

**ANALYSIS OF WORKLOAD AND SOCIAL SUPPORT ON
EMPLOYEE PERFORMANCE (SURVEY ON EMPLOYEE
ALFAMART SUBDISTRICT WARUDOYONG CITY SUKABUMI)**



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Abstract

This study aims to examine the extent of the influence of Workload and Social Support on Employee Performance at Alfamart in the Warudoyong District, Sukabumi City. The research method used is quantitative with a descriptive associative approach. This study employed simple random sampling technique. Data collection techniques involved observations and questionnaires distributed to 59 employees, containing statements related to the variables of workload, social support, and employee performance, measured using a Likert scale. The data obtained were subjected to various tests such as validity and reliability tests, as well US classical assumption tests, and were then analyzed using various tests with the help of SPSS 25 software to answer the hypotheses in this study. The results of the study indicate that workload and social support simultaneously affect employee performance. Partial testing shows that workload affects employee performance as the t-count of 3.605 is greater than the t-table of 1.672, and social support management affects employee performance as the t-count of 3.645 is greater than the t-table of 1.672. The findings of this research add to the understanding of developing strategies in managing employee performance by considering effective workload management in the retail environment.

Keywords : Workload, Social Support, Employee Performance

INTRODUCTION

Currently, the development of the Indonesian retail industry is experiencing very rapid development. Indonesian people, especially those living in urban areas, are spoiled by the presence of shopping centers in many corners of the city. This can provide benefits to the community because the community can choose which outlets they will visit. Industry retail here intended as industry retail Which sell product And services to meet consumer needs. This can be seen in the image below:



Figure 1.
Growth Sale Retail in Indonesia
Source : (*Indonesia Growth Sale Retail, 2023*)

In the image above, it can be seen that the increase in retail sales in Indonesia has an algorithm that goes up and down. However, in March 2023, there was a rapid increase from the previous month. This shows that retail sales growth is experiencing good growth. Indonesian people's spending data grew annually by an average of 12.8% in the 2022-2023 period, as many as 178.9 million Indonesians shopped online. The highest increase in online shopping was in the food sector with a growth rate of 16.6 YoY. Ordering food online is widely done on services such as AlfaCart and KlikIndomaret as well as features such as GrabFood and GoFood. (Editorial, 2023). Many things can influence the development of retail. Not only from external factors, internal factors are also one of the things that cause the retail industry to grow (Saiful Anuar, Henry Jirwanto, Teguh Hendra, Risnawati, 2023).

There are several types of Alfamidi retail, including Alfamart, Alfamidi, and Alfamart Alfamidi. The data below shows the increase in retail sales from the three Alfamart market shares

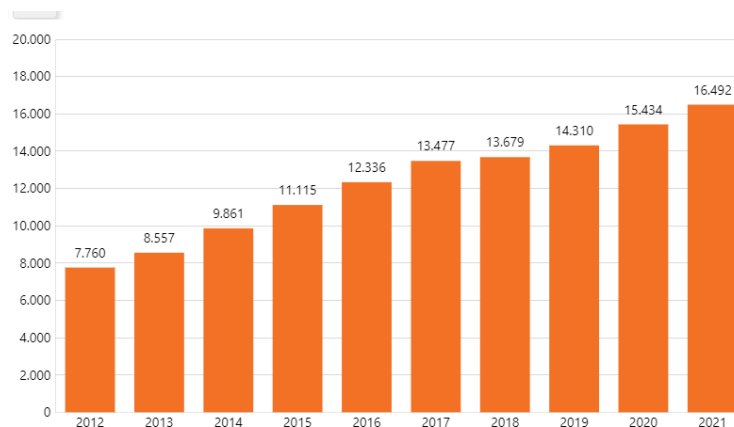


Figure 2.
Growth Amount Outlet Alfamart The Last Decade
Source : (Pahlavi, 2022)

From the table above, it can be seen that Alfamart's development has increased. from the year 2021-2022. Alfamart recorded improvement amount outlets by 112.5% in the last 10 years (Pahlevi, 2022). This shows that the Indonesian people have a fairly good assessment of Alfamart. Consumer assessment This is not free from hard work employees who are the driving force behind Alfamart operations (Gora, 2019).

Wrong One factor Which own role important in company that is human resources, so that companies must maintain and preserve the sustainability of their employees (Ronald Donra Sihalo, 2020). Employee performance must very important, because employee performance is a point that can be give evaluation Good or bad from for consumer (Rismayanti et al., 2020). One of the factors that can improve employee performance is by paying attention to burden good job That burden physical work and mental (Tjiabrata et al., 2017).

