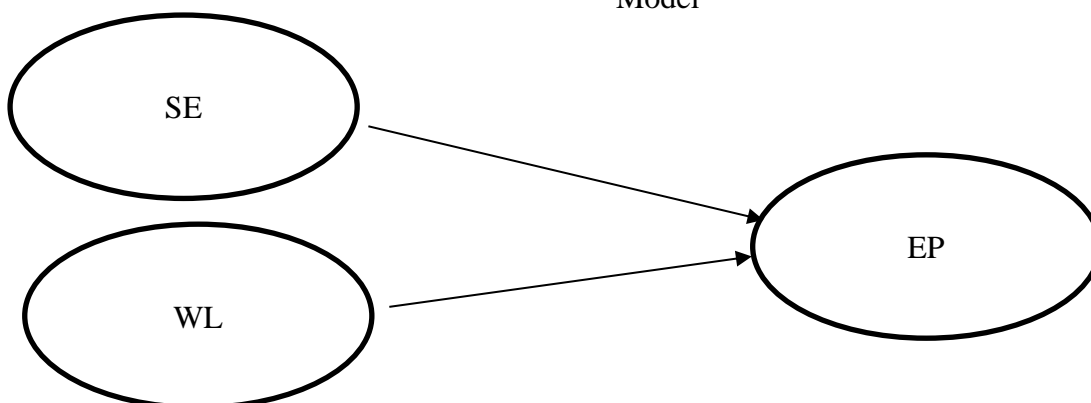
Notes:
SE: Self Eficacy
WL: Work Load
EP: Employee Peformance
Hypothesis:
H1: The Relationship Beetwen Self Eficacy to Employee Peformaance
H2: The Relationship Beetwen Work Load to Employee Peformance
3. RESULT AND DISCUSSION
3.1.Result

Convergen Validity

Convergent validity aims to determine the validity of each relationship between indicators and constructs or latent variables. In this study, a loading factor limit of 0.60 will be used(Hair, 2010). Dalam penelitian ini terdapat 24 item pertanyaan sebagai berikut:

Table 1
Convergen Validity

Variable	Question Item	Loading Factor
Self Eficacy (X1)	Experience on work	0.801
	Understanding of tools in the work environment	0.813
	Problems at work	0.792
	How much effort in work	0.823
	Obstacles at work	0.794
	Accuracy in finding solutions when encountering problems and obstacles	0.805
	Dexterity in searching for information related to work	0.799
	Accuracy in completing work obligations	0.745
Work Load (X2)	Ability to complete work	0.805
	Compatibility of working time with the amount of work	0.850
	Support colleagues in completing work	0.799
	Support superiors in completing work	0.801
	Support company regulations in completing work	0.798
	Mental strength in getting the job done	0.807
	Physical strength in getting the job done	0.808
	Calmness in completing work	0.801

Employee Peformance (Y)	Ability to carry out work assignments	0.805
	Speed in completing work tasks	0.810
	Accuracy in completing work assignments	0.809
	Solutions in solving work problems	0.795
	Dexterity in taking risks that harm the company	0.798
	Responsible for completing company work	0.825

Source: Data Processed by Researcher 2023

Based on the results of the table above, the question items presented by the researcher are valid and can be continued at a later stage due to the loading factor above 0.60.

Realibility Test

The reliability test in PLS can use two methods, namely Cronbach's alpha and composite reliability. Cronbach's alpha measures the lower limit of the reliability value of a construct while composite reliability measures the actual value of the reliability of a construct. Composite reliability is considered better in estimating the internal consistency of a construct. The rule of thumb used for the Composite Reliability value is greater than 0.7 and the Cronbach's alpha value is greater than 0.7 (Ghozali, 2016). Composite reliability measures the actual reliability value of a variable while Cronbach alpha measures the lowest value of the reliability of a variable so that the composite reliability value is > 0.6 and the Cronbach Alpha value is > 0.60. For example Composite Reliability for all constructs is above the value of 0.60.

Thus it can be concluded that all constructs have good reliability. By looking at the Cronbach Alpha value of the indicator block that measures the construct. The construct is declared reliable if the Cronbach Alpha value is greater than 0.60. The reliability test is carried out by looking at the composite reliability value of the indicator block that measures the construct. Outer absolute standard loading with a value > 0.7. So if < 0.7 then it is not reliable. Reliability test was conducted to prove the accuracy, consistency, and precision of the instrument in measuring constructs. To be able to meet good reliability, the composite reliability value and Cronbach's alpha value must be greater than 0.70 (Tat et al., 2011).

