

THE INFLUENCE OF WORKLOAD, WORK ENVIRONMENT AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE (CASE STUDY AT MI ISLAMIYAH DINOYO DEKET)

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Article Info

Article history:

Received Feb 12th, 2025

Revised Jul 21th, 2025

Accepted Jul 26th, 2025

Keyword:

workload, work environment, job satisfaction and performance

ABSTRACT

This study aims to determine the effect of workload, work environment and job satisfaction with performance (Case Study at MI Islamiyah Dinoyo deket). The data analysis used is validity test, reliability, classical assumptions, multiple linear regression analysis, multiple correlation, coefficient of determination, and hypothesis testing. The results showed that the t test results showed that the workload variable had a positive and significant effect on performance, the work environment had a negative and significant effect on performance, and job satisfaction had a positive and significant effect on performance. While the variable that has the most dominant effect on job satisfaction because the results of b3 are greater than the variable.



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INTRODUCTION

Technology greatly affects the implementation of public services to continue to serve the community optimally and continuously. The community is a customer of public services and also has needs and expectations for the performance of professional public service delivery. So that the task of the central government and local governments is how to provide public services that can satisfy the community. Human resources are one of the most important factors in an organization. Human Resources need to be managed as well as possible to achieve organizational goals (Mangkunegara, 2019).

Madrasah is an educational institution with an important element, namely human resources. Madrasah ibtidaiyah is the most basic formal education level in Indonesia, equivalent to elementary school. Its management is under the auspices of the Ministry of Religious Affairs (Kemenag). One of the important components that must be considered in a school is the teacher or employee in the school. The quality of a school employee has many factors that influence it, both internal and external factors. In an educational institution, internal factors that affect the performance of an employee are workload and job satisfaction. The workload of an employee needs to be considered because with less conducive work environment factors and compensation that is not proportional to the heavy workload will make employees dissatisfied and will have an impact on their performance.

According to Cashmere in the journal Santi Octaviana (2022) Workload is the average activity of a job within a certain period of time, workload can be seen from physical and mental workloads, if the workload borne by an employee is too heavy or weak physical abilities will certainly result in an

obstacle at work so that the employee will feel sick because of a job. According to Prasetyo, (2021) the work environment is the overall tooling and materials faced where a person works his work methods and work arrangements both as an individual and as a group. The work environment consisting of comfortable workspace conditions sufficient lighting, good air ventilation will cause an atmosphere of communication between coworkers who respect each other will be able to make the work environment conducive to achieving better performance.

Marnisah, (2020), job satisfaction means the emotional state of employees in looking at their work, either pleasant or unpleasant feelings. In a company, employee performance is very important to achieve the desired goals. According to Mangkunegara (2020), performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Several previous studies have revealed that there are factors that affect employee performance, including workload, work environment, and job satisfaction. According to Mutiara S (2021) the research results show that workload has a positive and significant effect on the work environment and employee performance, thus the work environment has a positive and significant effect on employee performance. Meanwhile, according to the results of research from Aulia Talitha Uma (2024), it shows that overall employee performance is influenced by workload variables, work environment, job satisfaction and the rest by other variables outside the research model. Workload has a negative non-significant effect on employee performance, work environment has a positive and significant effect on employee performance, workload has a significant negative effect on job satisfaction, work environment has a positive and significant effect on job satisfaction and job satisfaction has a positive and significant effect on employee performance.

From the results of the background that has been described and the results of research related to performance that varies, the authors want to conduct research with the title "**The Effect of Workload, Work Environment, and Job Satisfaction on Employee Performance (Case Study at MI Islamiyah Dinoyo-Deket).**"

RESEARCH METHODS

1. Type of Research

Research is categorized as quantitative research, because it uses data in the form of numbers and aims to understand complex symptoms related to other aspects. According to Sugiyono (2019) quantitative research is "A research method based on a positivism philosophy, which is used to conduct research on a certain population or sample, in data collection using research instruments, the effect of data is quantitative or statistical, with the aim of testing predetermined hypotheses.."

