

The Effect of Workload on Employee Performance with Work Stress as a Mediating Variable in Satuan Polisi Pamong Praja Kabupaten Bekasi

Tiara Rahmawati¹, Uus Mohammad Darul Fadli ^{1*}, Ery Rosmawati¹

¹ Management Study Program, Faculty of Economics and Business, Buana Perjuangan University Karawang, Jl. HS Ronggo Waluyo, Teluk Jambe, Karawang 41361 West Java, Indonesia

*Corresponding Author: uus.fadli@ubpkarawang.ac.id

DOI: <https://doi.org/10.30880/rmtb.2024.05.01.009>

Article Info

Received: 31 March 2024

Accepted: 30 April 2024

Available online: 30 June 2024

Keywords

Workload, work stress,
employee performance

Abstract

Performing field tasks that achieve targets can lead to workload due to the feeling of responsibility experienced, which can affect employee performance. This study aims to explore the impact of workload on employee performance, with job stress as a mediating variable. The study used a quantitative descriptive approach and was conducted at the Bekasi Regency Civil Service Police Unit. The population consisted of 253 employees, with a sample of 72 respondents selected using the slovin formula with an error rate of 10%. Data collection was carried out through questionnaire distribution and analysis using the PLS-SEM (Partial Least Square-Structural Equation Model) method with the help of SmartPLS 3.0 software. The results showed a positive and significant correlation between work pressure and employee performance, as well as between work pressure and job stress. In addition, there is a positive and significant relationship between work stress and employee performance, with work stress acting as a mediator between work pressure and employee performance.

1. Introduction

The Regional Body is an institution responsible for the implementation of all government activities in a region, and gets its authority in accordance with the regulations that apply in the region. To help regulate community activities and order, local governments establish Regional Regulations (PERDA) agreed upon with the Regional People's Representative Council (DPRD), as well as Regional Head Regulations (PERKADA) to enforce legal certainty and maintain community discipline. In its implementation, it needs the power to overcome various violations that can disrupt regional discipline. In the context of PERDA implementation, the main task of law enforcement in the field is carried out by the Satuan Polisi Pamong Praja (SATPOL PP).

The Civil Service Police Unit (Satpol PP) is an instrument of the local government to maintain public order and security in general and to implement regulations applicable in the area. The organizational structure and work procedures of the Satuan Polisi Pamong Praja are regulated through regional regulations. In accordance with Regulation No. 32/2004 on Regional Government, specifically Article 13, which stipulates that one of the obligations of the regional or provincial government's authority is the regulation of public order and public

security, including in terms of community protection, then Regulation No. 32/2004 can be utilized as a serious force for the presence of the Public Assistance Police Unit and the Regional Insurance Unit (Sheriman, 2023).

Satpol PP Bekasi Regency still lacks facilities and infrastructure, especially in mobility and the number of personnel to support the smooth implementation of activities of the Civil Service Police Unit. As a result, many areas must be secured and not handled optimally, according to information from Mr. Deni Mulyadi as the head of Satpol PP Bekasi Regency "We often ask for proposals for employee expenditure, because indeed members who are still fit and often in the field are mostly Non-ASN, only 224 people." It is known that the number of Bekasi Regency Satpol PP members currently totals 224 members, while the ideal number of Bekasi Regency Satpol PP members is 600 to 700 to carry out their duties as regional regulation enforcers to serve the community. (Rangga Baskoro, 2022). This indicates that there is still a shortage of personnel to handle the problems that occur.

Table 1 Performance Data of Satpol PP Kabupaten Bekasi

No	Indicator	Yearly Achievement Target				
		Year 2018	Year 2019	Year 2020	Year 2021	Year 2022
1	Level of Peace and Order	60%	65%	67%	80%	85%
2	Action Against Work Violations	52%	63%	74%	80%	100%
3	Improved Environmental Comfort and Security	64%	70%	97%	97%	83%

Based on Table 1 it can be seen that in number 1 of the level of public peace and order and number 2 of prosecution of work violations every year there is an increase in the performance of implementation, while for number 3, the improvement of environmental comfort and safety in 2020 to 2021 there is an increase in targets, this is because in 2020 to 2021 there is a covid 19 which requires employees to be able to further improve performance in carrying out the implementation of environmental comfort and safety due to demands from various parties, in the section on improving comfort and safety and experiencing a decrease in performance targets in 2022, this can be indicated one of which is due to the lack of Satpol PP members.

Performance guidelines in an organization are used to assess individual workloads based on the type of work. If most employees comply with the company's rules, there is usually no problem. However, if an employee's performance falls short of the structure set by the company, then their workload is likely to be high. Conversely, if an employee goes beyond their duties and responsibilities, it may indicate that the standards applied are lower than the actual capabilities of the employee. Human resource requirements can be measured by setting output targets that the company wants to achieve for each specific department (Sari dan Dewi 2020). In addition to workload factors, work stress is also one of the aspects that affect employee performance. If stress reaches a peak that is comparable to the performance capacity of an employee, if an employee experiences too much stress pressure, then his or her presentation will decrease because the pressure hinders employee performance and can cause loss of control or inability to make decisions and performance becomes erratic (Kriswara *et al.*, 2017).

