

THE EFFECT OF WORKLOAD ON STRESS LEVELS EMPLOYEES AT THE NIAS HERITAGE MUSEUM

By

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ABSTRACT

This study was conducted to determine the effect of workload on employee stress levels at the Nias Heritage Museum. The background of this study began with the phenomenon of increasing employee complaints related to work pressure, physical fatigue, health problems, and symptoms of psychological stress that arise due to high and unbalanced workloads. Excessive workloads, whether physical, mental, or emotional, are suspected to be the main factor causing work stress. This study used a quantitative method with a descriptive approach. The population in this study were all 40 employees of the Nias Heritage Museum. Data collection was carried out through distributing questionnaires using a Likert scale, and analyzed by simple linear regression using SPSS version 26. The test results showed that workload had a positive and significant effect on stress levels. The significance value of the t test was 0.000 (<0.05) and the calculated t value was 15.890 $>$ t table 0.304 indicating that the higher the workload received, the higher the employee stress level. The calculation result of the coefficient of determination (Adjusted R^2) of 86.5% indicates that workload contributes 86.5% to job stress, while the remaining 13.5% is influenced by other factors outside this study. This study recommends that the management of the Nias Heritage Museum evaluate the distribution of tasks and create a more balanced and supportive work environment to reduce employee stress levels.

Keywords: Workload, Job Stress, Mental Health.

PENGARUH BEBAN KERJA TERHADAP TINGKAT STRES KARYAWAN DI MUSEUM PUSAKA NIAS

ABSTRAK

Penelitian ini dilakukan untuk mengetahui pengaruh beban kerja terhadap tingkat stres karyawan di Museum Pusaka Nias. Latar belakang penelitian ini berawal dari adanya fenomena meningkatnya keluhan karyawan terkait tekanan kerja, kelelahan fisik, gangguan kesehatan, serta gejala stres psikologis yang muncul akibat beban kerja yang tinggi dan tidak seimbang. Beban kerja yang berlebihan, baik secara fisik, mental, maupun emosional, diduga menjadi faktor utama penyebab stres kerja. Penelitian ini menggunakan metode kuantitatif dengan pendekatan deskriptif. Populasi dalam penelitian ini adalah seluruh karyawan Museum Pusaka Nias sebanyak 40 orang. Pengumpulan data dilakukan melalui penyebaran kuesioner menggunakan skala Likert, dan dianalisis dengan regresi linear sederhana menggunakan bantuan SPSS versi 26. Hasil pengujian menunjukkan bahwa beban kerja berpengaruh positif dan signifikan terhadap tingkat stres. Nilai signifikansi uji t sebesar 0,000 ($< 0,05$) dan nilai t hitung sebesar 15,890 $>$ t tabel 0,304 menunjukkan bahwa semakin tinggi beban kerja yang diterima, semakin tinggi pula tingkat stres karyawan. Hasil perhitungan koefisien determinasi (Adjusted R^2) sebesar 86,5% menunjukkan bahwa beban kerja memberikan kontribusi sebesar

86,5% terhadap stres kerja, sedangkan sisanya 13,5% dipengaruhi oleh faktor lain di luar penelitian ini. Penelitian ini merekomendasikan agar manajemen Museum Pusaka Nias melakukan evaluasi terhadap distribusi tugas serta menciptakan lingkungan kerja yang lebih seimbang dan suportif guna menurunkan tingkat stres karyawan.

Kata Kunci: *Beban Kerja, Stres Kerja, Kesehatan Mental.*

INTRODUCTION

Human resources (HR) are a strategic asset in every organization and play a crucial role in determining the success of achieving organizational goals. The quality of employee performance and well-being are key factors influencing overall organizational effectiveness. However, in carrying out their responsibilities, employees often face complex and stressful work demands. If the workload is not commensurate with individual abilities, it can lead to psychological stress, leading to work-related stress. Excessive workload is a major cause of workplace stress. An imbalance between the amount, difficulty, and deadlines of work and individual capacity can lead to physical fatigue, decreased concentration, and mental health problems (Budiasa, 2021). Mahawati et al. (2021) explain that workload encompasses both quantitative aspects—namely the volume of work and qualitative aspects, namely the difficulty of tasks that require high cognitive abilities. If this condition persists, individuals are at risk of experiencing work stress, which can lead to decreased productivity and motivation.

