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The Influence of Workload and Reward on Employee Performance (Survey at PT. Bank Syariah Indonesia KCP Cianjur Employees)

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Abstract: This study aims to determine how much influence the workload and reward provision have on the performance of employees of PT. Bank Syariah Indonesia Kxp Cianjur. Respondents in this study were 40 people aimed at employees of PT. Bank Syariah Indonesia Kcp Cianjur. This research method uses a quantitative method with a descriptive and associative approach. In this study, a normality test, simultaneous statistical test (F test) and partial statistical test (T test) were carried out. The results of this study indicate that there is a simultaneous positive influence between Workload, Reward Provision and Employee Performance, with a result of 60,556> 2.84 which means that the F Calculation value is greater than the F Table. Meanwhile, partially Workload has a positive and significant effect on Employee Performance, this is evidenced by the value obtained from the T Calculation result which is 5,587 greater than the T Table which is 1,687, with a significance value of 0.000 <0.05. And the provision of rewards has a positive and significant effect on employee performance, this is proven by the value obtained from the results of the T count, which is 5.109, which is greater than the T table, which is 1.687, with a significance value of 0.000 <0.05.

Keywords: Workload, Reward Provision, Employee Performance.

INTRODUCTION

Financial institutions are companies operating in the financial services sector. They are also business entities whose primary assets are in the form of financial assets or claims like stocks and bonds. One type of financial institution is a bank. Banks are business entities that gather funds from the public in the form of savings and distribute them back to the public as loans or financing, with the aim of improving people's living standards. A bank's business operations will run smoothly if there are factors influencing them, especially human resources.

Human resources (HR) are a crucial factor for a company's effectiveness and its ability to achieve its goals, alongside other factors like capital and raw materials. To meet its

objectives, a company focuses on human resources to enhance both the quality and quantity of production outcomes, as well as the caliber of its workforce, ensuring it can thrive in a competitive environment. HR is undeniably one of the most vital elements in driving and realizing a company's existence. Maintaining the individuals within a company (human resources) is arguably one of the most important aspects for a company to consider, as a company simply cannot operate without human resources (Fitri, Faizal Mulia, 2019).

Companies must be able to continuously improve their performance to remain competitive in the market (Erlinda, 2022). Employee performance in this context refers to the output an employee delivers in accordance with their duties and responsibilities within a company (Putri Kentjana & Nainggolan, 2018). Employee performance is undoubtedly a crucial factor in a company's operations and production, as the human resources—that is, the employees—are key to the company's success.

According to (Santosa, 2022), workload refers to all forms of tasks assigned to human resources that must be completed within a defined timeframe. Based on the definitions above, it can be concluded that workload is the work an individual must complete within a certain period. Workload can be either physical or mental and can be viewed from both objective and subjective perspectives.

The researcher conducted interviews at the research site and identified several issues, including a decline in employee performance and problems with reward systems. The reward system at this research site is neither transparent nor commensurate with the workload given to employees. The assigned workload is very challenging to complete easily, requiring significant time and effort. However, even when an employee successfully achieves the given tasks, the rewards provided are highly inadequate relative to their accomplishments. This discrepancy causes some employees to lose their enthusiasm and motivation to meet these targets.

(Saleh & Mardiana, 2021) suggest that "rewards are a form of appreciation aimed at attracting professional employees. To meet job demands, balanced development is needed, which involves the planning, organization, utilization, and maintenance of the workforce to enable them to perform tasks effectively and efficiently." Rewards, or gifts, given to employees with good performance are a way for companies to show appreciation and encourage even better employee performance (Beno et al., 2022). This system can build employee motivation to carry out their responsibilities well. Rewards must be fair and based on employee achievement, not personal favoritism (Putri Kentjana & Nainggolan, 2018). Unfair reward distribution will lead to social jealousy among employees, triggering negative relationships and ultimately impacting employee performance (Pramesti et al., 2019).

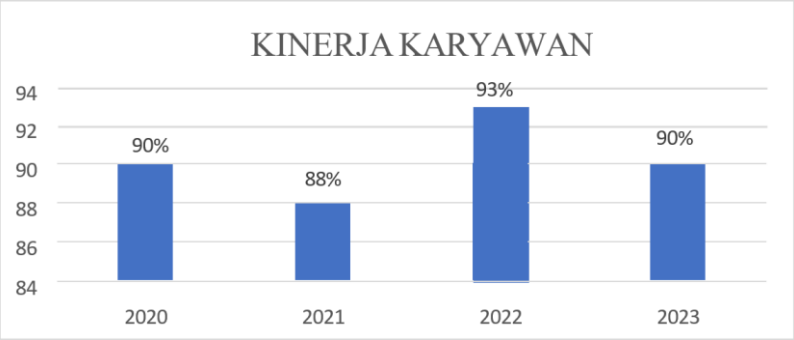


Figure 1. Performance Achievement Data of Bank BSI KCP ABN 1

Based on the image you described, the Cianjur Abdullah Bin Nuh 1 Branch Office experienced a drastic decline in performance. This decline was particularly sharp in 2022, reaching 93%, and continued to fall to 90% in 2023. Naturally, such a significant drop isn't

without cause. Several factors need to be addressed, especially those related to employee performance, to help the company achieve its targets and expectations.

