SELF-EFFICACY AS A MODERATING VARIABLE ON THE INFLUENCE OF WORKLOAD VARIABLES ON EMPLOYEE PERFORMANCE

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Abstract
This research is a quantitative study with an explanatory approach, namely an approach that relies on a number of previous studies to prove that each hypothesis used in this study is true and can be proven. The data used in this article is primary data that researchers obtain from various credible sources such as scientific journals, books, scientific magazines, and various other credible sources that are commonly used in each study. The existing data is analyzed using the smart PLS 4.0 analysis tool. The result in this aricle show that each hypothesis formulated in this article, namely the Workload variable can have a positive relationship direction and a significant influence on Employee Performance and the Self-Efficacy variable can moderate the influence of the Workload variable on Employee Performance cannot be proven and cannot be accepted. This is indicated by the P-Values in the first column of the third table of the Path Coefficient which are negative even though they are below the significance level. Thus, it can be concluded that the heavier the workload of Hypermart employees in Indonesia, the more it can decrease Employee Performance. The next hypothesis also shows the same thing if Self-Efficacy cannot moderate the influence of the Workload variable on Employee Performance because the P-Values are above the significance level of 0.05. Thus the first and second hypotheses in this article cannot be accepted and proven.

Keywords: Workload, Employee Performance, Self-Efficacy

1. INTRODUCTION

Workload is stated in the Regulation of the Minister of Home Affairs No. 12/2008 which defines workload as the amount of work that must be carried out by a position/organizational unit and is the result of the multiplication of work volume and time norms. According to (Yudha Adityawarman 2017) workload is defined as tasks given to workers or employees to be completed at a certain time using the skills and potential of the workforce. According to (Risambessy 2019) workload does not only concern work that is considered heavy but also light work. Workload in the workplace is not only related to excess work (work overload), but also includes that which is equal/same or conversely lacking or too low/small work (work underlead).

According to Hart and Staveland in (Maini and Tanno 2021), explained that the three main factors that determine workload are task demands, effort and performance. 1. Task demands factor The argument related to this factor is that workload can be determined from the analysis of tasks performed by workers. However, individual differences must always be taken into account. 2. Effort The amount spent on a job may be a natural intuitive form of workload. However, since the increase in task demands, individuals may not be able to increase the level of effort. 3. Performance Most studies on workload have a concern with the level of performance to be achieved. Performance measurement alone will not be able to present a complete workload matrix.

Meanwhile, according to (Syauqi, Abdurrahman, and Frendika 2020)stated that workload indicators can be determined based on several aspects, including: 1. Physical load Physical workload is a workload that has an impact on health disorders such as the body's organ system, heart, respiration, and sensory organs in a person's body caused by work conditions. The indicators of physical workload are physiological physical load and biomechanical physical load. 2. Mental load Mental load is a workload that arises when employees carry out mental/psychological activities in their work environment. The indicators of mental load are concentration, confusion, alertness and accuracy of service. 3. Time load Time load is a workload that arises when employees are required to complete their tasks according to the specified time. The indicators of time load are speed in doing work and doing two or more jobs at the same time.

According to (Azreen Harina, Norudin, and Zuraida 2016) there are three ways that can be used to calculate the workload by personnel, including: 1) Work Sampling This technique was developed in the industrial world to see the workload carried out by personnel in a unit, field or certain type of workforce. In the work sampling method, specific things about the work can be observed, including: a) What activities are being carried out by personnel during working hours b) Are personnel activities related to their functions and duties during working hours c) The proportion of working time used for productive or unproductive activities d) The pattern of personnel workload is associated with the time and schedule of working hours.

In the work sampling technique we will get thousands of observations of the activities of the personnel we observe. Because of the large number of observations of research activities, a normal distribution of research activity observation samples will be obtained. This means that the data is large enough with a distribution so that it can be analyzed properly. The number of observations can be calculated. 2) Time and Motion Study In this technique we observe and follow closely the activities carried out by the personnel we are observing. Through this technique, the workload of personnel and the quality of their work are obtained. The steps for carrying out this technique are: a) Determining the personnel to be observed to be samples using the purposive sampling method b) Making a list of activity forms to be carried out by each personnel c) The list of activities is then classified according to how many personnel carry out the activities properly and routinely during the observation d) Making a classification of the activities that have been carried out into medical activities, nursing activities and administrative activities. Calculating the objective time required by personnel in carrying out the activities carried out. Research using this technique can be used to evaluate the quality level of certified training and education or can also be used to evaluate the implementation of a method that is standardized by an agency (Jumaidi 2019).

Based on the explanation above, the researcher believes that Workload can have a positive relationship direction and a significant influence on Employee Performance. There are a number of previous researchers, namely (Aulliya 2022); (Najib 2016); (ELFADILLA 2018) & (CHOLISHOH 2021) which show that the Workload variable can have a positive relationship direction and a significant influence on Employee Performance. Unlike the four studies above, this article adds the Self-Efficacy variable as a moderating variable which is believed to be able to strengthen the influence of the Workload variable on Employee Performance.