2. Population

According to Sugiyono (2019) population is a generalization area consisting of objects or subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. In this study, the research population was the employees of MI Islamiyah Dinoyo Deket, totaling 65 respondents. Which consists of (principals, teachers, administrative staff, gardeners, and security).

3. Sample

Sampel merupakan bagian dari jumlah karakteristik yang dimiliki populasi (Sugiyono,2019). Sampel yang diambil dari populasi harus betul-betul *Representatif* (mewakili) karena yang dipelajari dari sampel kesimpulannya akan mewakili populasi. Dalam penelitian ini yang dijadikan sampel penelitian yakni seluruh pegawai MI

Islamiyah Dinoyo Deket, karena jumlah populasi dalam penelitian ini berjumlah kurang dari 100 responden maka sampel yang digunakan adalah sampel jenuh, sehingga sampel dalam penelitian ini adalah sebanyak 65 responden

4. Data analysis technique

1) Validity Test

According to Ghozali (2019) the validity test is used to measure whether a questionnaire is valid or not, it is said to be valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. Valid means that the instrument is used to measure what should be measured (accuracy)..

2) Uji Reliabilitas

According to Ghozali (2019) reliability is a tool for measuring a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable or reliable if someone's answer to a question is consistent or stable over time.

3) Multiple linear regression analysis

According to Ghozali (2019), an analysis that measures more than one independent variable (X) against the dependent variable (Y). This multiple linear regression analysis aims to use independent variables whose values are known to predict a single dependent value chosen by the researcher.

4) Multiple Correlation

According to Sugiyono (2019), *multiple correlation* is a number that shows the direction and strength of the relationship between two or more independent variables together with one dependent variable, the double correlation value is a number that shows the direction and strength of the relationship between two or more variables together with other variables

5) Coefficient of Determination

According to Ghozali (2019) the coefficient of determination is a number that states or is used to determine the contribution or contribution given by one or more X (independent) variables to variable Y (bound). The coefficient of determination aims to test the level of closeness or attachment between the dependent variable and the independent variable which can be seen from the magnitude of the coefficient of determination (*adjustedR-square*). The coefficient of determination is between zero and one.

6) Test t

According to Ghozali (2019), the partial effect hypothesis test (t test) is used to determine the partial effect of the independent variable on the dependent variable. The *t* test is conducted to see whether each independent variable partially affects the dependent variable, namely the capital structure.

7) F test

According to Ghozali (2019), the F test is used to determine the significant level of influence of the independent variables together (simultaneously) on the dependent variable. The *F* test is carried out to test the hypothesis, so there must be test criteria set.

RESULTS AND DISCUSSION

1. Research Results

1) Validity test

Table 1. Validity Test

No.	Variables	Item	R count	R table	Description
1.	Workload (X1)	X1.1	0,850	0,246	Valid
		X1.2	0,764	0,246	Valid
		X1.3	0,717	0,246	Valid
		X1.4	0,727	0,246	Valid
2.	Work Environment (X2)	X2.1	0,655	0,246	Valid
		X2.2	0,693	0,246	Valid
		X2.3	0,769	0,246	Valid
		X2.4	0,792	0,246	Valid
3.	Job Satisfaction (X3)	X3.1	0,805	0,246	Valid
		X3.2	0,736	0,246	Valid
		X3.3	0,830	0,246	Valid
		X3.4	0,785	0,246	Valid
4.	Performance (Y)	Y.1	0,876	0,246	Valid
		Y.2	0,652	0,246	Valid
		Y.3	0,637	0,246	Valid
		Y.4	0,716	0,246	Valid

Data source : result of SPSS 25 output

Based on the output results above in table 4.8, it shows that all indicators or question items from each variable in this study have a value of $r \text{ count} > r \text{ table}$ (0.246) and based on the sig value < 0.05 , which means that all indicators of each variable are valid.