Based on the description above, it's evident that BSI Kcp Cianjur is experiencing issues with declining employee performance. This observation is supported by the image provided This indicates a decline in employee performance during the 2022-2023 period. In their journal, Hanafi, A., & Zulkifli (2019) state that workload has a negative and significant influence on employee performance. Conversely, Rindorindo et al. (2019) assert that there's a positive and significant influence between workload and employee performance. Based on this research gap, the researcher is including reward provision as a second independent variable.

METHOD

This study uses a Human Resource Management approach. The research focuses on workload and reward provision as they relate to employee performance. The study employs two types of variables: independent variables and a dependent variable. The independent variables are workload (X1) and reward provision (X2), while the dependent variable is employee performance (Y). This research was conducted with 40 employees at PT. Bank Syariah Indonesia Kcp Cianjur.

To start research, a researcher must first determine the method to be used. Based on the considerations of the research objectives, the type of research that will be used is descriptive and associative methods with a quantitative approach.

According to (Sugiyono, 2022), the quantitative approach is research based on the philosophy of positivism, used to study specific populations and samples. It involves random sampling, data collection using instruments, and statistical analysis.

RESULTS AND DISCUSSION

Multiple Correlation Test

Multiple correlation is used in research to determine the relationship between two or more independent variables and one dependent variable. It also represents a numerical value indicating the strength and direction of the relationship between two variables with another variable, typically symbolized by R (Juniar & Narlan, 2018). The following are the results of the multiple correlation test using SPSS 23:

Table 1. Results of Multiple Correlation Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.878[a]	.771	.758	2.726	.771	60.556	2	36	.000

Source: SPSS 23 data processing results, 2025

Based on the table above, the R value obtained is 0.878. The calculated result can then be interpreted by referring to the following table:

Table 2: Correlation Coefficient According to Sugiyono

Interval Koefesien	Tingkat Hubungan
0,00 – 0,199	Sangat Rendah
0,20 – 0,399	Rendah
0,40 – 0,599	Sedang
0,60 – 0,799	Kuat

0,80 – 1,000	Sangat Kuat

Source: Sugiyono ,2022

Based on the correlation coefficient table above, the calculated correlation coefficient value is 0.878. This falls into the very strong category, indicating a significant relationship between the variables, as seen in the correlation coefficient table. Therefore, there is a strong relationship between Workload (X1) and Reward Provision (X2) on Employee Performance (Y).

Coefficient of Determination Test

The coefficient of determination is a value used to measure the magnitude of the contribution of independent variables (X) to the fluctuations in the dependent variable (Y). The coefficient of determination is expressed as a percentage. It indicates the percentage of the variation in the dependent variable's value that can be explained by the regression model (Santosa & Luthfiyyah, 2020). In the analysis of the coefficient of determination, there are criteria to determine the strength of the independent variables' influence on the dependent variable.

Table 3: Results of the Coefficient of Determination Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.878[a]	.771	.758	2.726

a. Predictors: (Constant), PEMBERIAN REWARD, BEBAN KERJA

Source: SPSS 23 data processing results, 2025

Based on the results above, the adjusted R-squared (coefficient of determination) is 0.758. This means that the influence of Workload (X1) and Reward Provision (X2) on Employee Performance (Y) is 75.8%.

Multiple Linear Regression Test

Multiple linear regression analysis is an equation model that explains the relationship between one dependent variable and two or more independent variables. The purpose of conducting multiple linear regression analysis is for the research to obtain more accurate predictions by using more than one independent variable (Sugiyono, 2022).

Table 4: Results of Multiple Linear Regression Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.058	4.312		1.637	.110
	BEBAN KERJA	.616	.110	.525	5.587	.000
	PEMBERIAN REWARD	.684	.134	.480	5.109	.000

a. Dependent Variable: KINERJA KARYAWAN

Source: SPSS 23 data processing results, 2025

Berdasarkan hasil diatas, maka dapat diketahui nilai dari persamaan regresi linear berganda tersebut, adalah sebagai berikut:

$Y = a + b1.x1 + b2.x2$

=7.058 + 0.616+0.684

From the linear regression equation above, we can conclude that there's a positive influence of Workload (X1) on Employee Performance (Y), and also a positive influence of Reward Provision (X2) on Employee Performance (Y). Specifically, for every one-unit increase in the workload variable, employee performance will increase by 0.616 units, assuming the reward provision variable remains constant. Similarly, for every one-unit increase in the reward provision variable, employee performance will increase by 0.684 units, assuming the workload variable remains constant.

Workload and reward provision have a positive and significant influence on employee performance, and the regression model can be used to effectively predict the employee performance variable.

CONCLUSION

Based on the research findings regarding the impact of workload and reward on employee performance, the following conclusions can be drawn:

1. Proportional Workload Enhances Productivity Well-managed workload, aligned with employee capacity, has been proven to boost focus, efficiency, and overall work productivity. Adequate, but not excessive, pressure motivates employees to perform optimally.
2. Reward Provision Significantly Motivates Employees Rewards, whether financial (bonuses, incentives) or non-financial (awards, recognition), have a substantial influence on increasing work motivation. Employees who feel valued tend to exhibit better performance and greater loyalty to the company.
3. Synergy Between Workload and Reward Drives Maximum Performance The combination of a balanced workload and appropriate reward provision creates a conducive work environment. This synergy significantly drives an overall improvement in employee performance, both in terms of the quality and quantity of work output.

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