

"Influence Of Workload And job satisfaction on The Performance Of pkh Facilitators In Bandung City"

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ABSTRACT

The Family Hope Program is a public program that has been enforced since 2007 by the Indonesian Ministry of Social Affairs. The form of this program is the provision of cash or introductory musts to KSM donors of backing. The part of the facilitator in enforcing this program will determine the success of PKH. This study aims to determine the effect of workload and job satisfaction on the performance of PKH sidekicks in the megacity of Bandung. The sample used was 50 PKH facilitators in the megacity of Bandung. The test results using path analysis, videlicet and together affect the performance of PKH facilitators in Bandung by $18.9929.33 = 48.32\%$.

Keywords: workload, job satisfaction, companion performance

INTRODUCTION

The problem of poverty and social welfare is never free from problemsexperienced by every country, Indonesia is no exception. Because poverty is closely related to meeting the needs and welfare of the community. An individual has needs that cannot be avoided, namely material, spiritual, and social needs.

As a form of government attention to the problem of poverty, the government carries out various poverty reduction efforts by establishingNational team to accelerate poverty alleviation. Poverty alleviation is a policy and program in which the central and local governments systematically implement, plan and cooperate with the business world and the community to reduce the number of poor people in order to improve people's living standards. (Perpres) No. 15 of 2010.

The Family Hope Program (PKH) is a public program that has been carried out starting around 2007 by the Indonesian Ministry of Social Affairs. The form of this program is the provision of cash or basic necessities to KSM recipients of assistance. The PKH facilitator is an extension of the government in the context of alleviating poverty in Indonesia, as well as implementing PKH at the sub-district level. The role of the facilitator in implementing this program will determine the success of this program, either directly or indirectly. The performance of PKH facilitators in Bandung can be seen from the work and responsibilities of each facilitator for their work. Giving the workload to the assistants can affect the level

of job satisfaction. If the company provides an appropriate workload, job satisfaction will increase. However,

Figure 1 Target Achievement of the Bandung City PKH Activity Report

	Companion	Activity Target (March-December 2021)	Activity Achievements (March-December 2021)
Amount	50 Companion	15,000 Activities	8,784 Activities

Source: PKH Secretariat of Bandung City

In light of the table above, it very well may be seen that the achievement of the activities that the facilitators did was 8,784 activities. This result shows that the facilitators have not reached the target set by the Bandung City PKH so that there are 6,216 activities that cannot be carried out properly. This is presumably due to the large workload received and dissatisfaction with the work carried out.

Figure 2 Data on Job Satisfaction for PKH Facilitators in the City of Bandung in 2019-2021

No.	Job Satisfaction Indicator	Score	2019	2020	2021
1.	Profession	Highest score : 250	147	149	140
2.	Wages	Lowest score : 150	-	-	1
3.	Job Promotion	SP 1	-	-	-
4.	Supervision	SP 2	-	-	-
5.	Work Colleague	SP 3	-	-	-

Source: PKH Secretariat of Bandung City

Based on the satisfaction data above, it can be seen that the job satisfaction of the assistant each year fluctuates up and down. Thus, it can be seen that in 2021 there will be a decrease in job satisfaction, this is influenced by the workload and performance of the assistants who are less than optimal.

Figure 3 PKH Companion Workload in Bandung City in 2019-2021

No.	Workload	2019	2020	2021
1.	Updating KPM data (Beneficiary Families)	60%	80%	90%
2.	Education facility verification			
3.	Health facility verification			
4.	Coordination with the Social Service of the Sub-District, Sub-District, and RW of the assisted areas			
5.	Conducting Family Capacity Building Meetings (P2K2)			
6.	Make daily and monthly reports			
7.	Inventory and report if there are KPM problems related to the disbursement of Social Assistance			
8.	Monitoring the disbursement of PKH Social Assistance			
9.	Conduct home visits to each KPM			
10.	Building KPM awareness to be able to graduate independently			

11.	Fixed a blocked KPM ATM card			
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Source: PKH Secretariat of Bandung City

Based on the above phenomenon, it can be seen that the workload received by PKH facilitators in the City of Bandung in the last 3 years has fluctuated updown. It tends to be seen that in 2019 the responsibility that the aides did could be introduced at 60% which implies it was bad, then, at that point, in 2020 there was an increment of 80% however there were impediments brought about by the wild pandemic that was occurring, and in 2021 it expanded by 90% on the grounds that a great deal of help has descended from the Ministry of Social Affairs for individuals impacted by the pandemic. From this description, the workload that the PKH facilitator does can affect the performance of the facilitator because of the many activities carried out and the limitations of movement.