The results of initial interviews with Bekasi Regency Satpol PP employees, the emergence of workload on employees is caused by the lack of Satpol PP members, so that the workload given is uneven or must be borne by existing members or human resources and must be on standby 24 hours to guard and patrol in rotation, namely 3 work shifts. In addition, the emergence of work stress on Satpol PP members occurs when controlling street vendors at locations that are not allowed to sell so that there are incidents of resistance and conflict in problems with the community.

Previous studies conducted at PT Yontomo Sukses Abadi branch, stated by Kriswara *et al.* (2017) shows that workload has a positive and significant influence on work stress. In addition, work stress also has a positive and significant effect on employee performance, and work quantity also has a significant effect on employee

performance. The impact of work stress on employee productivity has a role as a mediating variable between workload and employee performance. On the other hand, research conducted by Mardiani dan Dudija (2021) concluded that stress has a positive and significant influence on employee performance through work stress, especially on medical personnel at Prasetya Bunda General Hospital. This highlights the importance of workload and effective workload management as it can improve employee performance. High performance can help an organization achieve the desired results. research by Saulina Batubara & dan Abadi (2022) shows that support from coworkers and job stress affect the level of employee performance at PT Bank Central Asia KCU Rawamangu East Jakarta, with job stress acting as a mediating variable, especially in the Bekasi Regency Civil Service Police Unit.

This study aims to determine how much influence workload has on employee performance through work stress as a mediating variable in the Bekasi Regency Pamong Praja Police Unit.

2. Literature Review

2.1 Human Resource Management

According to Hasibuan in Islami (2017) Human Resource Management (HRM) is the science or art of managing employee interactions and responsibilities in order to help companies achieve goals successfully and efficiently. Meanwhile, according to Safuan and Ismatarya in Tiong (2023) Manajemen Human Resources is a series of methods of supervising personnel, starting from recruitment, placement, training, development, performance evaluation, promotion, compensation, to termination policies. The goal of each of these stages is to improve employees' performance with its impact on business performance. According to Rivai and Jauvani quoted by Adamy (2016) Human Resource Management is a combination of knowledge about how human resource management should be carried out in a company. Thus, based on the views of these experts, Human Resource Management can be understood as the involvement and responsibility for employee relationships and tasks to achieve company goals.

2.2 Workload

According to Nabawi in Elisabeth Nona Selvin *et al.* (2023) Workload is a series of tasks that must be completed by an operational unit within a certain period of time. Meanwhile, according to Munandar in Budiasa quoted by Santanu and Madhani (2022) which reveals that workload is a series of tasks given to employees to complete within a certain period of time, using the skills and abilities of these employees. According to Kiki in Ramadhanti Sinta (2023) Workload occurs when employees are faced with a number of jobs that must be completed with limited time. In accordance with the opinion of scholars above, it can be explained that workload is a set of work activities that must be completed in a limited time and the emergence of workload when faced with a pile of work that must be done while the time given is not enough.

Santanu and Madhani (2022) citing Budiasa explains the dimensions and indications of workload: First, mental effort load that arises when employees perform mental or psychological tasks at work. Indicators of mental load include tasks with a high level of difficulty and tasks that are not in accordance with competence. Second, time load, which occurs because employees must perform activities within a specified time limit. Signs of time load include working quickly, tight deadlines, targets to be achieved, overtime, and lack of leisure time. Third, physical load refers to workload that affects the physiological, cardiovascular and respiratory systems of the body.

2.3 Work Stress

According to Robbins in Sarinah *et al.* (2023) Job stress can be explained as a person's drive to stand out, a sense of dissatisfaction with the results obtained, and the drive to achieve high achievement in order to get promoted and face challenges that can cause stress. According to Vanchapo in Santanu and Madhani (2022) Work stress is an emotional state caused by a mismatch between job pressures and a person's ability to handle the pressures they face. It can also be explained that stress at work causes a deterioration in physical and mental conditions that have an impact on a person's soul and mind. According to Handoko in Amanda *et al.* (2022) Work stress affects a person's emotions, thought processes, and physical condition, and excessive stress can threaten an individual's ability to cope with the demands of the work environment. From the views of these experts, it can be concluded that job stress occurs when there is an imbalance between individual personality characteristics and job characteristics, and can occur in a variety of working conditions.

According to Cooper in Santanu and Madhani (2022) identified dimensions and measures of work stress: First, the working conditions dimension, which has measures such as workload from internal and external factors, and work schedules. Second, the role dimension, with indicators of role ambiguity. Third, the dimension of interpersonal factors, which includes indicators such as physical loads that can affect health, including the physiology of the human body, heart, respiratory system, and organs. Sensations in the human body result from working conditions, and indicators of physical load include overwork, additional tasks, and sanitation.

