Jurnal Ekonomi
Volume 13, Number 03, 2024, DOI 10.54209/ekonomi.v13i03
ESSN 2721-9879 (Online)
https://ejournal.seaninstitute.or.id/index.php/Ekonomi

The Influence Of Workload And Resilience On Work Productivity For Employees In Bandar Lampung City

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Article Info
Keywords:
Workload,
Resilience,
Work Productivity.

ABSTRACT
In the era of globalization, work productivity is crucial to remain competitive. The increase in employee productivity across various sectors has become very important in Bandar Lampung, a rapidly growing economic center. While employee resilience is crucial in managing suboptimal workloads, developing resilience can be an effective strategy for enhancing overall productivity. Using a quantitative method, this research investigates the relationship between work productivity, resilience, and employee workload in Bandar Lampung. The sample participants were aged between 20 and 40 years, reflecting the productive age group in the region. The survey method is used by sending questionnaires to respondents to collect relevant data. The results of the statistical tests explain the impact of workload and resilience on employee productivity levels. Statistical analysis shows a significant positive effect of workload, and resilience has been proven to have a strong impact in helping employees manage pressure in the workplace. Statistical analysis shows the t value of 2.099 for the workload variable partially> t table, which is 1.65536 with a significance level of 0.038 for the Workload variable smaller than 0.05. partially tested resilience variable has a t value of 60.612 greater than the t table value of 1.65536 with a significance level of 0.000 <0.05. Furthermore, simultaneous testing shows that both factors, namely workload and mental endurance, simultaneously play a substantial role in the increase of work productivity. This finding emphasizes the importance of paying attention to both aspects in the effort to optimize employee productivity in a dynamic work environment and provides an in-depth explanation of the workload in Bandar Lampung, as well as how to enhance employee resilience to encourage sustainable productivity improvement.

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INTRODUCTION

With the onset of globalization, significant changes have happened in the global corporate and economic scene. Work productivity is currently a key factor that defines a company's or agency's competitiveness and success. An organization can better utilize its resources, streamline operations, and accomplish strategic objectives with optimal efficiency. Being one of the province of Lampung's economic hubs, Bandar Lampung is therefore not exempt from this demand from throughout the world. Bandar Lampung, a city that plays a crucial role in

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the growth of the regional economy, must constantly increase the productivity of its workforce across the board. This is crucial for every business or agency's success, however. Increasing work productivity in Bandar Lampung has the potential to be a catalyst in creating new job opportunities, increasing regional income, and improving the standard of living of the local population.

Work productivity is a measure that shows how effectively and efficiently a person or organization can optimize the use of various assets with the aim of creating output in the form of goods or services that have added value (Tsauri, Sofyan, 2013:147). To increase work productivity, it is very important to understand the components that influence it. Employees will be more effective in completing tasks or responsibilities given by the company if they have high work productivity and a reasonable workload.

Workload is a collection of responsibilities carried out by a worker or member of an institution (Nurmalasari, Febriana, et.al 2023:75). This responsibility is carried out with a structured and planned approach, within a predetermined time frame. This concept refers to the totality of activities that need to be completed by individuals as part of their role in the organization, taking into account aspects of regularity and planning in their implementation. Workload includes not only the amount of work, but also the level of complexity and intensity of these tasks. In Human Research Management, optimal workload is important in achieving operational efficiency and effectiveness. However, when the workload exceeds the capacity or ability of an employee, this can have various negative impacts. Based on facts obtained from previous research by Sulaeman & Fitriyanti, (2020:52), shows that excessive workload can have negative impacts, such as stress and physical and mental fatigue, which in turn can reduce work productivity. Stress due to work demands that exceed individual capabilities can result in a decrease in cognitive abilities, concentration, and thinking power of employees, thus reducing the quality and quantity of their work output.