Workload is any form of work given by superiors to human resources to be completed within a certain period of time (Koesomowidjojo, 2017). The accumulated workload will cause bad consequences for employees and will cause physical and mental fatigue (Insani, 2022). If there is work that has not been completed according to its target will result in performance employee his decreased. Demands work given results in employees having to complete work beyond the specified working hours (Ahmad et al., 2019). Effective and efficient workload provision can determine the extent to which employees can be given maximum workload and determine the extent to which it affects their performance (Tjiabrata et al., 2017).

In addition to the workload that can affect employee performance, social support can also affect the improvement of employee performance (Tajriani, 2019). Social support is an important supporter that able to overcome the difficulties that in a way direct can influence health mentally And physique in a way positive (Nurhan Dogan, 2019). They Which get support social including people who have the support of the organization and have the belief that they That adored and valued, and get foster and attention from organizations to carry out their duties well (Utami & Adhiatma, 2020). Social support helps meet a need when experiencing conditions that are not felt well is a beneficial effect of social support both through relationships between individuals and coworkers in fighting stressful conditions (Rostianto et al., 2019).

Based on the results of interviews with 6 Alfamart employees, it was explained that they experienced excessive work beyond their working hours, in addition, Alfamart employees always replace sales money that is not *balanced* so that the salary received every month always gets a cut to cover the lack of sales income, the author considers that it goes into the workload. Excessive workload will cause stress on employees, which disrupts employee well-being due to stress and fatigue (Pariakan et al., 2023). Not only workload, social support even become a problem in employee at Alfamart, because of a lack of support given by superiors, namely evaluations which do not encourage skill development, as well as a lack of attention given to fellow employees.

Heavy workloads and lack of social support are thought to be detrimental to employee well-being. When employees are faced with excessive workloads, they may feel stressed, exhausted, and under sustained pressure. This can lead to decreased productivity, poor mental health, and even physical problems. On the other hand, a lack of social support in the workplace can make the situation worse. If employees do not have supportive coworkers or superiors, they may feel isolated. And No own place For share burden or look for help. This can increase feelings of anxiety and frustration, and reduce motivation to work.

REVIEW OF LITERATURE

Workload

According to Eni Mahawati, et al. (2021), workload is defined as "Volume work Which charged to power Work Good in the form of physique both mentally and physically and it is his responsibility, every job is a burden for the person doing it and each worker has his own ability to handle it. burden his work as burden Work Which can in the form of burden Work physical, mental or social". Workload is one of the techniques in management to get information office, through process assessment And study which is done analytically (Nabawi, 2019). Meanwhile, according to Koesmowidjojo (2017), workload is explained as "a process of determining the number of O'clock Work source Power man Which Work, used, And needed to complete a job within a certain period of time".

Social Support

Social support is a relationship that contains the provision of support and assistance that has special value (Adnyaswari & Adnyani, 2017). Social support is a resource that provides psychological and physical comfort obtained through the knowledge that someone feels loved, appreciated and cared for by others and that those who provide support are also members of a group based on common interests (Rahman et al., 2023). Social support is related to a sense of comfort, appreciation, attention or help that is perceived accepted individual And originate from Lots source, like from friends, couples life, colleague Work, or organization public so that support social is a predictor that includes internal and external factors of psychological well-being (Hasanuddin, 2021).

Employee Performance

Employee performance is the amount and quality of work completed by an employee to fulfill his/her duties according to the assignments given by the organization. How much work an employee does in their job determines how well they do it (Dewi, 2021). Employee performance is the result of their work on project And assignment Which given by organization. When an individual or group of individuals provides something that can be

assessed to their employees, then the individual or group is said to be performing well (Hasanuddin *et al .*, 2020). According to Tirta *et al* (2017) in Munandar *et al .* (2020) Component performance employee a company always There is Because highlights the steps and considerations that can be taken to achieve performance goals. These components include players, actions, time constraints, evaluation methods, and locations.

RESEARCH METHOD

Study this uses approach Management Source Human Resources. Objects in study This that is about burden Work, support social And employee performance. The research used two types of variables, namely *independent variables* and dependent variables. *Variables* free in research this is a burden work (X1) support social (X2) and variable bound in study This is performance employee (Y). study This was done to Alfamart employees in Sukabumi City.

Research methods according to Muhammad Ramdhan (2021) in his book state that "research methods are interpreted as a scientific way to obtain data with certain goals and uses". The research method used by the researcher is descriptive and associative research with a quantitative approach. Study quantitative refer to on a studies about social problems that are carried out by testing a theory consisting of variables, measured using numbers, and analyzed using statistical methods use determine truth generalization prediction from theory the (Ali *et al .*, 2022). On study This will done a series descriptive analysis to analyze burden Work And support social to performance employee Alfamart in Warudoyong District, Sukabumi City.

