

The Influence of Workload and Organizational Commitment on Performance of Non-Medical Employees at Syafira Hospital Pekanbaru

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ABSTRACT

This study aims to examine and analyze the effect of workload and Organizational Commitment On Performance of Non-Medical Employees at Syafira Hospital, Pekanbaru City. This research includes quantitative research. The population of this study was 224 non-medical employees of Syafira Hospital, Pekanbaru City, with 69 people being used as samples determined using the slovin formula. Data collection techniques in this study using a questionnaire. The data analysis technique in this study used quantitative descriptive analysis and used SPSS 21. The results of this study indicate that workload and organizational commitment partially and simultaneously have a positive and significant effect on performance of non-medical employees at Syafira Hospital, Pekanbaru City. The most dominant variable affecting on performance of non-medical employees in this study is organizational commitment variable. Meanwhile, the influence of workload and organizational commitment on performance is shown by the R-Square result of 91,5%.

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1. INTRODUCTION

Human resources themselves play an important role in an organization that cannot be separated from achieving organizational goals. Human resources themselves are a very important point in every activity carried out in the organization. This situation also shows that a process of controlling human resources is needed both within the Company in order to achieve the goals of the organization.

Human resources are one of the important resources in achieving the goals of Syafira Hospital in Pekanbaru City. Every hospital definitely needs human resources with good performance and optimal productivity in order to achieve its goals. The attitudes and actions of human resources every day are a reflection of their performance and can be influenced by the productivity of Syafira Hospital in Pekanbaru City as a whole. Human resources are one of the most valuable assets owned by an organization, because humans are the only resource that can move other resources. So Syafira Hospital, Pekanbaru City and the organization must manage human resources well.

Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his/her functions in accordance with the responsibilities given to him/her. Performance is also a benchmark used to determine how much employee loyalty there is to dedicate themselves to Syafira Hospital, Pekanbaru City, so that Syafira Hospital, Pekanbaru City can consider all facilities provided in accordance with how much dedication the employee has.

Syafira Hospital, Pekanbaru City is determined in a standard of employee main performance assessment. The standard of employee main performance assessment is measured by three main indicators, namely: quantity of work results, work efficiency, and work discipline. The results of the employee main performance assessment clearly show that the performance of Syafira Hospital, Pekanbaru City employees still needs to be improved. As a result of the less than optimal employee performance, it has an impact on targets that are never achieved 100%.

This is caused by many factors that influence it, one of which is suspected to be related to workload. Workload can be understood as a process or activity that must be completed by a worker within a certain period of time or the demands of tasks given to employees that must be completed within a certain period of time. If an employee is able to complete and adapt to a number of tasks given, then it does not become a burden for him as a workload. Conversely, if an employee fails to complete a job according to his work time target, then the tasks and activities become a workload for him.

In addition to workload, organizational commitment is also one of the factors that plays an important role in helping to improve employee performance in achieving their work targets. So that organizational commitment is also believed to be a factor that can affect the performance of employees at Syafira Hospital, Pekanbaru City. This is because in the world of work, a person's commitment to the company often becomes a problem that can affect their performance.

Based on the background of the problems presented, the author formulates the main problems, namely:

1. Is there an influence of workload on the performance of non-medical employees at Syafira Hospital, Pekanbaru City?
2. Is there an influence of organizational commitment on the performance of non-medical employees at Syafira Hospital, Pekanbaru City?
3. Is there an influence of workload and organizational commitment on the performance of non-medical employees at Syafira Hospital, Pekanbaru City?

The study aims to determine the effect of workload and organizational commitment on the performance of non-medical employees at Syafira Hospital, Pekanbaru City, both partially and simultaneously.

According to Mangkunegara (2015:95), workload can be interpreted as something that is felt to be beyond the worker's ability to do his job. A person's capacity needed to do a task according to expectations (expected performance) is different from the capacity available at that time (actual performance). The difference between the two indicates the level of difficulty of the task that reflects the workload. Meanwhile, according to Sunyoto (2016:82), workload is a workload that is too much can cause tension in a person, causing stress. This can be caused by the level of expertise required being too high, the speed of work may be too high, the volume of work may be too much and so on. Furthermore, according to Bangun (2017:74), workload is a collection or number of activities that must be completed by an organizational unit or position holder within a certain period of time. Although targets, work conditions, time use and work standards are still in good condition, several respondents emphasized the importance of increasing work standards for quality and continuous improvement. Alhempri et al (2024). In addition, according to Koesomowidjojo (2017:112), workload is all forms of work given to human resources to be completed within a certain period of time. According to Hart and Staveland in Tarwaka (2015), workload is something that arises from the interaction between task demands, the work environment used as a workplace, skills, behavior and perceptions of workers.