In contrast, research by Yusrin & Kurniaty (2023:8) revealed that employees with high levels of resilience have a significant positive impact on their productivity. Resilience, according to Yusrin & Kurniaty (2023:4), is a behavioral capacity that enables employees to manage, integrate, and optimally utilize various resources in the work environment. Employees with high resilience can manage their workload effectively, even in challenging situations, as they have the ability to bounce back from adversity, adapt to change, and maintain productivity despite pressure and stress. Recent research suggests that stress can affect mood and negatively impact employee resilience (Robbins & Judge, 2015:66). Therefore, developing resilience among employees can be an important strategy in managing the impact of workload and maintaining productivity.

METHODS

Literatur Rivew

Workload is the entire amount of intense and frequent tasks that need to be finished in a given amount of time; if an employee's workload is more than their capacity, stress may result (Worotikan et al., 2023; Jermsittiparsert et al., 2021). Work standards, working conditions, how working time is used, and goals to be met are all indicators of workload (Koesomowidjojo

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in Rimba, 2022). Excessive workload can negatively affect employees, resulting in work-related issues and stress (Pangabean et al., 2024; Ehijiele, Ekienabor, 2016). Meanwhile, resilience is the dynamic ability of employees to face risks and avoid negative impacts through internal strength and external support during stressful situations. Resilience enables individuals to respond to challenges in a way that promotes personal growth (Muhammad, 2018), and is measured through factors such as authenticity, stress management, and building networks (Winwood et al., in Murda, 2022). Resilience is essential for positive adaptation to difficult circumstances and helps individuals handle psychological and behavioral changes constructively (Thapa & Singh, 2020). Lastly, work productivity is the ratio between output and the resources used in producing goods or services. It reflects efficiency in labor utilization, and higher productivity is achieved by adhering to proper procedures and mechanisms. Improving productivity requires internal motivation and the ability to maintain performance at an optimal level (Tsauri, Sofyan, 2020; Hastari et al., 2020). Indicators of productivity include ability, increased output, work enthusiasm, self-development, quality, and efficiency (Aswarudin et al., 2024).

Thinking Framework

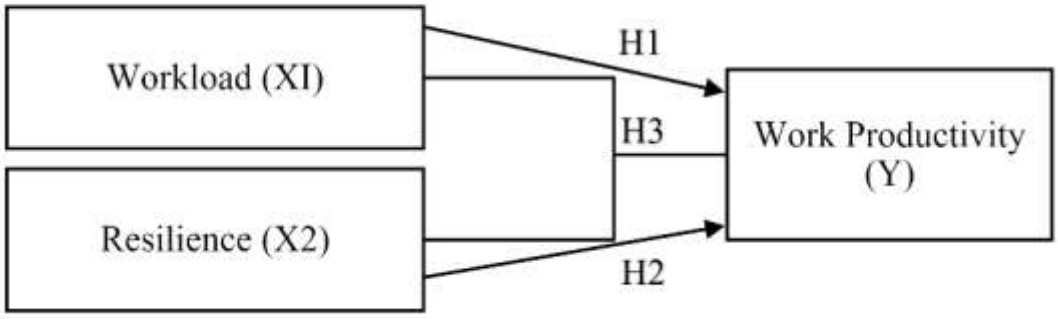

Figure 1. Thinking Frameword

Types of research

In order to preserve objectivity, this study employs a descriptive quantitative methodology with formal, standardized measurement tools. The objective of this approach is to examine the impact of the variables of workload (X1) and resilience (X2) on work productivity (Y) among employees in Bandar Lampung City. The link between these variables is carefully measured using the associative approach. Quantitative type that is descriptive. By employing formal, standardized measuring tools and emphasizing organized measures to examine phenomena, quantitative research preserves impartiality while preserving a safe distance between researchers and research subjects (Hardani et al., 2020:255). Researchers used primary sources, including direct observation, interviews, and questionnaire completion, to gather the primary data that were used. Using the associative approach, this study correctly and methodically examines the impact of the Workload (X1) and Resilience (X2) variables on the Work Productivity (Y) variable among employees in Bandar Lampung City.

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Population and Sample

All research subjects are called populations (Hardani et al., 2020:361). People who work in Bandar Lampung City are the subjects of this study. with productive age workers between 15 and 40 years (Handy, 2018:5). Some populations used in the study are considered samples (Sugiyono 2019:127). Thus, the number of samples used in this study is 150 samples.

