

# **THE EFFECT OF WORKLOAD, WORK DISCIPLINE, AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE: A STUDY AT CV. DEWI LAUNDRY**

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## **ABSTRACT**

This research aims to determine the simultaneous and partial influence of workload, work discipline and work motivation on employee performance. The type of research used is explanatory research with a quantitative approach. Data collection methods use questionnaires and documentation studies. This method is used to explain the relationship between the variables studied and each other. The analysis technique uses descriptive analysis, multiple linear regression analysis, F test and t test. Based on the results of the analysis, it shows that workload, work discipline and work motivation simultaneously influence employee performance by 58.4%. Workload has a partial effect with a significant value of 0.011 which is smaller than 0.05. Work discipline has a partial effect with a value of 0.009 which is smaller than 0.05. Meanwhile, work motivation has no partial influence with a significant value of 0.641, greater than 0.05. So it is expected that CV. Dewi Laundry to always improve work discipline and work motivation so that employee performance is more satisfying.

**Keywords:** Workload, Work Discipline, Work Motivation, Employee Performance

## **INTRODUCTION**

Human resources are an important component in a company because human resources are the main role of all the resources in the company. Companies need to create a good work environment for employees so that it becomes motivation to improve employee performance in achieving company goals. Every company employee is required to have discipline, motivation and work enthusiasm in addition to being required to have the ability, skills and knowledge.

The success of a company can be judged from the success of achieving company goals because employee performance is the key to the company's success. Providing motivation to employees is an important thing that must be done in an organization because motivation is part of the activities of coaching, developing and directing employees at work. In a company, apart from motivation, discipline also influences employee performance. One of them is discipline in employee attendance at work. Apart from motivation and work discipline factors, another factor that influences employee performance is workload. CV. Dewi Laundry is a

company that operates in the laundry service sector to meet the needs of hotels and villas. CV. Dewi Laundry was founded in 2011, located on Jalan Pura Masuka Banjar Dinas Wijaya Kusuma, Village. Ungasan, Regency. Badung, Province. Bali. Previous research by Jeky et al (2018), stated that workload has a negative and significant effect on employee performance. Maintaining business partners or customers must be the highest priority. Good employee performance in creating customer satisfaction can provide many benefits, including creating consumer loyalty. Based on this background, the research objectives are: (1) To determine and analyze workload on employee performance of CV. Dewi Laundry; (2) To find out and analyze work discipline on employee performance of CV. Dewi Laundry; (3) To find out and analyze work motivation on employee performance of CV. Dewi Laundry.

## **METHODOLOGY**

The objects of this research are workload, work discipline, work motivation and employee performance. The subjects of this research are employees who are actively registered with the employee performance. The target population of this research is active employees who work at CV. Dewi Laundry. So the sample size was determined using a saturated sample with a population = 35. In this research there were two data sources used, namely primary data and secondary data. The primary data source was obtained from the results of distributing questionnaires to respondents. Secondary data sources in this research were obtained from primary data that had been processed and from reports that had been prepared by other parties.

To collect data regarding research objects, the following data collection methods are used: Documentation, documentation techniques are used to obtain data in the form of employee attendance, employee lists and documents on the history of the company's founding; Questionnaire, in this research a questionnaire was given to all active employees on CV. Dewi Laundry. Researchers tested the instrument using the Validity and Reliability Test. The analysis techniques used are classical assumption testing, instrument testing, multiple linear regression analysis and hypothesis testing.

## **FINDINGS AND DISCUSSION**

The results of the validity test show that the four variables, namely work (X1), work discipline (X2), work motivation (X3) and employee performance (Y) are valid. This is because the r-count value > r-table, where r-table is 0.2826. The results of the reliability test

show that the four variables produce reliable data with Cronbach's alpha X1, namely  $0.742 > 0.60$ . Variable X2 produces Cronbach's alpha  $0.677 > 0.60$ . Variable X3 produces Cronbach's alpha  $0.621 > 0.60$  and variable Y produces Cronbach's alpha  $0.628 > 0.60$ . The normality test results show that the data has a normal distribution, because the significant level of Asymp. Sig. (2-tailed) 0.631 over 0.05. From the results of the multicollinearity test, it can be seen that all variables have a tolerance value above 0.1 and a variance inflation factor (VIF) value below 10, so it can be concluded that the regression model in this study does not have multicollinearity, this shows that the independent variables do not interact with each other. correlated so they can be used in this research. Meanwhile, the significance value of the three independent variables is more than 0.05. Thus, it can be concluded that there is no heteroscedasticity problem in the regression model.