LITERATURE REVIEW

A. Workload

As indicated by Siswanto in Ellyzar (2017:38) workloads various exercises that should be finished by an association or head position methodically inside a specific timeframe utilizing position investigation strategies, workload examination procedures, or other administration methods. Authoritative adequacy and productivity. As per Mudayana in Hannani (2016:4) worklod is a that thing emerges form connection between the request of errands, the workplace where's utilized as a colleague, abilities, conduct, and impression of laborers.

Workload Dimension

According to Hart and Steveland (1988) in the journal Nia Wahdaniyah and Miftahuddin (2018) said that the workload is not centered on tasks, but on humans. Workload consists of two dimensions, namely:

Physical Workload is related to physical activity and the effort made in completing the work. Mental workload relates to time pressure during work, feelings of insecurity, and success in work.

Workload Indicator

According to Koesomowidjojo (2017: 21) suggests that workload is all types of work given to human resources to be finished inside a specific timeframe.

According to Koesomowidjojo (2017:33) the indicators presented to assess the workload are: Working conditions, how employees understand their work well; The use of Working Time in accordance with SOPs can minimize the workload of employees; The targets that must be achieved, the targets set by the company will certainly affect the workload received by employees directly.

B. Job satisfaction

According to Mangkunegara(2019) Job satisfaction is the feeling of pleasure or displeasure of employees bound with their work or them selves alone. Feeling work related will be influenced by salary, job opportunities, type of work, organizational structure within the company, and supervision. Feelings related to themselves will be influenced by age, health condition, ability, and education.

According to Kaswan (2017), job satisfaction is the driving force that motivates employees to achieve organizational results because job satisfaction is the result of employees' perceptions of their work which is considered important.

Dimensions of Job Satisfaction

According to Stephen Robbins in Sinambela (2017: 324), proposes four dimensions of job satisfaction measurement, namely; Work Challenges Employees will generally have occupations that offer them the chance to utilize their abilities and capacities, and proposition assortment of errands, opportunity and input on how well less testing position are probably going to be disappointing and a feeling of disappointment.; Adequate rewards

The tendency of work in wanting an income system and promotion policy that is fair, unambiguous and in line with its expectations. When the job considers that the income received is commensurate with the demands of the job, skill level and the same applies to other workers, satisfaction will arise. Not all jobs make money and therefore promotion is another alternative to job satisfaction. Many also seek authority, promotion of personal development, and social status; Satisfactory working conditions Employees tend to work in locations close to home, using modern facilities and adequate equipment; Supportive colleagues, increased job satisfaction When supervisors are perceived as friendly and understanding, offer praise for good performance,

Job Satisfaction Indicator

According to Afandi (2018:82) job satisfaction indicators are as follows: Job; Wages; Promotion; Supervision; Work colleague.

C. Employee performance

According to Afandi (2018:83) clarifies that, Performance is the aftereffect of work that can be accomplished by an individual or gathering in an organization as per their separate specialists and obligations with an end goal to accomplish authoritative objectives unlawfully, not abusing the law and not in spite of ethics also morals.

According to Fahmi (2017: 188) clarifies that performance is the aftereffect of a cycle that alludes and is estimated throughout a specific timeframe in light of pre-decided arrangements of arrangements.

Performance Dimension

According to Hasibuan (2017: 95-96), the dimensions of performance an employee can be seen through: Loyalty; Work presentation; Honesty; Discipline; Creativity; Cooperation; Leadership; Experience; Initiative; Skills; Responsibility.

According to Edison, Anwar & Komariyah (2016: 195) the dimensions of performance consist of: Target; Quality; Completion Time; Obey the Principles.

Employee Performance Indicator

According to Afandi (2018: 89) employee performance indicators are as follows: Quantity of Work Results, connected with the quantity of work results that can be communicated in numerical terms; Quality of work, quality or nature of work that can be communicated in numerical terms; Efficiency, finishing responsibilities in different careful and savvy ways; Work Discipline, submitting to appropriate

regulations and guidelines; Initiative, having the option to choose and make the best choice without being told; Accuracy, consistency of designated work market results; Leadership; the cycle y which a pioneer impacts or mimics adherents; Honesty, nature and trustworthiness is one of the troublesome characteristics to apply; Creativity, expertise that includes producing thoughts.

Formulation of the problem

In view of the background of the issue that has been depicted, the formulation of the research problem is as follows:

1. How does the workload affect the performance of PKH facilitators in Bandung?
2. How does job satisfaction affect the performance of PKH facilitators in Bandung?
3. How do workload and job satisfaction affect the performance of PKH facilitators in Bandung?