Method of collecting data

The survey method in this study is through distributing questionnaires. A survey is the process of collecting data or information from a group of people to increase their understanding of a particular subject or problem (Maharani, et.al., 2024:180). This survey is in the form of a questionnaire to obtain information directly from respondents. In this study, the Likert scale was used to evaluate the responses given to each question in the instrument, which consists of five levels of answers, namely strongly agree (5), agree (4), neutral (3), disagree (2), and strongly disagree (1).

Data Analysis Methods

Describes by providing an overview of the data that has been collected and then tested using the Statistical Program and Service Solutions (SPSS) series 26 program. SPSS is used as a tool to carry out more in-depth and complex statistical analysis.

Validity Test and Reliability Test

This test shows positive results providing assurance of the accuracy and credibility of the data collected to answer the research questions with a high level of confidence. In this process, the reliability test has an important role to evaluate the consistency of the measurement instrument in assessing the intended variables by examining the correlation value obtained (r count) with the predetermined value (r table) to ensure the stability and reliability of the measuring instrument in the research context.

Multiple Linear Regression

The formula used for Multiple Linear Regression is described below:

$$Y = a+1X1+2X2+\beta\beta e$$

T-test and F-test

To evaluate the relationship between independent and dependent variables, statistical analysis is performed using the t-test (Ghozali, 2018:179). The independent variable may significantly affect the dependent variable if the estimated t-value is higher than the t-table value or if the significance level is lower than 0.05. This implies that, depending on the situation, adjustments to the independent variable may result in significant differences in the dependent variable. Conversely, the F test, which is often referred to as the simultaneous test, is utilized to investigate the combined effect of independent factors on the dependent variable. To guarantee the accuracy of the overall analysis results, a significance criterion (α) of 5% is used in this step to assess the validity of the derived model.

Coefficient of Determination (R2)

The strength of the regression model's ability to explain variations in the dependent variable is shown by the coefficient of determination (R^2), a number that falls between 0 and 1 (Ghozali 2018:97). R2 is a measure of how well the independent variables predict changes

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in the dependent variable when it gets closer to zero. On the other hand, a strong model fit with the observed data is indicated by R^2 approaching 1, which suggests that the independent variables can explain nearly all of the information required to comprehend changes in the dependent variable.

RESULTS AND DISCUSSION

Validity Test

Table 1. Validity Test

Variables	Dimensions	Item	R count	R table	Significant	Information
Workload (X1)	Targets to be achieved	X1.1	0.539	0.160	0,000	Valid
		X1.2	0.498	0.160	0,000	Valid
	Job Conditions	X1.3	0.574	0.160	0,000	Valid
		X1.4	0.580	0.160	0,000	Valid
	Use of Working Time	X1.5	0.618	0.160	0,000	Valid
		X1.6	0.686	0.160	0,000	Valid
	Work Standards	X1.7	0.512	0.160	0,000	Valid
		X1.8	0.605	0.160	0,000	Valid
Resilience (X2)	Living Authentically	X2.1	0.750	0.160	0,000	Valid
		X2.2	0.733	0.160	0,000	Valid
	Fulfilling the Call of Others	X2.3	0.698	0.160	0,000	Valid
	Managing	X2.4	0.596	0.160	0,000	Valid
	Perspectives	X2.5	0.597	0.160	0,000	Valid
	Managing Stress	X2.6	0.645	0.160	0,000	Valid
		X2.7	0.692	0.160	0,000	Valid
	Interact Cooperatively	X2.8	0.679	0.160	0,000	Valid
	Maintain health	X2.9	0.683	0.160	0,000	Valid
	Building a Network	X2.10	0.665	0.160	0,000	Valid
Work Productivity (Y)	Ability	Y.1	0.584	0.160	0,000	Valid
		Y.2	0.634	0.160	0,000	Valid
	Improving Achieved Results	Y.3	0.631	0.160	0,000	Valid
		Y.4	0.674	0.160	0,000	Valid
	Spirit at work	Y.5	0.670	0.160	0,000	Valid
		Y.6	0.596	0.160	0,000	Valid
	Self-development	Y.7	0.641	0.160	0,000	Valid
		Y.8	0.659	0.160	0,000	Valid
	Quality	Y.9	0.669	0.160	0,000	Valid
		Y.10	0.560	0.160	0,000	Valid
	Efficiency	Y.11	0.617	0.160	0,000	Valid
		Y.12	0.573	0.160	0,000	Valid