The sampling technique used in this study is *non-sampling. probability sampling .* Technique sampling Which used that is Technique *purposive or judgment sampling .* Sampling *Purposive or judgment* is a strategy in which certain people are deliberately chosen to provide information. important Which No can obtained by choice other (Firmansyah, 2022). Therefore, the sample used in this study was representatives of Alfamart employees in Sukabumi City in each District of Sukabumi City.

RESULTS AND DISCUSSION

Table 1.
Results Test Validity Variables Burden Work (X1)

Variables	Item	Validity		Reliability	
		rCount	rCritical	rCount	rCritical
Workload	X1.1	0.600	0.3	0.747	0.6
	X1.2	0.619	0.3		
	X1.3	0.581	0.3		

	X1.4	0.563	0.3		
	X1.5	0.583	0.3		
	X1.6	0.600	0.3		
	X1.7	0.506	0.3		
	X1.8	0.574	0.3		
	X1.9	0.569	0.3		
Social Support	X2.1	0.578	0.3	0.777	0.6
	X2.2	0.584	0.3		
	X2.3	0.714	0.3		
	X2.4	0.723	0.3		
	X2.5	0.755	0.3		
	X2.6	0.758	0.3		
Employee performance	Y1	0.517	0.3	0.860	0.6
	Y2	0.561	0.3		
	Y3	0.562	0.3		
	Y4	0.721	0.3		
	Y5	0.812	0.3		
	Y6	0.729	0.3		
	Y7	0,736	0.3		
	Y8	0.829	0.3		
	Y9	0.674			

Source : Results Processing Data Questionnaire, 2025

Based on the results of validity and reliability testing, it can be seen that all indicators have a validity value above 0.3, which indicates validity. Validity testing is carried out by comparing the calculated r value with 0.3, so the question item can be said to be valid (Sugiyono, 2016) . And the reliability value of all variables has a value above 0.5, which

indicates reliability. Reliability testing is carried out using *Cronbach's Alpha*, a research instrument is said to be reliable if *Cronbach's Alpha* is above 0.5 (Rimper & Kawet, 2014)

The classical assumption test is carried out with several tests including: normality, multicollinearity, autocorrelation, heteroscedasticity, and linearity. The test results can be seen in the following table:

Table 2.
Results Test Classical Assumptions

Test	Criteria	Scale	Results	Information
Classical Assumptions	Normality	0.05	0.148	Normal
	Multicollinearity	T : 0.1 VIF : 10	Tolerance : 0.542 VIF : 1.845	No Multicollinearity Occurs
	Heteroscedasticity	0.05	X1 : 0.554 X2 : 0.062	No Heteroscedasticity Occurs
	Linearity	0.05	X1 > Y : 0.527 X2 > Y : 0.752	Linear

Source : Results Processing Data Questionnaire, 2025

Based on the results of the normality test of the workload variables (X1) and social support (X2) on employee performance. (Y) obtained a value of 0.148 exceeding the standard of 0.5 so that it can be stated as normal. In the calculation of multico linearity, the tolerance value of 0.542 exceeds 0.1 and VIF 1.845 is less than 10, so the workload (X1) and social support (X2) do not have a linear relationship . In the heteroscedasticity test on the workload variables (X1) and social support (X2) there is a significant value exceeding the standard value of 0.05, it can be said that there is no heteroscedasticity in this study. In the linearity test of the relationship between workload (X1) and employee performance (Y) and social support (X2) on employee performance (Y) has a value exceeding the standard value of 0.05, so it can be said to have a linear relationship.

Data analysis was carried out using multiple linear regression techniques with the following testing stages: (1) multiple correlation coefficient (2) determination coefficient (3) F test (4) multiple linear regression (5) hypothesis T test. The test results can be seen in the following table:

Table 3.
Data Analysis and Hypothesis Testing

Test	Criteria	Scale	Results	Information
Analysis Data	Coefficient Correlation	0,801,000	0.770	Very strong

	Double		
Coefficient Determination	Kd 1	0.592	Strong Influence
Simultaneous Test (F test)	Fcount>Ftable	40,668>3.16	Significant
Linear Regression Multiple	$Y^*=a+b_1x_1+b_2x_2$	$Y^*=1.812 + 0.533+0.631$	Constant Value Positive
Partial Test (T-Test)	Tcount>Ttable	$3.605 > 1.672$ $3.645 > 1.672$	Significant