Research Objectives

Based on the formulation of the problem above, the research objectives are:

1. To know Workload what will PKH facilitators do in Bandung
2. To find out the job satisfaction felt by assistants at PKH in the city of Bandung
3. To find out the performance of PKH Facilitators in the City of Bandung
4. To find out partially or not the impact of workload and job satisfaction on assistants at PKH in the city of Bandung

Researcher Benefits

The resulting research is expected to be useful both practically and theoretically.

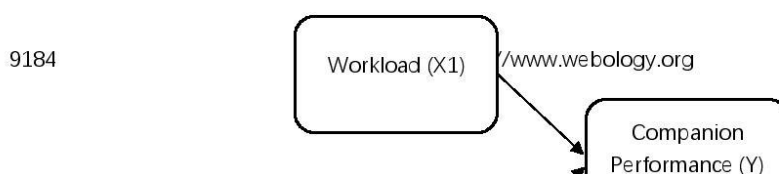
1. The results of this study can be an idea for companies in an work to solve the problems they face to fix all existing deficiencies in order to find a bright spot and be much more developed.
2. The after effects of this study are relied upon to provide knowledge and enrich the concepts and theories that support, especially about how this research relates to workload, job satisfaction and the performance of assistants.

Framework of thinking

The development of the company from time to time, both from the point of view of technological developments and new work methods, must be a concern of the company and the response of employees. Human resources are the driving force and determinant of the course of a job there fore, management attention is very important.

With this, the company must have a system and must thrive in an ever-changing environment. Without the support of human resources who can work well, the company will find it hard to track down the goals that have been set. The creation of a light workload and good job satisfaction will be useful for improving employee performance. The importance of human resources in every company must pay attention to the level of ability possessed by employees. The performance of each employee increases, so the company needs to create a workload that is easy to do and provides good job satisfaction for its employees.

Figure 4 Research Paradigm





RESULTS AND DISCUSSION

Figure 5 Normality Test Results and Multicollinearity Test Result

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.	Correlations			Collinearity Statistics		
	B	Std. Error				Zero-order	Partial	Part	Tolerance	VIF	
1 (Constant)	-4.143E-16	.104		.000	1.000						
Zscore(X1)	.322	.129	.322	2.489	.016	.589	.341	.261	.656	1.525	
Zscore(X2)	.455	.129	.455	3.517	.001	.644	.456	.369	.656	1.525	

a. Dependent Variable: Zscore(Y)

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		50
Normal Parameters, b	Mean	.0000000
	Std. Deviation	6.66913647
Most Extreme Differences	Absolute	.076
	Positive	.067
	Negative	-.076
Test Statistics		.076
asympt. Sig. (2-tailed)		.200c,d

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

In view of the table above, the results of the normality test using the Kolmogorov-Smirnov method

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error				Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	8.073	7,435		1.086	.283					
	X ₁ . Workload	.748	.300	.322	2,489	.016	.589	.341	.261	.656	1.525
	Job Satisfaction.X ₂	.886	.252	.455	3,517	.001	.644	.456	.369	.656	1.525

a. Dependent Variable: Y

obtained a significance result from the normality test of 0.200 where the result is greater than the 0.05 significance so that it can be explained that the normality test in this study is normally distributed.

Based on the table above, it can be explained if the variables of Workload and Job Satisfaction have a tolerance value of $0.656 > 0.10$ and a VIF of $1.525 > 10$. Thus in this regression model there is no problem of multicollinearity, this means that there is no correlation between the independent variables.

From the results of the heteroscedasticity test using the Glejser test, the significance of the independent variable or X variable shows that it is 0.016 and 0.001 above the standard value of 0.05, so it can be explained that there is no heteroscedasticity problem.

Figure 6 Autocorrelation Test Results

Based on the results of SPSS Autocorrelation Test using the Durbin Watson method at the level of

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change	Durbin-Watson
						F Change	df1	df2		
1	.695a	.483	.461	7.91711	.483	21,981	2	47	.000	1,665

a. Predictors: (Constant), X₂, X₁

b. Dependent Variable: Y

= 5%; n = 50; k-1 = 3-1 = 2 is dL = 1.4625 and dU = 1.6283. The results of data processing on the SPSS Autocorrelation Test showed the Durbin Watson value of 1.665 and the value was between dU and 4-dU or 1.6283 < 1.665 < 2.3717, it means that in the linear regression model there is no autocorrelation problem.