**Table. 1. Linear Regression Analysis**

Variable	Coefficient	<i>Standard Error</i>	t	p-value
X1	0,356	0,132	2,703	0,011
X2	0,361	0,130	2,788	0,009
X3	0,074	0157	0,471	0,641
Constanta : 3,792				
Coefficient of determination ( $R^2$ ) : 0,544				

*Source: Processed by SPSS version 25.0, 2023*

Based on Table 1, the regression equation  $Y = 3.792 + 0.356X1 + 0.361X2 + 0.074X3$  is obtained. The X1 coefficient value of 0.356 indicates that every one unit increase in X1, assuming the other variables are constant, will increase the Y value by 0.356 units. The X2 coefficient of 0.361 indicates that every one unit increase in X2, with other variables constant, will increase Y by 0.361 units. Meanwhile, the coefficient X3) of 0.074 shows a relatively small increase in Y of 0.074 units for every one unit increase in The variables X1 and The coefficient of determination  $R^2$  value of 0.544 indicates that 54.4% of the variation in variable Y can be explained by the three independent variables in the model, while the remaining 45.6% is explained by other factors outside the model. This shows that the model has moderate ability in explaining the dependent variable.

## 1. The effect of workload on employee performance

Based on the research results, it was found that partially there is a significant influence

between workload on the performance of CV. Dewi Laundry. This is proven by the workload regression coefficient value of 0.356 and the significance value which is below 0.05, namely 0.011. Similarly, in previous research (Jeky et al. 2018; Juru & Wellem, 2022) it was found that workload variables had an effect on employee performance variables. Workload has an influence on employee performance. Based on all respondents' responses, all employees agree that workload affects employee performance. Workload adjustments must be made by the manager or owner to suit the physical and psychological abilities of each employee. Excessive workload will cause both physical and psychological impacts, emotional reactions, such as headaches and irritability.

## **2. The influence of work discipline on employee performance**

Based on the research results, it was found that in particular there is a significant influence between work discipline on the performance of CV. Dewi Laundry. This is proven by the work discipline regression coefficient value of 0.361 and the significant value which is below 0.05, namely 0.009. Similar to previous research (Hadi Purnomo, et al. 2017; Esthi & Savhira, 2019; Araffat et al, 2020), work discipline also has a partial effect. Discipline has an influence on employee performance. Based on all respondents' responses, all employees strongly agree that work discipline affects employee performance. The higher the employee's work discipline which includes employee attendance on time, working at times according to the work schedule, having a neat appearance and carrying out tasks with full responsibility, the greater the employee's performance will be.

## **3. The influence of work motivation on employee performance**

Based on the research results, it was found that personally there was no significant influence between work motivation on the performance of CV. Dewi Laundry. This is proven by the work motivation regression coefficient value of 0.074 and a significant value above 0.05, namely 0.641. Different from previous research (Hadi Purnomo, et al. 2017), work motivation has a partial effect with a significant value of 0.011, which is smaller than 0.05.

Work motivation has no influence on employee performance, although based on the results of the responses all employees strongly agree that work motivation influences employee performance. In an organization, the motivational aspect should receive serious attention from leaders because it can have an influence on generating, directing and maintaining behavior related to the work environment. Motivation can make a big contribution to the success of an organization in achieving its goals.

## CONCLUSIONS AND SUGGESTIONS

Based on the results of the analysis, it can be concluded that there is a significant influence between workload and work discipline on employee performance at CV. Dewi Laundry. Workload has a positive influence with a regression coefficient value of 0.356 and is significant at a significance level of 0.011, so the first hypothesis (H1) is accepted. Likewise, work discipline shows a significant positive influence on employee performance with a regression coefficient value of 0.361 and a significance level of 0.009, so the second hypothesis (H2) is also accepted. However, work motivation does not have a significant influence on employee performance, with a regression coefficient value of 0.074 and a significance level of 0.641, so the third hypothesis (H3) is rejected. This shows that workload and work discipline are the main factors that influence employee performance, while work motivation does not have a significant impact. CV. Dewi Laundry is advised to manage workload fairly and realistically, increase discipline through clear rules, training and rewards, and create a supportive work environment to motivate employees. Future research could add variables such as job satisfaction or leadership style and use a longitudinal approach to understand the dynamics of the influence of these factors on employee performance over time.

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