Job stress is defined as an individual's emotional and physiological response when job demands exceed their coping abilities (Sartika, 2023). This condition can lead to psychological disorders such as anxiety, emotional tension, and decreased job satisfaction. Furthermore, Putri et al. (2023) emphasized that job stress not only impacts individuals but also impacts overall organizational effectiveness through increased absenteeism, interpersonal conflict, and decreased performance. Previous research has shown a significant relationship between workload and job stress. Tinambunan et al. (2022) found that excessive workload increases stress levels and decreases employee performance. Similar findings were reported by Rohman and Ichsan (2021) and Sulastri and Onsardi (2020), who confirmed that workload imbalance negatively impacts employee well-being and organizational performance. Therefore, proportional workload management is a crucial factor in creating a healthy and productive work environment.

A similar phenomenon occurs at the Nias Heritage Museum, an institution heavily responsible for preserving local culture. Employees at this institution face a variety of work demands, ranging

from public service and cultural research to managing historical collections, with limited human resources. Field observations indicate a high workload, leading to symptoms of stress such as fatigue, anxiety, and physical disorders among employees. Some employees complain of pressure from multiple tasks and long working hours, particularly during visits or collection audits. This situation indicates the need for an empirical study on the effect of workload on employee stress levels at the Nias Heritage Museum. Understanding the relationship between these two variables is expected to provide a basis for management in designing more effective HR management policies, creating work-life balance, and improving employee well-being and productivity. Based on this description, this study aims to analyze the effect of workload on employee stress levels at the Nias Heritage Museum.

LITERATURE REVIEW

1. Workload Concept

Workload is defined as the total responsibilities or tasks that must be completed by an employee within a certain time period, encompassing both quantitative (amount of work) and qualitative (complexity of tasks) dimensions. According to Budiasa (2021), workload reflects an individual's subjective perception of the job demands they face, including the energy, time, and strategies required to complete the work. Mahawati et al. (2021) emphasize that workload encompasses both physical and cognitive activity, while Hermawan (2024) adds that workload should also be measured by the intensity and complexity of the tasks assigned.

Types of Workload six main types:

1. Physical load: bodily activity such as lifting, prolonged standing, or repetitive movements.
2. Mental load: demands of thinking and complex problem solving.
3. Social pressure: pressure from relationships between coworkers or organizational norms.
4. Emotional load: regulating feelings when interacting with customers or superiors.
5. Quantitative load: volume of work and time constraints for completion.
6. Qualitative load: the level of difficulty or match between the task and individual competencies.

Factors Affecting Workload There are two main groups:

1. Internal factors include physical conditions (age, gender, health) and psychological (motivation, perception, job satisfaction).
2. External factors include work organization systems, work environment conditions, and mental or physical task demands.

An imbalance between internal and external factors can trigger stress (strain) which has an impact on work stress.

Impact and Workload Indicators Excessive workloads cause physical and mental fatigue, decreased concentration, and an increased risk of work errors (Fani & Permana, 2024). According to Mangkunegara (2020), workload indicators include the number of tasks, time pressure, work complexity, and job responsibilities.

2. The Concept of Job Stress

Work stress is defined as a physiological and psychological reaction to pressure that exceeds an individual's ability to adapt (Budiasa, 2021). Rachmawati (2024) stated that work stress arises due to a mismatch between task demands and employee abilities, while Mokodongan (2024) emphasized its negative impact on work behavior and motivation.

Factors Causing Stress

According to Parmita (2024), work stress can arise from:

1. Excessive workload,
2. Job insecurity,
3. Lack of control over work,
4. Interpersonal conflicts, as well as
5. Unrealistic time pressure.

Impact and Symptoms of Stress Unmanaged stress causes physiological (increased heart rate, fatigue), psychological (anxiety, irritability, boredom), and behavioral (decreased productivity, high absenteeism, insomnia) disorders as explained by Tegowati (2024).

Stress Indicator Referring to Budiasa (2021), work stress can be identified through: (1) task demands, (2) role demands, (3) interpersonal demands, (4) organizational structure, and (5) leadership style.