2.4 Performance

According to Mangkunegara in Amanda *et al.* (2022) Performance is the result of a person's work which includes aspects of quality and quantity in accordance with the responsibilities given to him. Kumara and Utama in Pertiwi dan Savitri (2021) explains that performance is a sacrifice of one's body and mind in providing goods or services as part of an exchange to achieve certain achievements. Stephen Robbins in Sinambela which is quoted Oley *et al.* (2022) describes performance as the result of an individual's job evaluation based on commonly established criteria. The achievement criteria are usually mutually determined. Employees are expected to be able to carry out their duties and responsibilities in an effective and efficient manner.

Indicators and categories according to Robbins in Santanu and Madhani (2022) (1) The volume of work that shows the amount of work done by an individual or group is a standard work requirement. Indicators of work responsibility are: (a) Working towards the goal of how much profit each person can make for each hour worked. b) Carrying out tasks based on the number of work cycles completed. (c) Quick and easy problem solving. (2) Indicators of work quality are as follows: (a) Work according to work instructions. b) Work according to the inspection manual. (c) Good quality. (3) Time indicators are as follows: (a) Completing tasks within the specified time. (b) efficient use of processing time to produce the volume of production expected by the business.

2.5 Literature study between workload variables on performance through job stress

2.5.1 Workload and performance

Fil (2021) stated that too much workload can impair employee efficiency due to profound physical, mental and response fatigue, including symptoms such as brain pain, heartburn, and irritability. On the other hand, if there is too little work, this can lead to boredom and boredom. Research conducted by Siburian *et al.* (2021) asserts that the higher the workload faced while working, the lower the performance obtained because the ability to work optimally decreases. Research conducted by Tresnawati *et al.* (2020) shows that workload has a significant impact on employee performance, where if the workload increases, the resulting performance tends to be not optimal and can even decrease. Stressed employees may face work-related problems or illnesses due to excessive workload or poor physical health.

H1: There is a positive and significant relationship between workload and performance.

2.5.2 Workload and work stress

Raharja and Heryanda (2021) found that job stress in the work environment has many aspects, including workload, non-professional supervision, time pressure, performance ambiguity, powerlessness, immediate feedback, organizational change and interpersonal conflict. There are other factors that can cause problems in research Maharani and Budianto (2019) found that job stress has many aspects, such as too many or too few tasks to complete. Job stress occurs when the number of tasks is not proportional to the physical abilities, skills and time available.

H2: There is a positive and significant influence between workload on work stress

2.5.3 Job stress and performance

Supriyanto and Nadiyah (2022) Job stress plays a crucial role in an organizational context, especially in relation to employee performance. Therefore, it is important for a company to achieve optimal performance in order to gain profits. Conversely, if the company's performance decreases, it will potentially cause losses. Research conducted by Aulia (2022) highlighted that work stress is often associated with the pressure experienced in the

work environment, especially related to the working relationship between employees with appropriate tasks and responsibilities. This aims to increase efficiency in task execution.

H3: There is a positive and significant influence between work stress on performance.

2.5.4 Workload on performance through job stress as a mediating variable

Alifah *et al.* (2020) found that inequality in giving workload to employees can result in some parts experiencing excessive workload while other parts experience less workload, which in turn can trigger work stress and affect employee performance. Research conducted by Ramadhanti and Sinta (2023) confirms that heavy workloads can lead to work stress, which in turn can affect the achievement of non-optimal performance.

H4: There is a significant influence between workload on performance through work stress as a mediating variable.

2.6 Framework

In the development of thought Sugionoin Ali Hartawan *et al.* (2021) explains that the framework is a conceptualization of how theory relates to various factors that have been identified as significant problems. In this context, the framework involves workload as the independent variable, job stress as the mediating variable, and performance as the dependent variable. This framework aims to facilitate the development of a mindset in research. The following is a picture of the framework in this study.