Source: Data processed from Statistical Program and Service Solutions (SPSS) series 26.

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The validity test results of the research instrument or questionnaire, as shown in the table above, indicate that the correlation coefficient (r count) for each statement exceeds the r table value. Therefore, it can be concluded that all statements concerning the variables Workload (X1), Resilience (X2), and Work Productivity (Y) are valid and appropriate for use as measurement tools.

Reliability Test

Table 2. Reliability Test

Variables	Cronbach Alpha Value	Information
Workload	0.712	Reliable
Resilience	0.864	Reliable
Work Productivity	0.859	Reliable

Source: Data processed from Statistical Program and Service Solutions (SPSS) series 26.

The results above indicate that the questionnaire used for the variables of Workload, Resilience, and Employee Productivity is stated to be reliable and can be relied on as a measuring tool because the Cronbach's Alpha value for each variable is >0.60.

Multiple Linear Regression Test

Table 3. Multiple Linear Regression Test

Model		Coefficientsa		
		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	4,746	1,171	
	Workload_X1	0.063	0.030	0.034
	Resilience_X2	1,050	0.017	0.974

Source: Data processed from Statistical Program and Service Solutions (SPSS) series 26.

$$Y = 4.746 + 0.063\ X1 + 1.050\ X2 + e$$

The results of multiple linear regression analysis performed with SPSS are displayed in the above table. The findings indicate that the constant value suggests a work productivity level (dependent variable) of 4.746 when the independent variables, workload and resilience, are assumed to be zero. The workload variable (X1) has a coefficient of 0.063, indicating a positive and significant impact, meaning that a one-unit increase in workload leads to an increase in work productivity. Similarly, the resilience variable (X2) has a coefficient of 1.050, also showing a positive and significant effect, meaning that each one-unit increase in resilience boosts work productivity by 1.050.

T-test

Table 4. T-test

Model	Coefficients		
	T	Sig.	Information
(Constant)	4,054	0,000	
Workload_X1	2,099	0.038	Positive and Significant
Resilience_X2	60,612	0,000	Positive and Significant

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The hypothesis tests in this study were performed at a significance level of 0.05, as shown in the table. Utilizing the formula t = (α / 2; nk-1) = (0.025; 146), the t-table value was calculated to be 1.65536. The following sections present the results of the hypothesis tests, which evaluate the individual contributions of each independent variable to the dependent variable:

H1: The hypothesis test for the Workload variable (X1) in relation to Work Productivity (Y) shows that, with a significance level of 0.038 (which is below 0.05), the computed t-value of 2.099 exceeds the t-table value of 1.65536. This finding suggests that the workload variable (X1) has a significant and positive partial influence on employee work productivity in Bandar Lampung City. Thus, the hypothesis that workload has a positive and significant effect on work productivity is validated by the evidence.

H2: The hypothesis test for the Resilience variable (X2) concerning Work Productivity (Y), with a significance level of 0.000 (which is less than 0.05), reveals that the computed t-value of 60.612 surpasses the t-table value of 1.65536. This result indicates that the resilience variable (X2) has a significant and positive partial impact on employee work productivity in Bandar Lampung City. Accordingly, the hypothesis that resilience significantly and positively influences work productivity is supported by the evidence and can be accepted.