3. Previous Research

Several studies reviewed showed a significant relationship between workload and job stress:

1. Tinambunan et al. (2022): Excessive workload increases stress which reduces performance at PTPN III Medan.
2. Rohman & Ichsan (2021): Target pressure and high responsibility trigger stress for PT Honda Sukabumi employees.
3. Sulastri & Onsardi (2020): stress and workload have a negative effect on performance.
4. Rafini & Rahmayanti (2025): workload and stress together contribute 54.7% to performance at the Stania Medika Clinic

RESEARCH METHODS

This study uses a quantitative approach with a descriptive research type, namely measuring and describing phenomena objectively through numerical data analyzed statistically. The study was conducted at the Nias Heritage Museum. The variables studied consisted of workload as the independent variable (X) and job stress as the dependent variable (Y). Workload was operationalized through indicators of the number of tasks, time pressure, job complexity, and job responsibilities, while job stress was measured through indicators of task demands, role demands, interpersonal demands, organizational structure, and organizational leadership. The study population was all employees of the Nias Heritage Museum, and the entire population was sampled (saturated sample) because the number allowed for comprehensive research. Data were collected using a closed-ended questionnaire with a five-point Likert scale to capture respondents' perceptions of statements representing indicators of each variable. Furthermore, the data were analyzed using SPSS version 26 through the stages of instrument validity and reliability testing, normality testing, simple linear regression analysis, correlation and determination coefficient calculations, and hypothesis testing using the t-test at a significance level of 5%.

RESULTS AND DISCUSSION

The results of the study indicate that workload has a significant and positive influence on the level of work stress of employees at the Nias Heritage Museum. Analysis using simple linear regression shows a calculated t-value greater than the t-table at a significance level of 5%, so the alternative hypothesis (H_a) is accepted. This means that the higher the workload received by employees, the higher the level of stress they feel. The correlation coefficient value shows a strong and unidirectional relationship between the two variables, while the coefficient of

determination (R^2) indicates that workload contributes significantly to the emergence of work stress, with the remaining variation explained by other factors outside the model. Contextually, these results reflect the working conditions at the Nias Heritage Museum, where a limited number of employees must handle a variety of operational and administrative responsibilities. The complexity of the work, time demands, and pressure to maintain high-quality service to visitors create ongoing mental stress. Furthermore, organizational factors such as an unclear work structure and a leadership style that tends to be authoritarian contribute to increased stress in the workplace.

These findings align with Mangkunegara's (2020) theory, which asserts that excessive workload causes physical and mental fatigue, and with Budiasa's (2021) theory, which states that stress arises from an imbalance between job demands and an individual's ability to cope. These findings are also consistent with previous studies by Tinambunan et al. (2022) and Rohman & Ichsan (2021), which found a positive relationship between workload and employee stress. Theoretically and empirically, these findings strengthen the argument that disproportionate workload management is a major cause of increased job stress. High workloads without adequate organizational support will decrease employee job satisfaction, motivation, and psychological well-being. Therefore, the management of the Nias Heritage Museum needs to review the division of tasks, clarify the structure of responsibilities, and develop a more participatory and supportive leadership style to create a healthier and more productive work environment. Thus, the results of this study not only prove the causal relationship between workload and job stress, but also highlight the importance of managerial aspects in maintaining a balance between organizational demands and individual capacity, so as to improve work effectiveness and employee well-being in a sustainable manner.

CONCLUSION

Based on the research results, it can be concluded that workload has a positive and significant effect on employee stress levels at the Nias Heritage Museum. Simple linear regression analysis produces the equation $Y = 19.311 + 1.578X$, which means that every one-unit increase in workload causes an increase in work stress of 1.578 units. A positive regression coefficient indicates that the relationship between workload and stress is unidirectional—the higher the workload, the higher the stress experienced by employees. The coefficient of determination (R^2)

value of 0.869 indicates that 86.9% of the variation in employee stress levels can be explained by workload, while the remaining 13.1% is influenced by other factors such as the work environment, leadership style, and level of financial well-being. Furthermore, the correlation test results show a Pearson Correlation value of 0.932 with a significance level of 0.000, indicating a very strong relationship between the two variables.

Thus, it can be concluded that increased workloads experienced by employees directly increase their levels of work stress. Therefore, organizations need to pay attention to workload balance and provide adequate managerial support to maintain psychological stability and sustainable employee performance.

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