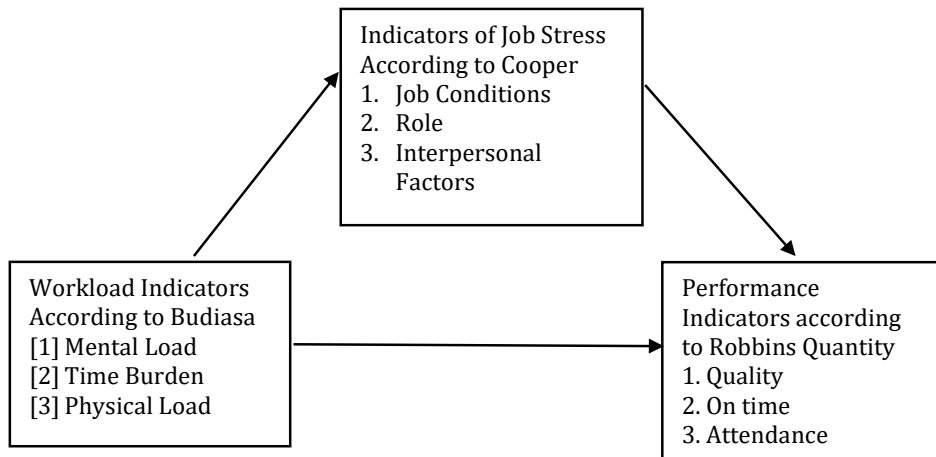


Fig. 1 Framework of thought

Based on the framework, there is a relationship between each variable and performance. This can determine the relationship between each variable through the hypothesis proposed in the study.

3. Research Methods

This research method applies a quantitative descriptive approach. The number of Bekasi Regency Satpol PP staff who were the subject of this research was 253 people. The sample taken was 72 employees, who were selected using the non-probability sampling method and calculated using the Slovin formula with an error rate of 10%. Primary data used in this study were collected through questionnaire responses. The analysis technique applied in this research is a combination of Partial Least Squares (PLS) and Structural Equation Modeling (SEM), which is run with the help of SmartPLS 3.0 software.

4. Results And Discussion

4.1 Respondent Characteristics Data

Based on the results obtained through the questionnaire that has been conducted, this study will describe the characteristics of the respondents studied. Characteristics of respondents who participated in this study based on gender, age, latest education, and profession.

Table 2 Respondent characteristics data

Characteristics	Frequency	Percentage (%)
Gender		
Man	63	88 %
Woman	9	13 %
Sum	72	100 %
Age		
21-30 Year	33	46 %
31-40 Year	34	47 %
41-50 Year	5	7 %
Sum	72	100 %
Last Education		
High School / Equivalent	40	56 %
Bachelor (S1)	30	42 %
Master (S2)	2	2 %
Sum	72	100 %
Profession		
Non-civil servants	27	38 %
Civil Servants	45	63 %
Sum	72	100 %

Based on the data on the characteristics of respondents in table 2 above, it can be seen that there are more male respondents, namely 63 employees with a percentage of 88%. Characteristics based on age are dominated by employees who have an age range of 31-40 years as many as 34 employees with a percentage of 47%. Based on characteristics based on the latest education, it is dominated by employees who have a high school / equivalent education, namely 40 with a percentage of 56% and based on the profession, it is dominated by civil servants, namely 45 employees with a percentage of 63%.

4.2 Autor Loading Value

The following is the autor loading value using the SmartPLS version 3.0 application.

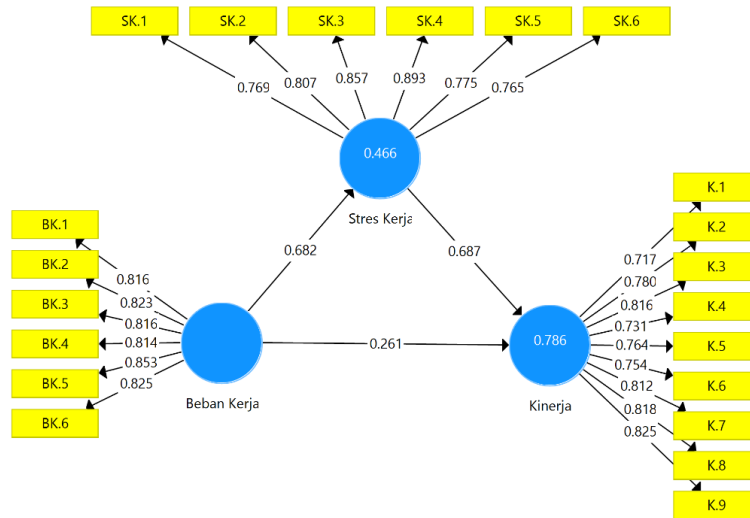


Fig. 2 Nilai autor loading

The convergent validity test of an indicator is considered valid as a suitable measuring tool if the outer loading value is greater than 0.70. The outer loading results are used to determine the results of convergent validity between indicators and variables. According to Abdillah and Jogiyanto in Nadiyah *et al.* (2017) Convergence validity occurs when indicators on a construct are closely related and have adequate loading scores. Validity is not only reflected in the loading score, but also in the overall consistency between all measuring indicators in a construct. The following is the outer loading value presented.

4.3 Convergent Validity Test Results

The following is a table of convergent validity test values through the outer loading value using the SmartPLS version 3.0 application.