2. RESEARCH METHODS
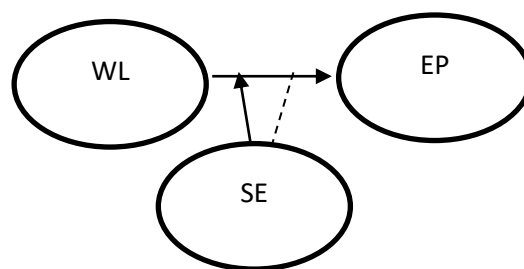
Table 1
Model

Noted:
WL: Work Load
EP: Employee Performance
SE: Self-Efficacy
Hypothesis:
H1: The Influence of Work Load on Employee Performance
H2: Self-Efficacy can Moderates The Influence of Work Load on Employee Performance

Based on the concrete explanation of the research model above, it can be concluded that this study aims to analyze the effect of the Workload variable on Employee Performance and the Self-Efficacy variable can moderate the effect of the Workload variable on Employee Performance (Jonathan Sarwono 2016). The objectives stated by the researcher above are in line with the objectives of a number of previous studies, namely research (Aulliya 2022); (Najib 2016); (ELFADILLA 2018) & (CHOLISHOH 2021). This research is a quantitative study with an explanatory approach, namely an approach that relies on a number of previous studies to prove that each hypothesis used in this study is true and can be proven (Sugiyono 2019). The data used in this article is primary data that researchers obtain from various credible sources such as scientific journals, books, scientific magazines, and various other credible sources that are commonly used in each study (Abdurahman 2016). The existing data is analyzed using the smart PLS 4.0 analysis tool with a more complete explanation below.

3. RESULT AND DISCUSSION
Background Analysis

Workload is stated in the Regulation of the Minister of Home Affairs No. 12/2008 which defines workload as the amount of work that must be carried out by a position/organizational unit and is the result of the multiplication of work volume and time norms. According to (Yudha Adityawarman 2017) workload is defined as tasks given to workers or employees to be completed at a certain time using the skills and potential of the workforce. According to (Risambessy 2019) workload does not only concern work that is considered heavy but also light work. Workload in the workplace is not only related to excess work (work overload), but also includes that which is equal/same or conversely lacking or too low/small work (work underlead).

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Validity Test

The first stage that must be passed when using the smart PLS 4.0 analysis tool is the validity test stage which functions to ensure that each data used in this article and obtained from 450 Hypermart employees throughout Indonesia through an online questionnaire is valid or not. To prove this, here are the results of the validity test in this article (Hair 2010):

Table 1
Validity Test

Variable	Question Item	Loading Factor
Work Load (X)	Workload can affect Employee Performance	0.874
	Workload can make work challenges more difficult	0.881
	Workload can make it more difficult for employees to complete their work well	0.895
	Workload can make it more difficult for employees to improve their performance	0.889
Employee Performance (Y)	Employee Performance can be affected by Workload	0.902
	Employee Performance can be affected by Self-Efficacy	0.917
	Employee Performance can be affected by how big the challenges are	0.925
	Employee Performance can be affected by how well employees complete their tasks	0.931
Self-Efficacy (Z)	Self-Efficacy can affect the size of the challenges faced by employees	0.945
	Self-Efficacy can affect Employee Performance	0.952

Validity Test > 0.70

Reliability Test

The next stage is the reliability test stage which focuses on each variable used in this article, namely the Workload variable, the Employee Performance variable, and the Self-Efficacy variable. To ensure this, here are the results of the reliability test in this article (Sarstedt et al. 2014):

Table 2
Reliability Test

Variable	Cronbach Alfa	Composite Reliability	Noted
Work Load	0.896	0.855	Reliable
Employee Performance	0.957	0.915	Reliable
Self-Efficacy	0.941	0.899	Reliable

Reliable > 0.70

Path Coefisien

The final stage and the only stage that has the aim of proving each hypothesis used in this article, namely the Workload variable can have a positive and significant influence on Employee Performance and the Self-Efficacy variable can moderate the influence of the

Workload variable on Employee Performance. Therefore, the following are the results of Path Efficiency in this article (Hair 2010):

Table 3

Path Coefisien

	Variable	P-Values	Noted
Direct Influence	WL->EP	-0.004	Accepted
Indirect Influence	SE* WL->EP	0.095	Accepted

Significant Level < 0.05

The Path Coefficient in this article shows that each hypothesis formulated in this article, namely the Workload variable can have a positive relationship direction and a significant influence on Employee Performance and the Self-Efficacy variable can moderate the influence of the Workload variable on Employee Performance cannot be proven and cannot be accepted. This is indicated by the P-Values in the first column of the third table of the Path Coefficient which are negative even though they are below the significance level. Thus, it can be concluded that the heavier the workload of Hypermart employees in Indonesia, the more it can decrease Employee Performance. The results of this study are not in line with previous studies, namely (Aulliya 2022); (Najib 2016); (ELFADILLA 2018) & (CHOLISHOH 2021). The next hypothesis also shows the same thing if Self-Efficacy cannot moderate the influence of the Workload variable on Employee Performance because the P-Values are above the significance level of 0.05. Thus the first and second hypotheses in this article cannot be accepted and proven.

4. CONCLUSION

The Path Coefficient in this article shows that each hypothesis formulated in this article, namely the Workload variable can have a positive relationship direction and a significant influence on Employee Performance and the Self-Efficacy variable can moderate the influence of the Workload variable on Employee Performance cannot be proven and cannot be accepted. This is indicated by the P-Values in the first column of the third table of the Path Coefficient which are negative even though they are below the significance level. Thus, it can be concluded that the heavier the workload of Hypermart employees in Indonesia, the more it can decrease Employee Performance. The results of this study are not in line with previous studies, namely (Aulliya 2022); (Najib 2016); (ELFADILLA 2018) & (CHOLISHOH 2021). The next hypothesis also shows the same thing if Self-Efficacy cannot moderate the influence of the Workload variable on Employee Performance because the P-Values are above the significance level of 0.05. Thus the first and second hypotheses in this article cannot be accepted and proven.

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