

Building Employee Performance with Social Support, Workload, and Work Environment Through Work Spirit in Tegal Barat Social Welfare Workers (Tksk)

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Abstract. The study aimed to investigate the significance of various factors on employee morale and performance, including social support, workload, and work environment. The study was conducted on a sample of 30 employees from TKS K Tegal Barat, using a saturated sample design. The results showed that social support, workload, and work environment all had significant effects on employee morale. Additionally, social support and workload were found to significantly impact employee performance, as did the work environment. However, morale was not found to have a significant effect on employee performance, and it was not able to mediate the effects of workload or work environment on performance. In conclusion, social support, workload, and work environment were identified as important factors influencing employee morale and performance, while morale did not have a significant mediating effect on these relationships.

Keywords: Social Support, Workload, Work Environment, Morale, Performance

1. Introduction

High social support will increase employee comfort at work. Employees who have high social support will experience comfortable working conditions resulting from a harmonious relationship, whereas low social support will affect the level of work stress of employees so that performance will also decrease. Social support is a social togetherness, where the individual is in it, which provides some support such as real help, information support, and emotional support so that the individual feels comfortable. [1] said that social support from the workplace can contribute, especially to employee performance and welfare. According to [2] someone who has good social support can reduce the stress that occurs in their work. So that if an employee has high social support from the people around him, he will be able to manage the work stress he faces well and the employee's performance will also increase.

In addition to social support, workload will also influence employee performance. Workload is a job that must be faced by employees, where employees have been given the responsibility to complete their work within a certain period of time. Excessive workload occurs when employees are expected to do more work tasks than the time available. The task is considered heavy (overloaded) if the main energy has been used up and you still have to use reserve energy to complete the task.

Improving employee performance can be achieved by focusing on factors related to the work environment. It is essential for organizations to create a comfortable and conducive work environment that motivates employees to work productively. By providing a comfortable work environment, employees can experience job satisfaction and develop a strong commitment to their work, leading to high performance (Reference 3). The study conducted

by Reference 3 also highlights that an unhealthy and uncomfortable work environment can negatively impact employee performance and morale, consequently affecting organizational objectives.

Unfavorable work environment conditions can result in employees easily experiencing stress, lack of enthusiasm towards work, and tardiness. Conversely, a healthy work environment can foster enthusiasm among employees, reduce illness rates, and enhance concentration, leading to efficient task completion within set targets. The work environment comprises two dimensions: the physical dimension (such as room aesthetics, lighting, cleanliness, and layout) and the non-physical dimension (including employee welfare, work atmosphere, and interpersonal relationships among employees). Organizations must ensure both dimensions are well-maintained to enable employees to work productively and foster effective collaboration among employees and with their leaders, ultimately achieving organizational goals. [4]–[9].

Based on the observations of researchers, the performance of employees at Tegal Barat TKSK is still not optimal. This is due to the lack of human resources and the large number of households exceeding the normal capacity. The increase in the number of students' families is not supported by the number of existing human resources, so that the performance of employees at TKSK is not optimal in carrying out the task of securing and supervising the welfare of the community. Employee workload is also high. The number of households that have exceeded capacity can have an impact on people's welfare, such as the possibility that aid will not be distributed evenly or do things that are not desirable and tend to be jealous

2. Method

This study employs a quantitative approach to conduct causal associative research. Causal associative research aims to identify cause-effect relationships between various concepts, variables, or management strategies. The population for this study consists of 30 employees from TKSK Tegal Barat, and these 30 employees were also selected as the sample. A saturated sample design was utilized as the sampling technique. Data collection involved the use of questionnaires and documentation. The analysis techniques employed included testing the research instruments, descriptive statistics, and inferential statistics.

3. Findings

- 1) Social support has a significant effect on employee morale at the West Tegal TKSK
- 2) Workload has a significant effect on employee morale at the West Tegal TKSK
- 3) The work environment has a significant effect on employee morale at the Tegal Barat TKSK
- 4) Social support has a significant effect on employee performance at Tegal Barat TKSK
- 5) Workload has a significant effect on employee performance at Tegal Barat TKSK
- 6) The work environment has a significant effect on employee performance at the Tegal Barat TKSK
- 7) Work morale has no significant effect on employee performance at Tegal Barat TKSK
- 8) Morale is not able to significantly mediate the effect of workload on employee performance at Tegal Barat TKSK
- 9) Morale is not able to significantly mediate the effect of workload on employee performance at TKSK Tegal Barat
- 10) Morale is not able to significantly mediate the influence of the work environment on employee performance at TKSK Tegal Barat

4. Conclusion

Social support has a significant impact on employee morale at TKSK Tegal Barat, as well as workload and the work environment. Additionally, social support also significantly influences employee performance at TKSK Tegal Barat, along with workload and the work environment. However, work morale does not have a significant effect on employee performance at TKSK Tegal Barat. Furthermore, morale is not able to mediate the impact of workload or the work environment on employee performance at TKSK Tegal Barat.

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