Table 3 Convergent validity test through outer loading value

Workload		Performance		Work Stress	
Indicator	Outer Loading	Indicator	Outer Loading	Indicator	Outer Loading
BK1	0.816	K1	0.717	SK1	0.769
BK2	0.823	K2	0.780	SK2	0.807
BK3	0.816	K3	0.816	SK3	0.857
BK4	0.814	K4	0.731	SK4	0.893
BK5	0.853	K5	0.764	SK5	0.775
BK6	0.825	K6	0.754	SK6	0.765
		K7	0.812		
		K8	0.818		
		K9	0.825		

The following are the results of the AVE calculation using smartPLS3 software for job satisfaction variables, organizational commitment, employee loyalty.

Table 4 Average variance extracted validation test

Variables	Average Variance Extracted (AVE)
Workload	0.680
Performance	0.609
Work Stress	0.660

The workload, performance, and work stress variables all obtained an AVE value > 0.5 which indicates that they are very accurate and reliable, according to the results of evaluating convergent validity using Average Variance Extracted (AVE) in table 4. Each variable in Susanto *et al.* (2020) has met the requirements of convergent validity if its AVE value is greater than 0.5.

Reliability is considered good enough if both the composite reliability value and Cronbach alpha exceed 0.70, so that the construct is considered reliable Ferdinand in Fazriansyah *et al.* (2022). The following are the results of the calculation of composite reliability and Cronbach's alpha for workload, performance, and work stress variables using SmartPLS4 software.

Tabel 5. Cronbach's Alfa and Composite Realibility test

	Cronbach's alpha	Composite Realibility
Workload	0.902	0.927
Parformance	0.920	0.933
Work Stress	0.896	0.921

Based on table 5, the *Cronbach's alpha* test and the *composite reliability* of workload, performance and work stress variables variables show a value > 0.70, so it can be concluded that the construct is declared reliable.

4.4 Structural Model Evaluation (Inner Model)

4.4.1 R-Square (Inner Model)

The next stage is to test the inner model to ensure that the inner model built is accurate and to test the relationship between variables using the determination coefficient (R²) shown in the table below.

Tabel 6 R-square

	R-square
Performance	0.786
Work Stress	0.458

According to table 6 above, it can be seen that the work stress variable only contributes 45.8% to workload and employee performance, while the remaining 54.2% is influenced by other factors not included in the structural model of this study. Workload and work stress variables only have an impact of 78.6% on employee performance, while the remaining 21.4% is caused by other factors not included in this research model.

4.5 Hypothesis Test

Tabel 7 Path coefficients

Hypothesis	Original Sampel	T statistics	P values	Description
Workload ->Parformance	0.261	3.101	0.001	Accepted
Workload ->Work Stress	0.602	9.021	0.000	Accepted
Work Stress->Parformance	0.687	6.714	0.000	Accepted

The hypothesis test results from table 7 show that the effect of workload on employee performance has a t-statistic value of 3.202, which exceeds 1.196, with a p-value of 0.001 which is less than 0.5. Thus, it can be concluded that the hypothesis of the effect of workload on employee performance is positive and significant.

Furthermore, the t-statistic for the effect of workload on employee workload is 9.021 (greater than 1.196), with a p-value of 0.000, which is also less than 0.5. This indicates that the hypothesized effect of workload on employee workload is also positive and significant.

Meanwhile, the t-statistic value for the effect of work stress on employee performance is 6.714, which is greater than 1.196, with a p-value of 0.000, which is less than 0.5. Therefore, it can be concluded that the hypothesis of the effect of work stress on employee performance is also positive and significant.

4.6 Test Indirect Effects

Tabel 8. *Indirect effects*

Hypothesis	Original Sampel	T statistics	P value	Description
Workload->Work Stress->Parformance	0.469	5.972	0.000	Accepted

From the data listed in table 8, it is known that the effect of workload on employee performance through job stress has a t-statistic value of 5.972, which exceeds the value of 1.196. In addition, the p-value is 0.000, which is smaller than 0.5. Thus, it can be concluded that the hypothesis test regarding the effect of workload on employee performance through job stress is positive and significant.

4.7 Effect of Workload on Performance

The findings of the study indicate that workload has a significant and positive influence on employee performance, with a t-statistic value of 3.202 which exceeds the threshold value of 1.960. The results also confirm that there is a strong and interrelated relationship between workload and employee performance in H1, where the higher the workload faced by an employee at the Bekasi Regency Satpol PP, the higher the performance.

This research finding is reinforced by the statement Mardiani and Dudija (2021) which states that workload has a significant influence on performance in health workers at Prasetya Bunda General Hospital. In addition, this finding is also supported by research Syahrir *et al.* (2023) which shows that workload has a positive influence on employee performance. Thus, it can be concluded that the hypothesis is accepted.

4.8 Effect of Workload on Job Stress

The results confirm that there is a significant and positive influence between workload and job stress, with a t-statistic value of 9.021 which exceeds the threshold value of 1.960. This finding confirms that at H2, workload has a considerable and acceptable impact on the level of job stress. Therefore, the lower the level of work stress experienced by employees at the Bekasi Regency Satpol PP, the better their performance.

