

# THE EFFECT OF JOB SATISFACTION AND WORKLOAD ON EMPLOYEE PERFORMANCE AT BANK SYARIAH INDONESIA MUARA TEMBESI BATANG HARI REGENCY – JAMBI

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## Abstract

*The aim of this research is to explain the influence of job satisfaction and workload on employee performance at Bank Syariah Indonesia Muara Tembesi, Batang Hari - Jambi Regency. The method used is a quantitative method using multiple linear regression analysis tools, testing the significance of the influence of the variables job satisfaction (X1) and workload (X2) as independent variables and employee performance (Y) as the dependent variable using the t test and F test. The test results on the influence of the job satisfaction variable (X1) on employee performance (Y) obtained a calculated T value of  $2.286 > T$  table 1.689572. So based on the comparison of T count and T table, this means that job satisfaction has a significant effect on employee performance. The test results on the influence of the workload variable (X2) on employee performance (Y) obtained a calculated T value of  $2.286 > T$  table 1.689572. Based on the comparison of T count and T table, this means that workload has a significant effect on employee performance. The test results on the influence of job satisfaction and workload on employee performance obtained a calculated F value of  $11.649 > F$  table 3.27 with a significance level of 0.05, so it is proven that there is a joint and significant influence of job satisfaction and workload on employee performance. The determination test shows that the combination of job satisfaction and workload variables together contributes 49.4% on employee performance while the remaining 50.6%) is the contribution of other variables not examined in this research.*

**Keywords:** Job Satisfaction, Workload, Employee Performance

## Introduction

Competition business that is growing strict moment This demand company in order to be able to Keep going survive and compete as well as capable utilise source power possessed optimally. Some the way that can take by the company for face condition This among others, namely capable produce innovative, quality products tall as well as manage and utilize source power owned by the company with good. One of source Power that is employee.

Employee is a very valuable company asset that must be managed with both by the company so that it can give good contribution. One of things to do become attention main company is satisfaction workers of its employees, because employees in Work they feel and feel comfort, less appreciated, can't develop all the potential that they have have, then in a way automatic employee No can focus and concentrate in a way full to his job. Satisfaction Work employee (Astika et al., 2022; Danendra & Rahyuda, 2019; Inegbedion et al., 2020; Tentama et al., 2019) work not only just do work, but also related to other aspects such as do interaction with Friend co-worker, boss, follow rules and environment Work certain things that are often not adequate or no liked.

Satisfaction work basically is individual things, each individual own level satisfaction different jobs in accordance with the desires and value systems that he adheres to. (Herawati et al., 2023; Johan & Satria, 2023; Malau & Kasmir, 2021; Sipayung & Purba, 2021) is increasingly Lots aspect in suitable job with desire from the value system adopted individual, increasingly tall level satisfaction that is obtained and vice versa the more Lots aspect in work that is not in accordance with desires and value systems adopted individual, increasingly limited satisfaction obtained. Satisfaction Work is condition pleasant emotional with how the workers look at work them. Satisfaction Work reflect feeling somebody to work that can be done seen from attitude employee to work and everything something in the environment work.

The aspects that form satisfaction Work employee among others: individual factors (age, gender) gender, attitude personal to work), relationship factors between employee (relationship) between managers and employees, social relations between employees, suggestions from Friend co-workers, physical factors and conditions place work, emotions and situations work) external factors (circumstances family, recreation, education), aspects the give motivation for satisfaction achieved for employees. And those who are obliged fulfil achievement satisfaction Work the is every leader company, because satisfaction Work is believed factors can motivation Spirit employees so that employees can give the best result for company so that performance company can improved.

Indonesian Sharia Bank Muara Tembesi is companies engaged in activities service save borrow with apply the principles of Islamic sharia, with product business his among others is Bank Syariah Indonesia

Savings Plan that is savings futures that provide Customer for results tiered as well as certainty achievement of the funding target that has been set, savings This based on sharia principles of mudharabahmuthlaqah. Bank Syariah Indonesia Dollar Savings, namely savings in dollar currency which withdrawals and deposits can done every moment or in accordance provisions of Bank Syariah Indonesia, savings This based on sharia principles with contract wadi'ahyaddhamanah. Bank Syariah Indonesia Sacrifice Savings, namely savings in rupiah currency for help Customer in planning the sacrifice and aqiqah worship. Its implementation Work the same with the Amil Qurban Agency, based on sharia principles of mudharabahmudhalaqah.