Figure 7 KMO and Bartlett's . Test Results

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.717
Bartlett's Test of Sphericity	Approx. Chi-Square	51.039
	df	3
	Sig.	.000

The KMO table and Bartlett's Test show the KMO Measure of Sampling Adequacy (MSA) value of 0.717. And this value is above the value of 0.5 which means that the set of variables can be processed further. The Bartlett's Test score is communicated by the Chi Square value and is indicated by a very significant, significant value of 0.000. This supports the conclusion from the MSA figures.

Figure 8 Correlations Path Analysis

Correlations

		X ₁ . Workload	Job Satisfaction X ₂	Y . performa nce
X ₁ . Workload	Pearson Correlation	1	.587**	.589**
	Sig. (2-tailed)		.000	.000
	N	50	50	50
Job Satisfaction X ₂	Pearson Correlation	.587**	1	.644**
	Sig. (2-tailed)	.000		.000

	N	50	50	50
Y . performance	Pearson	.589**	.644**	1
	Correlation			
	Sig. (2-tailed)	.000	.000	
	N	50	50	50

** . Correlation is significant at the 0.01 level (2-tailed).

Structural Equations statement

$$Y = y_{x_1}X_1 + y_{x_2}X_2 +$$

The proposed Hypothetical Proposition is not entirely acceptable, because based on testing, only the path coefficient of X_1 to Y and from X_2 to Y which is statistically significant

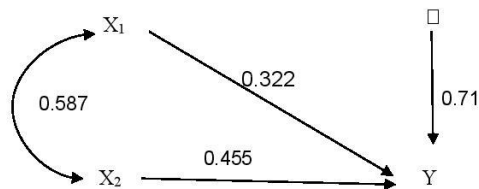


Figure 9 Structural Relationship between X₁, X₂ and Y

Then the mass plot can be taken graphically with the path coefficient values and structural equations.

$$\text{Performance} = 0.322 * \text{work_load} + 0.455 * \text{kep_kerj}, \text{Errorvar} = 0.719, R^2 = 0.483295$$

Figure 10 Analysis Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change	Durbin-Watson
						F Change	df1	df2		
1	.695a	.483295	.461	.73395637	.483	21,981	2	47	.000	1,665

a. Predictors: (Constant), Zscore: Job Satisfaction X₂, Zscore: Workload X₁

b. Dependent Variable: Zscore: Performance Y

In the Model Summary, it can be seen that R Square or R² or the Coefficient of Determination is 0.483

- 1) The power of X₁ which directly determines the changes in Y is 10.38% (0.1038643984), and that through its relationship with X₂ is 8.60% (0.0860757148804). Thus, in total X₁ determines the changes in Y of 0.1899401132804 or 18.99%
- 2) In total 29.33% (0.293355932804) of the changes in Y is the effect of X₂, with details of 20.72% (0.2072798784) is a direct effect and 8.60% (0.0860757148804) again through the relationship with X₁.
- 3) X₁ and X₂ together affect Y by 18.99% + 29.33% = 48.32% (R² = 0.483295). The greatness of the relative impact brought about by different factors outside the X₁ and X₂ factors, is expressed by ρ^2_{Ys} , which is $(0.7188214614486)^2 = 0.5167042934391$ or 51.67%
- 4) The magnitude of the effect received by Y from X₁ and X₂, and from all variables outside X₁ and X₂ (which is expressed by the residual variable) is $R^2Y(X_1X_2) + \rho^2_{Ys} = 48.3\% + 51.7\% = 100\%$.

6.1 Workload affects the performance of PKH facilitators in Bandung

Noting problem number 1, there is a positive and significant influence between workload on the performance of assistants at PKH Bandung City. This articulation is supported by the results of the t-critical which results in a t-statistical of 5.054, while the t_{student} at the 5% significance level is 1.6677 so $t_{\text{statistical}} > t_{\text{critical}}$, this comparison H₀ is dismissed and H₁ is accepted to have a positive and significant relationship between workload and the performance of PKH facilitators in Bandung. By using the correlation coefficient value of 0.589 based on table 34 as the basis for calculating the t_{student}, it appears that there is a strong relationship between the workload variable and the performance of the companion. In light of the table the coefficient of the assurance is 0.415 and the effective job satisfaction is 41.5% so that the large number explains that there is an effect of job satisfaction on the performance of PKH assistants in the city of Bandung. By 23.8%.

6.2 Job Satisfaction affects the performance of PKH HR assistants in Bandung City

In view of the table above, it can be applied that the Workload and Job Satisfaction variables have a resilience worth of $0.656 > 0.20$ VIF of $1.525 > 10$. Accordingly in this relapse model there is no multicollinearity problem, this means that there is no correlation between the independent variables.

