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The Influence of Workload and Compensation on Employee Performance At PT. Honda Autobest Service Department

Yayang Oki Prasetyo¹, Dedi Gumilar²

¹Universitas Indonesia Membangun, Bandung, Indonesia, Yayangokiprasetyo@student.inaba.ac.id

²Universitas Indonesia Membangun, Bandung, Indonesia, dedi.gumilar@inaba.ac.id

Corresponding Author: Yayangokiprasetyo@student.inaba.ac.id¹

Abstract: The purpose of this study was to determine the effect of workload and compensation on employee performance at PT Honda Autobest Service Department, both partially and simultaneously. The population in this study were all employees at PT Honda Autobest service department. which amounted to 30 employees. The sampling technique used in this research is the saturated sampling technique. The method used in this research is a quantitative method with data collection techniques used are interviews and distribution of questionnaires to respondents. The data analysis technique used is multiple linear regression using the SPSS program. The findings of the study concluded that: (1) Workload has a significant effect on employee performance. (2) Compensation has a significant effect on employee performance. In the simultaneous test, workload, and compensation have a positive and significant effect on employee performance at PT Honda Autobest Service Department. The magnitude of the influence of workload and compensation is indicated by the value. Adjusted R Square of 28.2%. and the remaining 71.8% is influenced by other variables not examined in this study.

Keyword: Workload, Pay, Performance

INTRODUCTION

In the current era of globalization and the digital economy, it encourages companies to improve competitiveness quickly. This era is a challenge that must be achieved and used as an opportunity to expand business for developing companies, but on the other hand, it creates intense competition (serujambi.com). According to Mangkunegara (2017: 67) argues that: "Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties following the responsibilities given to him." So, performance plays an important role in increasing progress or changing for the better to achieve company goals. The success or failure that occurs in a company is determined by the performance of its employees over a certain period.

Human Resources is an important key in production activities because, without the intervention of human resources, other resources cannot be maximally utilized for the benefit

of the company. Therefore, human resources must be managed properly and correctly so that they can provide optimal results for the company (Marzuqi et al., 2015).

Factors that affect employee performance are compensation, motivation, and the application of appropriate work discipline. One of the important things that must be considered by the company to be able to improve employee performance is providing work motivation to employees.

According to. Sunarso in Jeky, Sofia, and Wehelmina (2018: 21) Workload is a set or number of activities that must be completed by an organizational unit or position holder within a certain period. Workload measurement is defined as a technique for obtaining information about the efficiency and effectiveness of the work of an organizational unit, or position holder which is carried out systematically using job analysis techniques, workload analysis techniques or other management techniques.

The next factor is employee performance. This means that compensation affects the high and low performance of employees (Hamzah, 2013). Compensation according to Hasibuan (2017: 119 affects employee performance, namely compensation, this is in line with research conducted by Kadek Ferrania Paramitadewi (2017) that compensation has a positive and significant effect) is: "All income in the form of money, direct or indirect goods received by employees in return for services provided to the company".

Based on the results of interviews with service managers, information was obtained that recently the problem faced by PT Honda Autobest service department is the decline in employee performance which fluctuates. This can be seen if every month the income of the service unit has decreased quite high in April to May by 37.8% and fell back in June to July by 7.9% and rose again in July to August by 18.3% and then fell back in September by 4.9%, it is possible that the decline occurred due to the lack of trust of vehicle owners in the performance of employees at PT Honda Autobest service department. With this, the company still experiences a problem with employee performance which it feels has not been fully achieved, one of which is the quality of service that is not following consumer demand so that the company continues to innovate and improve the quality of its services to attract consumer interest.

In realizing good employee performance several factors can affect the running of activities at PT Honda Autobest service department. With that, it is expected to pay attention to factors that can affect their performance, such as workload and compensation. Based on the description of the phenomena and problems above, the authors were inspired to conduct research with the title "The Effect of Workload and Compensation on Employee Performance at PT Honda Autobest service department".

METHOD

According to Sugiyono (2017: 2), the research method is: "Scientific ways to get data with specific purposes and uses". The method used in this research is the quantitative method. Quantitative methods are methods that use data in the form of numbers in statistical analysis. This study will analyze the effect of workload and compensation on employee performance. the purpose of this study is to determine the effect of the effect of research on the effectiveness of research. Workload and compensation on employee performance at PT Honda Autobest service department.

Variable Operationalisation

As revealed in the identification of the problem, the main problem under study is Workload (X1), Compensation (X2) as independent variables, and Employee Performance as the dependent variable (Y). Based on the research approach used.

Techniques

The techniques used to collect data in this study are as follows: (a) The questionnaire was filled out by employees at PT Honda Autobest service department; (b) Secondary data was obtained from literature sources and journals as well as the results of previous studies. Based on the research place that has been determined, the sample used as the object in this study is all employees at PT Honda Autobest Service Department totaling 30 employees.

RESULTS AND DISCUSSION

Results

Multiple linear regression analysis is used to see the effect of workload and compensation on employee performance of PT Honda Autobest service department employees. The results of multiple linear regression analysis in this study processed using the SPSS software program are as follows:

Table 1. Multiple Linear Regression Analysis Results

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.533	6.408		1.800	.083
	bebankerja	.697	.263	.468	2.652	.013
	kompensasi	.118	.163	.128	.725	.475

a. Dependent Variable: kinerja

Based on the table above, the multiple linear regression equation can be seen as follows:

$$Y = 11,533 + 0,697 X_1 + 0,118 X_2 + e$$

(a) Constant value = 11.533, the constant value indicates that if the independent variable (Workload and Work Compensation) is assumed to be zero, then the dependent variable (Employee Performance) is 11.533. (b) Coefficient value (X1) = + 0.697, the coefficient value indicates that the Compensation variable has a positive and significant effect, which means that if Workload is decreased by 1 unit, Employee Performance will increase by 0.697 units. (c) Coefficient Value (X2) = 0, 118, the coefficient value indicates that the Compensation variable has a negative and significant effect, which means that if the Compensation is decreased by 1 unit, the Employee Performance will increase by 0, 118 units.

