



THE EFFECT OF WORK LOADS ON EMPLOYEE PERFORMANCE WITH JOB SATISFACTION AS A MEDIATION VARIABLE

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Abstract

The purpose of this study was to analyze and explain the mediating role of job satisfaction on the workload relationship on employee performance at PT. Amanaid. The research population was PT. Amanaid with a total sample of 40 respondents. The sampling technique is done is a saturated sample technique. The research instrument used questionnaires and analysis methods using Partial Least Square (PLS) with SmartPLS 2.0 software. The results of the study show (1) workload has a negative and significant effect on job satisfaction. (2) Negative and significant workload on employee performance. (3) Job satisfaction has a positive and significant effect on employee performance. (4) Job satisfaction is a mediating variable that has a positive and significant effect on workload and employee performance, meaning that job satisfaction has an important role in mediating workloads on employee performance. The implications of the results of this study indicate that workload is found as a major factor in improving employee performance. If the workload felt by employees is low, it can increase job satisfaction and employee performance. Suggestions on job satisfaction research are proven to mediate partially the relationship between workload on employee performance, so it is recommended to organizations to pay attention to employee workload because it can improve job satisfaction and ultimately improve employee performance. In addition, this study can also expand the research orientation within a larger organization or wider population.

Keywords: workload, job satisfaction, employee performance