6.3 The Influence of Workload and Job Satisfaction on the performance of PKH HR assistants in the city of Bandung

To answer the formulation of problem number 3, there is a positive and significant influence between workload and job satisfaction on the performance of PKH assistants in the city of Bandung. This is confirmed by the results of the t-test for tcount 5.054, while ttable 1,677 at 5% significance followed by so $t_{\text{statistical}} > t_{\text{critical}}$ (5,054 1,677). This comparison means H₀ is rejected and H₁ is accepted. This really intends that there is a positive and huge connection between workload and the performance of PKH facilitators in Bandung.

The results of the t-test calculation given are based on a correlation coefficient (r) of 0.589 which shows a close relationship between workload variables and the performance of PPKH assistants in Bandung. Furthermore, for the worth of the coefficient of determination (r^2), based on the Hypothesis Test Results of critical, it is 0.347 and the effective workload value is 34.7%, so this value explains that there is an influence of monkey load on the performance of PKH companions in Bandung. The value of the correlation coefficient (r), in view of the aftereffects of the theory trial of 0.415 demonstrates that there is a relationship between the workload variable and the performance of PKH assistants in the city of Bandung, the percentage of the effect is 41.5% and the other 23.8% is affected by different things or variables not analyzed in this study.

7. Conclusion and Suggestions

a. Conclusion

The conclusion in this study in light of information investigation in the past section clarifies that there is a positive and significant influence between workload and job satisfaction on the performance of PKH assistants in the city of Bandung. This assertion is supported by the results of the t test. For $t_{\text{statistical}} 5.054$ while $t_{\text{critical}} 1.677$ at 5% significance, followed by so $t_{\text{statistical}} > t_{\text{critical}} (5.054 > 1.677)$, this comparison means H_0 is rejected, H_1 dismissed, H_1 is acknowledged. There is a positive and huge connection between workload and the performance of PKH Facilitators in Bandung City. The resulting t-test with $t_{\text{statistical}}$ is 5.837, while the t_{critical} at 5% significance is 1.677, namely so $t_{\text{statistical}} > t_{\text{critical}} (5.837 > 1.677)$. This comparison and this statement is evidenced by the results of the t-test which produces $t_{\text{statistical}}$ of 5.054 while t_{critical} with a significant level of 5% is 1.677 then $t_{\text{statistical}} > t_{\text{critical}} (5.054 > 1.677)$, this comparison means that H_0 is rejected and H_1 is accepted, that is, there is a positive and significant relationship between workload and the performance of PKH facilitators in Bandung. The calculation of the t-test that produces $t_{\text{statistical}}$ is 5.837 while the t_{critical} with a significant level of 5% is 1.677, so $t_{\text{statistical}} > t_{\text{critical}} (5.837 > 1.677)$. This comparison means that H_0 is rejected and H_2 is accepted, that is, there is a positive and significant relationship between job satisfaction and the performance of PKH assistants in Bandung. The calculation of the t-test that produces $t_{\text{statistical}}$ is 5.837 while the t_{critical} with a significant level of 5% is 1.677, so $t_{\text{statistical}} > t_{\text{critical}} (5.837 > 1.677)$. This comparison means that H_0 is rejected and H_2 is accepted, that is, there is a positive and significant relationship between job satisfaction and the performance of PKH assistants in Bandung. The calculation of the t-test that produces $t_{\text{statistical}}$ is 5.837 while the t-student with a significant level of 5% is 1.677, so $t_{\text{statistical}} > t_{\text{critical}} (5.837 > 1.677)$. This comparison means that H_0 is rejected and H_2 is accepted, or at least, there's a positive and significant relationship between job satisfaction and the performance of PKH assistants in Bandung.

Then that the knowledge of workload and job satisfaction have a tolerance value of $0.656 > 0.10$ and a VIF of $1.525 > 10$, thus in this regression model there is no problem of multicollinearity, this intends that there is no correlation between the independent variables and there is a positive and significant effect. based on the results The t-student was strengthened based on the value of the correlation coefficient (r) based on t_{critical} is 28 of 0.589, indicating that there is a close relationship between the workload variable and the performance of PKH assistants in Bandung.

b. Suggestion

Based on the above data processing, what I can suggest for PKH Facilitators in Bandung are:

1. In light of the results of the study that the variables of workload and job satisfaction have a positive influence on the performance of PKH facilitators in the city of Bandung. The Bandung City PKH should provide a workload that does not exceed the ability of the companion and also increases satisfaction.

2. There are other variables that affect the performance of companions other than workload and job satisfaction in this study.
3. There is a shortage of samples in the field so that they can be used as references in further research.

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