According to Robbins and Judge (2014:157), organizational commitment is a condition where an individual sides with the organization and its goals and desires to maintain membership in the organization. Meanwhile, Sopiah (2018:137), defines organizational commitment as the degree to which employees believe and are willing to accept the goals of the organization and will remain or will not leave the organization. Then according to Sutrisno (2017:94), organizational commitment is a condition where employees are very interested in the goals, values, and objectives of their organization. Furthermore, Luthans (2013:143) argues that organizational commitment is a condition where employees are very interested in the goals, values and objectives of their organization.

According to Munandar (2019:156), organizational commitment must meet the following elements:

- a) A strong desire to remain a member of a particular organization.
- b) A willingness to strive to achieve the organization's goals, and
- c) Certain beliefs, and acceptance of the organization's values and goals.

Hasibuan (2016:53), who defines employee performance as a work result that has been achieved by a worker in carrying out the tasks given to him based on skills, experience, toughness and time. While Mulyadi (2015:47), defines employee performance as a work result achieved by employees in terms of quality and quantity that is in accordance with their duties and responsibilities. Then Afandi (2018:43), argues that employee performance is the extent to which a person has played a role for him in implementing organizational strategies, both in achieving specific targets related to individual roles and/or by showing competencies that are stated to be relevant to the organization.

2. RESEARCH METHOD

In this study, the author used quantitative research methods. Quantitative is data expressed as numbers that can be counted (Sugiyono, 2019). The quantitative research method is based on the philosophy of positivism, which is used to study a population or sample. The population of this study was 224 non-medical employees of Syafira Hospital, Pekanbaru City, with 69 people being used as samples determined using the Slovin formula. The hypothesis test design was carried out with the help of the SPSS (Statistical Product and Service Solution) program version 21. With the help of the SPSS program, tests were carried out which included data quality tests consisting of validity and reliability tests, then classic assumption tests consisting of normality tests, multicollinearity test and heteroscedasticity test, then hypothesis testing consisting of the F test (Simultaneous) and t test (partial).

3. RESULTS AND DISCUSSIONS

For the validity test the calculated r value ranges from 0.479 to 0.812. So from the test results it was found that the calculated r value was \geq the r table value (0.2369), so it could be concluded that all items from the three variables were declared valid. Then, from the test results, the reliability values for the three variables were above 0.70. This means that the measuring instruments used in this research are reliable or trustworthy.

Normality testing aims to determine the distribution pattern of research data. This is one of the requirements for carrying out multiple linear regression analysis. Based on the normality test with the Kolmogorov-Smirnov Test, the Kolmogorov-Smirnov Z value was 0.893 and Asymp. Sig. is 0.402. So it can be concluded that the data is normally distributed. To see the results of the normality test, see Table 1 below:

Table 1. Table of Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Predicted Value
N		69
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	8.42925695
	Absolute	.108
Most Extreme Differences	Positive	.108
	Negative	-.054
Kolmogorov-Smirnov Z		.893
Asymp. Sig. (2-tailed)		.402

a. Test distribution is Normal.

b. Calculated from data.

Source: (SPSS Data Processing 21 (2025))

From data processing, heteroscedasticity test results were also obtained as follows

Table 2. Heteroscedasticity Test

		Correlations			
			Workload	Organizational Commitment	Unstandardized Residual
Spearman's rho	Workload	Correlation Coefficient	1.000	.896**	-.004
		Sig. (2-tailed)	.	.000	.972
		N	69	69	69
		Correlation Coefficient	.896**	1.000	.052
		Sig. (2-tailed)	.000	.	.669
		N	69	69	69
	Organizational Commitment	Correlation Coefficient	.896**	1.000	.052
		Sig. (2-tailed)	.000	.	.669
		N	69	69	69
		Unstandardized Residual	-.004	.052	1.000
		Sig. (2-tailed)	.972	.669	.
		N	69	69	69

Source: (SPSS Data Processing 21 (2025))

Based on table 2, the Sig value is obtained. (2-tailed) for variable X1 is 0.972>0.05, so there is no heteroscedasticity. And obtained the Sig value. (2-tailed) for variable X2 is 0.669>0.05, so there is no heteroscedasticity.