Coefficient of determination (R²)

The coefficient of determination is used to measure or determine how much change in the dependent variable is explained or determined by the independent variable. The results of the coefficient of determination in this study can be seen in the following table:

Table 2. Coefficient of Determination

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. Change
1	.531 ^a	.282	.229	5.605	.282	5.302	2	27	.011

a. Predictors: (Constant), Kompensasi, Bebankerja

b. Dependent Variable: Kinerja

Based on Table 2 above, the coefficient of determination shows the Adjusted R Square number of 0.282, this means that the effect that can be explained by the independent variable (Workload and Compensation) on the dependent variable (Employee Performance) is 28.2%. While the remaining 71.8% is explained by variables not examined in this study.

T-test

Hypothesis testing in this study was carried out at a significance level of 0.05 or 5% and the t table value was calculated by the formula $df = n - k - 1$, namely $df = 30 - 4 - 1 = 27$ so that the t table is 2.056.

Table 3. T-test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.533	6.408		1.800	.083
	bebankerja	.697	.263	.468	2.652	.013
	kompensasi	.118	.163	.128	.725	.475

a. Dependent Variable: kinerja

Based on Table 3 above, the following conclusions can be drawn:

(a) First Hypothesis; Hypothesis testing of the Workload variable (X1) on Employee Performance (Y) through the calculation results obtained $t \text{ count} < t \text{ table}$ ($2.652 < 2.056$) and with a significant level of 0.05, namely ($0.000 > 0.05$) This states that the Compensation variable partially has a positive and significant effect on employee performance. (b) Second Hypothesis; Hypothesis testing of the Compensation variable (X2) on Employee Performance (Y) through the calculation results obtained that $t \text{ count} > t \text{ table}$ ($4.125 > 2.056$) and with a significant level of 0.05, namely ($0.000 < 0.05$) This states that the Compensation variable partially has a positive and significant effect on the performance of employees of PT Honda Autobest Service Department.

F-test

In this study, the F test was carried out by comparing the calculated F value with the F table value at a significance value of 0.05 (= 5%).

Table 4. F-test

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	333.177	2	166.588	5.302	.011 ^b
	Residual	848.323	27	31.419		
	Total	1181.500	29			

a. Dependent Variable: kinerja

b. Predictors: (Constant), Total_kompensasi, beban kerja

Based on the table above, it can be seen that the calculated F value is 5.302. F table with $df1 = 3$ and the denominator degree is 26, then the F table is 3.34, meaning that $F \text{ count} > F \text{ table}$ is $5.302 > 3.34$. The significance value of $0.000 < 0.05$, so in the F test it can be concluded that the fourth hypothesis in this study, namely workload and compensation affect the performance of employees of PT Honda Autobest Service Department, is accepted.

Effect of Workload on Employee Performance of Employees of PT Honda Autobest Service Department

Based on the results of research that has been tested, the workload variable that is tested partially produces a $t \text{ value} > t \text{ table}$, namely $2.652 < 2.056$, and with a significant level of 0.05, namely $0.000 > 0.05$. This states that the Compensation variable partially has a positive and significant effect on the performance of employees of PT Honda Autobest Service Department. This states that the Compensation variable partially has a positive and significant effect on the performance of employees of PT Honda Autobest Service Department. Following previous research conducted by Reinhard Tjiabrata, Bode Lumana w, and Lucky O.H.Dotulong (2017) entitled The Effect of Workload and Employee Performance PT Sabar Ganda Manado states that Workload has a positive and significant effect on employee performance.

The Effect of Compensation on Employee Performance of Employees of PT Honda Autobest Service Department

Based on the results of research that has been carried out by testing, the Compensation variable which is tested partially produces a $t \text{ value} > t \text{ table}$, namely $4.125 > 2.056$, and with a significant level of 0.05, namely $0.000 < 0.05$. This states that the Compensation variable partially has a positive and significant effect on the performance of employees of PT Honda Autobest Service Department. This states that the Compensation variable partially has a positive and significant effect on the performance of employees of PT Honda Autobest Service Department. Following previous research conducted by Alwi, M, et al (2017) with the title Effect of Compensation, Competence, and Motivation on Employee Performance CV. XYZ states that compensation has a positive and significant effect on employee performance.

Effect of Workload and Compensation on Employee Performance of Employees of PT Honda Autobest Service Department

Based on the results of the F test conducted in this study, the calculated F value is $F \text{ count} > F \text{ table}$, namely $5.302 > 3.43$ with a significance value of $0.000 < 0.05$. Thus it can be concluded that workload and work compensation simultaneously affect the performance of employees of PT Honda Autobest Service Department. The results of this study are in line with previous research conducted by Randy Pranaputra and M Havid Aima (2019) entitled Workload and Compensation on Motivation and Its Implications for Employee Performance of the Directorate General of Postal Devices Resources and Informatics of the Ministry of Communication and Information Technology of the Republic of Indonesia.

CONCLUSION

Based on the results of the research that has been conducted, the following conclusions can be drawn:

(a) There is a positive and significant influence between Workload on Employee Performance of Employees of PT Honda Autobest Service Department. (b) There is a positive and significant influence between Compensation on Employee Performance of Employees of PT Honda Autobest Service Department. (c) There is a positive and significant influence between workload and compensation on employee performance of employees of PT Honda Autobest Service Department.

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