This research is supported by the findings of Nurhanifah and Susanty (2023), which shows that workload has a significant influence on employee work stress at PT Sipatex Putri Lestari Bandung Regency. This finding is also in line with the results of the study Nadilah *et al.* (2023) which confirms that workload has a positive impact on the level of work stress. Therefore, it can be concluded that the higher the level of workload experienced by an individual, the higher the level of work stress he feels.

4.9 The Effect of Job Stress on Employee Performance

The results of this research state that workload has a significant and beneficial influence on workforce performance, as indicated by the t-statistic value reaching 6.714, exceeding the threshold of 1.960. Thus, it can be concluded that the level of work stress received is significantly influenced by the level of workload, in accordance with hypothesis H3. These findings indicate that employees at the Bekasi Regency Satpol PP tend to have better performance.

This research was supported by Amrianah (2019), who found that the group stress variable had a positive and significant effect on employee performance at the Bank Sulsebar Baru Branch Office, based on a partial test. In addition, research results Supriyanto dan Nadiyah (2022) also stated that work stress had a positive and significant impact on the performance of employees at the UPTD Center for Food Crop Protection and Horticulture, South Sumatra Province.

4.10 The Effect of Workload on Employee Performance Through Job Stress

In the results of the fourth hypothesis, which examines the effect of workload on employee performance through job stress, the t-statistic value of 5.972 is obtained, exceeding the t-table value of 1.96. Therefore, it can be concluded that hypothesis H4, which states that there is a significant influence between workload on employee performance with job stress as a mediator, is acceptable. This indicates that job stress plays a role as a mediator in connecting between workload and employee performance in Bekasi Regency Satpol PP.

The results of this study are reinforced by the findings of Alifah *et al.* (2020), Similarly, it shows that work stress acts as a mediator between the influence of workload and employee performance at BPJS Kesehatan Surakarta Branch. Muhammad (2023) also supports these findings by showing that when work stress levels increase, performance tends to decrease, and conversely, when stress levels are low, performance tends to increase. This confirms that job stress does serve as a mediating variable in influencing the relationship between

5. Conclusion

Based on the results of the research and the previous discussion, the following conclusions can be drawn.

- Based on the results of the H1 hypothesis test, there is a positive and significant relationship between workload (X) and employee performance (Y) at Satpol PP Kabupaten Bekasi.
- Based on the results of the H2 hypothesis test, there is a positive and significant relationship between workload (X) and work stress (Z) pada Satpol PP Kabupaten Bekasi.
- Based on the results of the H3 hypothesis test, there is a positive and significant relationship between work stress (Z) and employee performance (Y) pada Satpol PP Kabupaten Bekasi.
- Work Stress (Z) as a mediating variable is able to mediate workload (X) and Employee Performance (Y) on Satpol PP Kabupaten Bekasi

6. Implications

Based on the conclusions stated above, it is known that there is a positive influence between workload and performance, a positive influence of workload on performance, a positive influence of work stress on performance, and work stress as a mediating variable is able to mediate workload with performance at the Bekasi Regency Satpol PP. This shows that workload and work stress have an important role in determining the increase and decrease in employee performance. The implication of this research study is that companies can continue to spur to maintain and even reduce the level of workload experienced by employees and employee work stress, so that employee performance can continue to increase. However, employee performance is not only influenced by workload and work stress but also by other factors not examined in this study, so it is possible to conduct further research to examine other factors that affect employee performance.

Acknowledgement

The authors would like to thank the Faculty of Economics and Business, Buana Perjuangan University Karawang for its support.

Conflict of Interest

Authors declare that there is no conflict of interests regarding the publication of the paper.

Author Contribution

The authors confirm contribution to the paper as follows: **study conception and design:** T.R., U.M.D.F. and E.R.; **data collection:** T.R., U.M.D.F. and E.R.; **analysis and interpretation of results:** T.R., U.M.D.F. and E.R.; **draft manuscript preparation:** T.R., U.M.D.F. and E.R.. All authors reviewed the results and approved the final version of the manuscript.