From table 3 it can be seen that the value of VIF (5.823) < 10, thus it can be concluded that there are no symptoms of multicollinearity between the independent variables.

Table 3. Multicollinearity Test

		Coefficients ^a	
		Collinearity Statistics	
Model		Tolerance	VIF
1	Workload	.172	5.823
	Organizational Commitment	.172	5.823

a. Dependent Variable: Performance

Source: (SPSS Data Processing 21 (2025))

The results of the respondents' responses were then distributed into the SPSS version 21 program. To find out how these factors influence can be seen using multiple linear regression analysis, to obtain an equation like the following:

Table 4. Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients		T	Sig.
	B	Std. Error	Beta			
1 (Constant)	3.508	4.767			.736	.464
Workload	.531	.141	.322		3.769	.000
Organizational Commitment	.667	.087	.655		7.654	.000

a. Dependent Variable: Performance

Source: (SPSS Data Processing 21 (2025))

From table 4, it can be seen that the multiple linear regression equation is as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 3,508 + 0,531X_1 + 0,667X_2$$

The meaning of the linear regression equation is:

- A constant of 3.508 states that workload and organizational commitment is zero or non-existent, so job satisfaction increases by 3.508 units.
- The workload variable regression coefficient (X1) states that for every additional unit of product and other factors are considered constant, performance will increase by 0.531 units.
- The regression coefficient for the organizational commitment variable (X2) states that for every additional unit of product and other factors considered constant performance will increase by 0.667 units.

Determination analysis in multiple linear regression is used to determine the percentage contribution of the influence of independent variables simultaneously or together on the dependent variable.

Tabel 5. Coefficient of Multiple Determination (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.958 ^a	.917	.915	8.556

a. Predictors: (Constant), Organizational Commitment, Workload

b. Dependent Variable: Performance

Source: (SPSS Data Processing 21 (2025))

From table 5 it is known that the Adjusted R Square value is 0.915, thus it can be concluded that performance can be explained by workload and organizational commitment by 91.5% while the remaining 8.5% is explained by other variables not observed in this research.

In this research, workload influences performance of non-medical employees at Syafira Hospital for Pekanbaru City. Obtained t table of 1.667. Thus, the workload obtained a value of tcount (3.769) > ttable (1.667) and significance (0.00) < 0.05. It can be interpreted that workload has a positive and significant effect on performance. So these results state that "workload has an effect on performance" can be "accepted".

In this research, organizational commitment influences performance of non-medical employees at Syafira Hospital for Pekanbaru City. Obtained t table of 1.667. Thus, the value obtained for organizational commitment is tcount (7.654) > ttable (1.667) and significance (0.00) < 0.05. It can be interpreted that organizational commitment has a positive and significant effect on performance. So the hypothesis which states that "organizational commitment influences performance" can be "accepted".

The hypothesis in this research is that workload and organizational commitment influence performance of non-medical employees at Syafira Hospital for Pekanbaru City. Obtained F table of 3.13 and F count of 364.786 with significance (0.000) < 0.05. It can be interpreted that workload and organizational commitment together have a positive and significant effect on performance.

4. CONCLUSION

Based on the research results that have been described in chapter VI, the conclusions related to the Influence of workload and organizational commitment on performance of non-medical employees at Syafira Hospital for Pekanbaru in this study are as follows: 1) Workload has a significant influential effect performance of non-medical employees at Syafira Hospital for Pekanbaru. 2) Organizational commitment has a positive and significant effect on performance of non-medical employees at Syafira Hospital for Pekanbaru. 3) Workload and organizational commitment have a simultaneous

influence on performance of non-medical employees at Syafira Hospital for Pekanbaru. 4) The workload and organizational commitment variables contributed 91.5% on performance of non-medical employees at Syafira Hospital for Pekanbaru, while the remaining 8.5% was accounted for by other variables not examined in this research.

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