Table 2
Realibility Test

Variable	Composite Realibility	Cronbach Alfa
Self Eficacy	0.801	0.841
Work Load	0.810	0.850
Employee Peformance	0.815	0.855

Source: Data Processed By Researcher 2023

Based on the results of the validity test above, it can be concluded that the variables proposed by the researcher are valid because the Composite Reliability and Cronbach Alfa values are above 0.6.

3.2 Dicussion
Path Coefisien

Path coefficients are a value that is useful in indicating the direction of the relationship to a variable, whether a hypothesis has a positive or negative direction. Path coefficients have values in the range -1 to 1. If values are in the range 0 to 1 then they can be declared positive, whereas if values are in the range -1 to 0 then they can be declared negative. As an example, the following is the value of the path coefficients for each independent (exogenous) variable on the dependent (endogenous) variable in the study, which can be seen in table 1 as follows (Ghozali, 2016).

Table 3

Path Coefisien

Variable	T-Table	Information
X1--) Y	0.008	Accepted
X2--) Y	0.012	Acccepted

Source: Data Processed By Researcher 2023

H1: The Relationship Beetwen Self Eficacy to Employee Peformaance

Based on the results of the statistics above, the Self Efficacy variable has a positive and significant influence on employee performance because the t-table value is smaller than 0.05, namely 0.008. This is in line with research(Blomquist, 2016); (Leah, 2016); (W, 2015); (Ardi et al., 2017); (Berliana & Arsanti, 2018); (Siamita & Ismail, 2021) & (Hajar, 2019) which states that increasing employee confidence will maximize employee performance.

H2: The Relationship Beetwen Work Load to Employee Peformance

Based on the results above, it can be concluded that the Workload variable has a positive and significant influence on Employee Performance because the t-statistical value is 0.012 which is smaller than the t-table which is 0.05. This is not in line with (Yudha Adityawarman, 2017); (Rolos et al., 2018); (Irawati & Carollina, 2017) & (Neksen et al., 2021) which states that increasing workload on employees will reduce employee performance. This study has a different perspective and states that by increasing the workload on employees will increase employee performance because the more workload employees will be more challenged and enthusiastic in completing it.

R-Square

R square is a value that shows how much the independent (exogenous) variable affects the dependent (endogenous) variable. R squared is a number that ranges from 0 to 1 which indicates the magnitude of the combination of independent variables that jointly affect the value of the dependent variable. The R-squared value ($R2$) is used to assess how much influence certain independent latent variables have on the dependent latent variable. There are three categories of grouping on the R square value, namely the strong category, the moderate category, and the weak category (Sarstedt et al., 2014). Hair et al stated that the R square value of 0.75 was included in the strong category, the R square value of 0.50 included the moderate category and the R square value of 0.25 included the weak category (Hair, 2010).

Table 4

R-Square

Variable	R-Square	Adjusted Square
Employee Peformance	0.810	0.780

Source: Data Processed By Researcher 2023

Based on the results above, it can be concluded that each variable of Self Efficacy and Workload has an influence on Employee Performance of 81% and the rest is influenced by other variables. This influence includes a strong influence because the value is above 75%(Sarstedt et al., 2014).

4. DISCUSSION

Based on the results of the explanation above, it can be concluded that the variables Self Efficacy and Workload have a positive and significant effect on Employee Performance. This is in line with research (Blomquist, 2016); (Leah, 2016); (W, 2015); (Ardi et al., 2017); (Berliana & Arsanti, 2018); (Siamita & Ismail, 2021) & (Hajar, 2019) which states that Self Efficacy has a positive and significant effect on Employee Performance because increasing employee confidence increases dexterity, dexterity, and speed of employees in completing work. In the end, this has a positive impact on employee performance. However, on the results of the Workload variable test, this research is not in line with research (Yudha Adityawarman, 2017); (Rolos et al., 2018); (Irawati & Carollina, 2017) & (Neksen et al., 2021)which state that workload can reduce employee performance. In this study jsutru has a different perspective. With the increased workload, employees will be more enthusiastic and motivated to complete each target and existing work.

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