References

- Adamy, M. (2016). *Manajemen Sumber Daya Manusia: Teori,Praktik dan Penelitian*. Lhokseumawe, UNIMAL Press.
- Ali Hartawan, Nisa' Ulul Mafra, & Heryati. (2021). Pengaruh Budaya Kerja dan Kemampuan Terhadap Komitmen Pegawai Dinas Kesehatan Kabupaten Empat Lawang. *Jurnal Manivestasi*, 3, 146–155. <https://doi.org/10.31851/jmanivestasi.v3i2.7376>
- Alifah, Y. F., Lamidi, L., Lamidi, L., Sunarso, S., & Sunarso, S. (2020).Pengaruh Beban Kerja Terhadap Kinerja Pegawai Dengan Stres Kerja Sebagai Variabel Mediasi (Survei Pada Pegawai BPJS Kesehatan Cabang Surakarta). *Jurnal Ekonomi Dan Kewirausahaan*, 20(1), 62–73. <https://doi.org/10.33061/jeku.v20i1.4369>
- Amanda, R., Suherman, E., & Hidayaty, D. E. (2022). Pengaruh Stres Kerja Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Pada Karyawan Imigrasi Kelas I Non TPI Karawang. *Jurnal Ilmiah Mandala Education*, 8(4), 2851–2858. <https://doi.org/10.58258/jime.v8i4.3931>
- Amriana, H. (2019). Pengaruh Stres Kerja Terhadap Kinerja Pegawai Pada Kantor Bank Sulselbar Cabang Barru. *Meraja Journal*, 2(1), 19–39.<https://doi.org/10.33080/mrj.v2i1.23>
- Aulia, M. (2022). Pengaruh Stres Kerja Terhadap Kinerja Karyawan Pt.PlN (Persero) Area Jambi Rayon Telanaipura. *Jurnal Manajemen Terapan Dan Keuangan*, 10(02), 261–268. <https://doi.org/10.22437/jmk.v10i02.13062>
- Elisabeth Nona Selvin, Antonius Philippus Kurniawan, & Victor Eko Transilvanus. (2023). Pengaruh Konflik Kerja dan Semangat Kerja Terhadap Kinerja Pegawai Pada Kantor Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sikka. *Jurnal Kewirausahaan Dan Manajemen Bisnis: Cuan*, 1(2), 121–132. <https://doi.org/10.59603/cuan.v1i2.21>
- Fazriansyah, F., Sari, N. A., & Mawardi, M. (2022). Apakah persepsi kemudahan penggunaan dan persepsi kegunaan berpengaruh terhadap niat untuk menggunakan dan penggunaan aktual pada aplikasi pembayaran digital? *Jurnal Manajemen*, 14(2), 271–283. <https://doi.org/10.30872/jmmn.v14i2.11126>
- Fil, J. R. (2021). Pengaruh Beban Kerja dan Lingkungan Kerja terhadap Kinerja Karyawan (Studi pada Perumda Air Minum Tirta Dhaha Kota Kediri). *Jimfeb*, 9(2), 1–10.
- Islami, B. (2017). *Manajemen Sumber Daya Insani dalam Perspektif Ekonomi Islam : Tinjauan Manajemen SDM dalam Bisnis Islami Human Resource Management In the Islamic Economic Perspective: Human Resource Management Review in Islamic Business*. 1, 112–120.<https://doi.org/10.37274/rais.v8i1.934>
- Kriswara, Y., Sanosra, A., & Rozaid, Y. (2017). Pengaruh Beban Kerja Terhadap Kinerja Karyawan Dengan Stres Kerja Sebagai Variabel Intervening Pada PT. Yontomo Sukses Abadi Cabang Sidoarjo. *Central Library of Maulana Malik Ibrahim State Islamic University of Malang*, 1(1), 1–133.
- Maharani, R., & Budianto, A. (2019). Pengaruh Beban Kerja Terhadap Stres Kerja Dan Kinerja Perawat Rawat Inap Dalam. *Management Review*, 3(2), 327–332. <http://jurnal.unigal.ac.id/index.php/managementreviewdoi:http://dx.doi.org/10.25157/mr.v3i2.2614>
- Mardiani, L., & Dudija, N. (2021). Pengaruh Beban Kerja Terhadap Kinerja Karyawan Melalui Stres Kerja Sebagai Variabel Intervening Pada Masa Pandemi Covid-19 (Studi Kasus Pada Tenaga Kesehatan Rumah Sakit Umum Prasetya Bunda). *E-Proceeding of Management*, 8(5), 4428–4441.
- Nadiah, M., Ferichani, M., Setyowati (2017). Analisis Pengaruh Faktor Bauran Pemasaran (Marketing Mix) Terhadap Keputusan Pembelian The Tong Tji Siap Minum Di Pasar Swalayan Kota Surakarta. *31152-74884-1-Sm*. 5(3), 212–221.
- Nadilah, F. A., Rani, & Purwatiningsih. (2023). Pengaruh Beban Kerja dan Stres Kerja terhadap Kinerja Karyawan Pada PT. Snapindo Warlab Sukses Tebat. *Jurnal Penelitian Bisnis Dan Manajemen*, 13(2), 127–139.