Bank Syariah Indonesia Implant is consumer financing in rupiah currency provided by banks to employee still the company whose application submitted in a way mass (group). Bank Sysriah Indonesia Implant can accommodate need financing for employees companies, for example in matter company the No own cooperative employees, cooperatives employee Not yet experienced in activity save borrow, or company with amount employee limited. Allocation product this is for purchase goods consumer (halal) and for purchase / obtain benefit on services (example: for educational funding costs).

At the Indonesian Sharia Bank Muara Tembesi satisfaction work and burden Work are two factors that get attention from party management. Satisfaction Work employees of Bank Syariah Indonesia Muara Tembesi will determine achieved or whether or not the organization's goal setting is successful. Satisfaction Work close very the relation with activity Work employees that impact productivity company. Employees who feel satisfied to his job possibility will excess Spirit in work and be able meet work targets, but employees who do not satisfied because condition his work, will hinder activity his work. Based on the description that has been is presented, then objective study this is forknow Influence Satisfaction Work and Workload on Employee Performance at Bank Syariah Indonesia Muara Tembesi.

### **Literature Review**

Satisfaction work also has an important meaning for actualization self-employee. Employees who do not get satisfaction Work No will reach maturity psychological. Employees who receive satisfaction good job usually have notes presence, turnover work and achievement good job compared to with employees who do not get satisfaction work. Satisfaction Work has a very important meaning for give conducive situation in the environment company.

Besides satisfaction work, companies must also pay attention about How maintain and manage burden Work employee in work so as not to too high and steady focus on the goal company. Manage burden Work employee very much important Because with burden excessive work (overload) actually will cause depression No motivation. Not all employee same ability for given burden high work, for That need management burden Work suitable employee with ability or background behind education employee (the right man on the right place) so all over employee at the company can together Work realize objective company.

Workload Alone covering burden Work physical and psychological, but more importantly lived out as something that makes employees of Bank Syariah Indonesia Muara Tembesi is burden Work psychic, because burden Work physical form, design room work, design work (including equipment and procedures work), condition environment work (noise, ventilation, lighting), level of visual privacy and acoustical privacy (work-related activities). certain need place work that can give privacy for employees) already recommended in accordance with procedures and perceived comfortable, but work that is lived as burden work at Bank Syariah Indonesia Muara Tembesi is burden Work psychic.

(Aisyah et al., 2023; Janib et al., 2021; Safitri et al., 2022; Sudiarditha & Margaretha, 2019) satisfaction Work is attitude general to work someone who shows difference between amount awards received workers and their numbers believe what should be they accept. (Ekowati et al., 2021; Manalu et al., 2022; Saripudin & Perkasa, 2024; Sultanto et al., 2023), burden Work is all over activity or activities carried out by a person during on duty in a service unit. Minister of Empowerment State Apparatus Workload is a bunch or a number of activities that must be done completed by an organizational unit or holder position in term time certain. (Anwar, 2021; Munandar et al., 2019; Rosyidawati et al., 2020; Swedana, 2023) Performance is a results work achieved by a person based on requirements job requirement. (Giovany & Suyana, 2024; Martanti & Ellina, 2022; Qhisbullah et al., 2023; Srimarut & Mekhum, 2020) stated that performance is results obtained by a organization good organization the profit oriented and non-profit oriented which are produced during One period time certain.

### **Methods**

Types of research used in study This is descriptive quantitative. Research methods descriptive used for get in -depth data, data that contains meaning. the type of data used in study this is. quantitative data (Primarni, n.d.; Ridwan, 2008; Thohir, 2020), Research quantitative is a method For test hypothesis with obtain data through measurement or observation to variables that have been set previously. Usually, the data obtained in study quantitative in the form of number or indigo inumeric, and analyzed use techniques statistics. The purpose of study quantitative is for produce information that can verified the truth of the data sources used namely Primary Data, data obtained direct from the source without There is (Keller & Schubarth, 2011; Lenz, 2018). Primary data that the author mean in study This is from observation, interviews, and questionnaires about satisfaction work, materials work, and performance employees of Bank

Syariah Indonesia Muara Tembesi. Data collection methods used that is study library research research This focus on literature or study bibliography and research field research,writer get live data from target object with method: observation and questionnaire (questionnaire). population in study This are 38 employees of Bank Syariah Indonesia Muara Tembesi. Meanwhile The Suharsimi Arikunto say just for guideposts so if the subject not enough from 100, then good taken everything so that his research is study population. Filling questionnaire measured with use scale Likert consisting of above: strongly agree, agree, neutral, no agree, totally disagree Agree.