Source : Results Processing Data Questionnaire, 2025

Based on the calculation results on the efficient coefficient, it produces a value of 0.770, which is included in the very strong category, so the relationship between workload (X1) and social support (X2) on employee performance (Y) is very strong. In the determination coefficient test, the Rsquare value is 0.592, so it can be said that the influence between the independent variable and the dependent is strong because it approaches the value of 1. In the simultaneous F test, it can be seen that this hypothesis can be accepted and is stated as feasible to explain the dependent variable analyzed because the calculated $F > F$ table ($40,668 > 3.16$). In the calculation of the multiple linear regression equation without the workload variable (X1) and the social support variable (X2) , the employee performance variable (Y) increases by 1,812 if the workload (X1) increases (1) unit, then social support (X2) increases, then the employee performance variable (Y) 0.533 if the social support variable (X2) increases then the employee performance variable (Y) increases by 0.631 . In the T test, the Tcount value of workload (X1) on employee performance (Y) has a Tcount value greater than Ttable , so H1 and H2 are accepted $3.605 > 1.672$, so it can be said that there is a significant influence on the entire T test.

Discussion

From the results of the research that has been conducted on 59 respondents by looking at the results of the hypothesis testing in table 4.18, it can be seen that the calculated T is greater than big from T table, that is as big as $3.605 > 1,672$ with mark significance $0.001 < 0.05$. This means that Workload has an effect but is not significant on Employee performance. The calculated T value which is greater than the T table indicates a real effect of workload on employee performance. In addition, the significance value of 0.001 which is smaller than 0.05 indicates that this result did not occur by chance and is reliable. Therefore, workload has an effect on the performance of Alfamart employees in Warudoyong District, Sukabumi City, which means that the workload felt by employees affects How they do his job. Matter This in harmony with research conducted by (Ahmad et al., 2019) showing that workload has a positive influence on employee performance.

Workload indicators that include obstacles in working, completing tasks simultaneously, time pressure, the number and complexity of tasks, and the facilities

available, all affect employee performance. High obstacles, many tasks and high complexity can cause stress and decreased performance. Pressure to meet deadlines and lack of adequate facilities can also reduce employee effectiveness and productivity. The results of this study indicate that workload management and the provision of adequate facilities are very important to improve employee performance. In addition, support from superiors and a conducive work environment also play a role in maintaining motivation and optimal performance. However, it is important for organizations to pay attention to how workload is organized and managed, so that it can maximize employee performance and reduce the possibility of excessive stress or fatigue.

From the results of the research that has been conducted on 59 respondents by looking at the results of the hypothesis testing in table 4.19, it can be seen that the calculated T is greater than big from T table, that is as big as $3.645 > 1,672$ with mark significance $0.001 < 0.05$. This means that Social Support has an influence but is not significant on performance. Employee. Although T count show existence influence, significance of 0.001 which is smaller than 0.05 indicates that this result is not strong enough to be considered significant in the context of employee performance. This indicates that social support does have an effect, but its influence is not strong enough to show a significant impact on employee performance. This is in line with research conducted by (Puspitasari, 2018) showing that social support has a positive effect on employee performance.

Support emotional, like attention and encouragement moral from colleague work and superior, help employee feel more valued and motivated. Information support, in the form of providing advice, data, and relevant information, helps employees make better decisions and complete tasks more efficiently. However, although social support covers these aspects, the results of the study showed that its influence on employee performance was not significant. This may be due to several other factors that are more dominant in influencing employee performance in this organization.

CONCLUSION

Based on the results of the research, discussion and data analysis techniques conducted by the researcher regarding the Influence of Workload and Social Support on the Performance of Alfamart Employees in Warudoyong District, Sukabumi City, it can be concluded that:

1. Workload, Social Support, and Employee Performance are on a continuum with high criteria. Workload with indicators of work obstacles, number and complexity of tasks, and time pressure means that employees face many tasks with a high level of complexity and significant time pressure. However, employees are able to complete these tasks well even though feel burdened. Then support social covering emotional support, information support, indicates that employees feel emotionally supported and receive sufficient assistance in completing tasks. This support helps employees feel more motivated and able to cope with high workloads better and vice versa. And employee performance includes employees being able to reach expectation in operate task And not quite enough they answered. This shows that despite high workload, strong social support helps employees to maintain optimal performance.
2. Based on the results of partial testing, Workload has an influence but is not significant.

- to Performance Employee. Can seen from results test hypothesis that shows that the calculated T is greater than the T table and is not significant.
3. Based on the results of partial testing, Social Support has an effect but is not significant on Employee Performance. It can be seen from the results of the hypothesis test which shows that T count is greater than T table and is not significant.

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