F-test

Table 5. F-test

ANOVA[a]						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	5230.315	2	2615.158	1936.488	,000b
	Residual	198,518	147	1,350		
	Total	5428.833	149			

The F test is carried out by comparing the computed F value with the F table value at a significance level of 0.05 using the data in the table as the basis. 1936.488 is the computed F value, whereas F = (k; nk) = F (3; 147) = 2.67 is the value found in the F table. Based on the study results, it can be concluded that Ha is accepted while Ho is rejected because the calculated F value (1936.488) is significantly greater. This suggests that the factors related to workload (X1) and resilience (X2), which comprise the Third Hypothesis (H3), are accepted.

Test of Determination Coefficient (R2)

Table 6. Test of Determination Coefficient (R2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,982a	,963	,963	1.16209

a. Predictors: (Constant), Total_X2, Total_X1

With the data in the table, the adjusted R Square value (R2) is 0.963, meaning that variations in the independent variables, workload and resilience, account for 96.3% of the variation in the dependent variable, work productivity. This indicates that 96.3% of the variation in work productivity can be attributed to the variables of workload and resilience

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together, with additional factors not included in this study influencing the remaining 3.7%. The study did not assess the following characteristics: communication, employee competence, independence, job commitment, stress, work motivation, work environment, leadership style, and other variables.

Discussion

The Effect of Workload on Work Productivity (H1)

Based on the statistical analysis, the Workload variable has a t-count of 2.099, which is more than the t-table value of 1.65536, and a significance level of 0.038, which is less than 0.05. These results suggest that worker productivity in Bandar Lampung City is significantly impacted positively by the workload variable (X1). As a result, it has been established that the hypothesis—which holds that workload significantly and favorably influences job production—is true. This indicates that the quantity of work performed by employees and their productivity are negatively correlated. Consequently, there will be a drop in overall employee job productivity.. This study confirms the findings of Musdalifah, Dayu (2017:18), which explain that the workload variable has a positive and significant impact on work productivity. According to research by Sulaeman & Fitriyanti (2020:52), excessive workload can cause stress, physical fatigue, and mental fatigue causing decreased productivity at work. The more responsibilities given to employees, the more difficult it is for them to complete their work efficiently and effectively. In addition, studies have shown that when workload exceeds a person's physical and mental abilities or capacities, it can lead to a variety of negative consequences (Royhan et al., 2024:20).

The Influence of Resilience on Work Productivity (H2)

The statistical analysis shows that the resilience variable has a positive and significant effect on employee productivity in Bandar Lampung City, with a t-value of 60.612, greater than the t-table value of 1.65536, and a significance level of 0.000 < 0.05. This supports the hypothesis that resilience is positively linked to work productivity. The study also reinforces findings by Amir (2019) and Yusrin & Kurniaty (2023), which suggest that employees with high resilience levels can effectively manage workloads, adapt to changes, and remain productive despite pressure.

The Effect of Resilience Workload on Work Productivity (H3)

The results of the statistical analysis showed that the third hypothesis (H3) is confirmed and that the alternative hypothesis is accepted. The calculated F value of 60.612 significantly exceeded the F table of 2.67 and the significance level was 0.000, which is below the 0.05 threshold. These findings demonstrate a positive and significant impact of the combination of workload and resilience on employee work productivity in Bandar Lampung City. The findings demonstrated that respondents thought resilience and workload would affect how productively employees worked. Stated differently, workload and resilience play a significant part in raising worker productivity in Bandar Lampung City.

CONCLUSION

The results obtained are that workload (X1) has a positive and significant impact on employee work productivity because excessive workload levels can cause stress and physical and

mental fatigue, which in turn reduces productivity. Conversely, resilience (X2) also increases work productivity. High resilience is an employee who is able to manage workload even in difficult conditions. Maintaining productivity in difficult situations requires the ability for employees to recover from problems and adapt to change. Therefore, in an effort to increase employee productivity, companies can evaluate workload and resilience in depth. And the results of the simultaneous test (F) of workload and resilience (X3) simultaneously have a positive and significant impact on employee work productivity in Bandar Lampung City. Thus, managing workload according to ability and increasing employee resilience are important actions. The results of previous studies support these findings and allow further research to investigate additional components that affect employee productivity.

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