**Results and Discussion**

**Validity Test**

Validity test done for know whether tool measure that has been arranged truly capable to squeak What should measured. Testing validity each grain used item analysis, namely to correlate score each grain with total score which is amount each sko items and their values can seen in the results SPSS 20 program processing on the item-total statistics table in the corrected item-total correlation column. question declared valid if Thang value which is corrected item-total correlation value is greater big from the Table. The questionnaire is declared valid meaning questionnaire the truly capable measure What should measured. Instrument items are considered valid if coefficient correlation (r count) > r table / r Table (0.2746) (Arkin & Colton, 1950; Bykova et al., 2018; Peattie, 2013; Singh et al., n.d.).

After done testing against 8 items of satisfaction variable statements Work declared valid because r value count seen from corrected item total correlation more Than compared to the r table of 0.2746 as explained by Sugiyono and Wibowo (2020). Where valid questionnaire items can made into reference For study furthermore.

Whereas For burden work consisting of of the 8 statement items were also declared valid because r value count seen from corrected item total correlation more than the r table of 0.2746 as explained by (Klein, 2005; Lovie, 1991; Nwabuokei, 1986). Where valid questionnaire items can made into reference For study furthermore.

Then For performance employees consisting of of 8 statement items all in all is valid because corrected item total correlation value is greater big compared to 0.2476 and valid questionnaire items can be made into reference for study furthermore.

**Realibility Test**

Reliability test aiming for know whether tool data collector basically show level accuracy, precision stability or consistency tool the in disclose symptoms certain from a group individual, although carried out at different times. In determining level reliability a research instrument. In general reliability in range > 0.60 to 0.80 is good, and in range > 0.80 to 1.00 is considered very good (David, 2019; Gmurman & Gmurman, 1968; López-Ruiz et al., 2013; Wells-Barnett, 2021).

For determine reliability to grains variable statement is executed testing with computer program SPSS 20. for windows 10 with Cronbach's Alpha formula. Based on level reliability, coefficient test results reliability (r Alpha) against the three tested variable instruments can summarized in the table below:

**Table 1. Reliability Test Results**

No	Variables	Number of items	Cronbach's alpha	Information
1	Job satisfaction (X1)	8	0.713	Reliable
2	Workload (X2)	8	0.743	Reliable
3	Employee performance (Y)	8	0.743	Reliable

Source: Processed Primary Data

Based on table summary reliability test results above, the Cronbach alpha value For satisfaction Work is 0.713, load work 0.743, and performance employee 0.743, This is means that statement For all statement items is very reliable for satisfaction work and burden Work as well as Good For performance employee.

**Results of Multiple Linear Regression Analysis**

For see influence satisfaction work and burden Work to performance employees, then used analysis multiple linear regression. Based on results data processing with SPSS 20 program assistance can seen in the following table.

**Table 2. Multiple Linear Regression**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error			
	(Constant)	12,387	3.922		3.158	.003
1	X1	.411	.146	.482	2,826	.008
	X2	.169	.142	.203	1.189	.242

a. Dependent Variable: Y

From the data above can made equality multiple linear regression as following:

$$Y = a + b_1 X_1 + b_2 X_2 = 12,387 + 0.411X_1 + 0.169 X_2$$

From the equation the can take conclusion that:

1. Constants amounting to 12,387 states that If No There is satisfaction work (Xi), and load work (Xi) then performance employees of Bank Syariah Indonesia Muara Tembesi is amounting to 12,387.
2. Coefficient regression satisfaction work (X1) of 0.411 indicates that every addition (because sign positive) 1 point of satisfaction Work will increase performance employees of Bank Syariah Indonesia Muara Tembesi of 0.411 with assumption burden work (X2) remains constant.
3. Coefficient regression burden work (X2) of 0.169 indicates that every addition (because sign positive) 1 point burden Work will increase performance employees of Bank Syariah Indonesia Muara Tembesi of 0.169 with assumption satisfaction work (X1) remains constant.