- Nurhanifah, H., & Susanty, A. I. (2023). Pengaruh Beban Kerja Terhadap Stres Kerja Karyawan Di PT Xyz Kabupaten Bandung. *E-Proceeding of Management*, 10(1), 41.
- Oley, M. F., Nelwan, O. S., Dotulong, L. O. H., Disiplin, P., Dan, K., Kerja, M., Mendorong, D., Dotulong, L. O. H., Manajemen, J., Ekonomi, F., Oley, M. F., Nelwan, O. S., & Dotulong, L. O. H. (2022). Peranan Disiplin Kerja Dan Motivasi Kera Dalam Mendorong Kinerja Karyawan PT Empung Jaya *Abadi*. 982-990. 10(2), 982-990.
- Pertiwi, W., & Savitri, C. (2021). Pengaruh Kompetensi, Disiplin Kerja, Dan Motivasi Kerja Terhadap Kinerja Pegawai. *Jurnal Manajemen & Bisnis Kreatif*, 63-77.
- Raharja, K., & Heryanda, K. K. (2021). Pengaruh Beban Kerja Terhadap Stres Kerja Pegawai BPBD Kabupaten Buleleng Dengan Lingkungan Kerja Sebagai Variabel Moderasi. *Bisma: Jurnal Manajemen*, 7(2), 201. <https://doi.org/10.23887/bjm.v7i2.31936>
- Ramadhanti Sinta. (2023). 1969-Article Text-6427-1-10-20230814. *Pengaruh Beban Kerja, Lingkungan Kerja Dan Komunikasi Terhadap Kinerja Pegawai Pada Disperumkimtan Kota Surakarta*, 1(Journal of Student Research (JSR)), 1-13.
- Rangga Baskoro. (2022, Desember 09). *No Title*. Tribun Bekasi.Com. <https://bekasi.tribunnews.com/2022/09/12/satpol-pp-kabupaten-bekasi-kekuarangan-personel>
- Santanu, T. R., & Madhani, A. F. (2022). Pengaruh Stres Kerja Dan Beban Kerja Terhadap Kinerja Karyawan Divisi Kurir Studi Pada J&T Express Garut 01 (Pt. Global Jet Express). *Eqien - Jurnal Ekonomi Dan Bisnis*, 11(04). <https://doi.org/10.34308/eqien.v11i04.1260>
- Sari, I. H., & Dewi, R. (2020). Pengaruh Supervisi Dan Beban Kerja Oku Selatan. *Jurnal Ekonomika*, 13(2), 53-69.
- Sarinah, Fadli, U., & Khalida, L. R. (2023). *Analisis Faktor Stres Kerja Karyawan Di PT. Keo San Indonesia Cabang Cikarang Kabupaten Bekasi*. 4(6), 7155-7168.
- Saulina Batubara, G., & Abadi, F. (2022). Pengaruh Beban Kerja Dan Dukungan Rekan Kerja Terhadap Kinerja Karyawan Dengan Stres Kerja Sebagai Variabel Intervening. *Sibatik Journal: Jurnal Ilmiah Bidang Sosial, Ekonomi, Budaya, Teknologi, Dan Pendidikan*, 1(11), 2483-2496. <https://doi.org/10.54443/sibatik.v1i11.385>
- Sheriman, I. (2023). Tujuan Dan Tugas Fungsi Satuan Polisi Pamong Praja Dalam Menegakan Peraturan Daerah Di Kota Manado. 5 *Lex Administratum*. <https://ejournal.unsrat.ac.id/v3/index.php/administratum/issue/view/3335>
- Siburian, M. S., Pio, R. J., & Sambul, S. A. P. (2021). Pengaruh Beban Kerja dan Lingkungan Kerja Terhadap Kinerja Karyawan Kantor Pelayanan Pajak Pratama Balige Sumatera Utara. *Productivity*, 2(5), 370-377.
- Supriyanto, A., & Nadiyah. (2022). Pengaruh Stres Kerja Terhadap Kinerja Pegawai di Balai Perlindungan Tanaman Pangan dan Hortikultura. *Jurnal Manajemen Informatika Komputer*, 6, 610-619.
- Susanto, L., Yanti, Y., Viriany, V., & Wirianata, H. (2020). Faktor-Faktor Yang Mempengaruhi Minat Mahasiswa Akuntansi Mengikuti Uskad. *Jurnal Bina Akuntansi*, 7(2), 124-141. <https://doi.org/10.52859/jba.v7i2.80>
- Syahrir, Rum, M., & Rasniati. (2023). Penguatan Beban Kerja Dalam Peningkatan Kinerja Karyawan PT. Santi Pratama Astrindo Cabang Makassar. *Jurnal Mirai Management*, 8(1), 347-357. <https://journal.steamkop.ac.id/index.php/mirai/article/view/4934>
- Tiong, P. (2023). *Manajemen Sumber Daya Manusia: Teori dan Praktik*. Jogjakarta, CV Budi Utama.

Tresnawati, N., Indah, M. F., & Arianto, E. (2020). Hubungan Beban Kerja Dengan Kinerja Pegawai di Dinas Lingkungan Hidup Provinsi Kalimantan Selatan. *Jurnal Kesehatan Masyarakat*, 1-11. <http://eprints.uniska-bjm.ac.id/id/eprint/3913>