**Partial Test With T-Test**

The t-test is used for test level the influence of independent variables partial (individually). In this t-test set level significance of 0.05 (5%). Where in the research This For see influence satisfaction work and burden Work to performance employees at Bank Syariah Indonesia Muara Tembesi Batang Hari – Jambi in general partial.

In testing This with using SPSS 20 obtained the t- count result for the transparency variable (X1) was 2.826 and the degree free (df)  $NK-1 = 38 - 2 - 1 = 35$ , where t table value of 1.689572. With thus calculated t value  $2.826 > t$  table 1.689572 and value level significant of 0.05. Based on analysis on can concluded that satisfaction Work influential significant to performance employees at the Indonesian Sharia Bank in Muara iron.

Meanwhile, in the load variable work (X2) of 1.189 and the degree free (df)  $NK-1 = 38 - 2 - 1 = 35$ , where the t- table value is 1.68572. With thus t count value  $1.189 > t$  table 1.68572 and value level significance of 0.05. Based on analysis on can concluded that satisfaction Work influential significant to performance employees at the Indonesian Sharia Bank in Muara iron.

**Simultaneous Test (F Test)**

The F test is used to test the influence from independent variable against dependent variable in a way together (simultaneously). Simultaneous test on SPSS 20. Can seen in the table following:

**Table 3. F Test ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	105,334	2	52,667	11,649	.000 <sup>b</sup>
	Residual	158,244	35	4,521		
	Total	263,579	37			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

From the table on can know F value count of 11,649. In the study This use level significance 0.05 then got F table value of 3.27. From the F test above can concluded that The calculated F value is  $11.649 > F$  table 3.27. So, it can be concluded that in a way together satisfaction work and burden Work influential significant to performance employees at the Indonesian Sharia Bank in Muara iron.

**Coefficient of Determination Test (R Square)**

Coefficient determination done For see big variation from the independent variable together in affect the dependent variable. Weaknesses fundamental use coefficient determination (R 2) is biased towards amount the independent variables entered into the model. Each addition one dependent variable R 2 is certain tie No care about the variable influential significant on the dependent variable. That Lots researcher to advocate use Adjust R2 value. Adjust R square value can go up and down. if one independent variable added into the model. Test results determination adjusted R square can be obtained seen in the table following This.

**Table 4. R Square Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.632 <sup>a</sup>	.400	.365	2.126

a. Predictors: (Constant), X2, X1

From the table on can concluded that obtained Adjusted R square value is 0.365 or by 43%. This is show that variation mark transparency and service by 43% while the remaining 57% is influenced by other variables that are not entered into the model.

**Conclusion**

Based on results research and discussion influence satisfaction work and burden Work to performance employees at Bank Syariah Indonesia Muara Tembesi, can take conclusion as following:



1. Average index of satisfaction variables work (X1) is 4.13 which means that satisfaction Work employees of Bank Syariah Indonesia Muara Tembesi based on Likert scale is classified as satisfied
2. Average index on load variable work (X2) is 3.92 which means that burden Work employees of Bank Syariah Indonesia Muara Tembesi based on Likert scale is very satisfied
3. Average index on the performance variable (Y) is 3.85 which means that performance employees of Bank Syariah Indonesia Muara Tembesi based on Likert scale is very satisfied.
4. Influence satisfaction work and burden Work to performance employees of Bank Syariah Indonesia Muara Tembesi is: In general together satisfaction work and burden Work influential significant to performance employees of Bank Syariah Indonesia Muara Tembesi. Influence satisfaction work and burden Work to performance employees of Bank Syariah Indonesia Muara Tembesi is very strong of ( $r = 0.632$ ) and the coefficient determination or Adjusted R square is as big as 0.365 things This means 50.6% of dependent variable variation performance employees at Bank Syariah Indonesia Muara Tembesi who can explained by the independent variable satisfaction work and burden work, while the rest of 0.494 or 49.4% ( $1 - 0.506$  or  $100\% - 50.6\%$ ) is explained by other variables that are not investigated in study This.

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