2) Uji Reliabilitas

Tabel 2. Hasil Uji Reliabilitas

No.	Variables	Cronbach Alpha (α)	Reliability Standard	Description
1	Workload (X1)	0,804	0,60	Reliable
2.	Work environment (X2)	0,791	0,60	Reliable
3.	Job satisfaction (X3)	0,812	0,60	Reliable
4	Performance (Y)	0,787	0,60	Reliable

Data source : processed by SPSS 25

Based on the results of the reliability test above, it is known that the *Cronbach alpha* number for the workload variable is 0.804; work environment variable 0.791; job satisfaction 0.812; and performance 0.787. So the *Cronbach alpha* value of the four variables used in this study is greater than the minimum *Cronbach alpha* value of 0.60, which means that the results of the reliability test on the workload, work environment, job satisfaction and performance variables show the results are reliable.

3) Multiple Linear Regression Analysis

Table.3 Multiple Linear Regression Analysis Test Results

Model	Coefficients ^a		T	Sig.
	Unstandardized Coefficients	Standardized Coefficients		

	B	Std. Error	Beta		
(Constant)	1.539	.857		1.796	.078
Workload	.515	.086	.506	5.981	.000
Work Environment	-.206	.102	-.202	-2.011	.002
Job Sarifaction	.614	.074	.681	8.260	.000

a. Dependent Variable: Kinerja

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Sumber data : diolah SPSS 25

Data source : processed by SPSS 25

Based on the results of the Regression calculation in the table above, a regression equation is obtained as follows:

$$Y = 1,539 + 0,515 X_1 + (-0,206) X_2 + 0,61$$

The coefficient of the independent variables above is positive. This means that it has a direction of change in the same direction as the dependent variable. In addition, the coefficient of the job satisfaction variable with a coefficient of 0.614, job satisfaction has the largest value compared to the regression coefficient of the independent variable performance. Thus it can be concluded that the most dominant factor in the dependent variable is job satisfaction.

4) Korelasi berganda

Tabel 4. Multiple Correlation Test Results

Model Summary ^b				
R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.930 ^a	.865	.858	.728	1.392

a. Predictors: (Constant), Workload, Work Environment, Job Satisfaction

b. Dependent Variable: Performance

Data source : result of SPSS 25 output

Based on the results of table 4 above, it is known that the correlation coefficient between the independent variables (workload, work environment and job satisfaction) and the dependent variable (job satisfaction) is 0.930. In accordance with the guidelines for giving the interpretation of the correlation coefficient, it can be concluded that the relationship between the two variables is very strong and positive.

5) Coefficient of determination

Tabel 5. Determiation Coefficient Test

Model Summary ^b				
R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.930 ^a	.865	.858	.728	1.392

a. Predictors: (Constant), Workload, Work Environment, Job Satisfaction

b. Dependent Variable: Performance

Sumber data : hasil output SPSS 25

Based on the results of table 4.12 it can be seen that the regression calculation can be seen that the *Adjusted R Square* coefficient of determination obtained is 0.858, this means that 85.8% of performance variables are explained by workload variables, work environment and job satisfaction. The remaining 14.2% of performance variables can

be explained by other variables or factors such as work motivation, work discipline and so on.

6) T test

Tabel 6. T Test Results

Model	Coefficients ^a			T	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta		
(Constant)	1.539	.857		1.796	.078
Workload	.515	.086	.506	5.981	.000
Work Environment	-.206	.102	-.202	-2.011	.049
Job Satisfaction	.614	.074	.681	8.260	.000

a. Dependent Variable: Performance

Data source : result of SPSS 25 output

Based on the t test results, it is obtained:

- a. From the t test results, the calculated t value of 5.981 is greater than t table 1.999 with a significant value of 0.000 < 0.05, it can be concluded that H0 is rejected and H1 is accepted, which means that there is a positive and significant influence between the workload variable (X1) and performance (Y).
- b. Based on the results of the t test, the value of t hitunh -2.011 is greater than 1.999 with a significant value of 0.002 < 0.05, it can be concluded that H0 is rejected H1 is accepted, which means that there is a negative and significant effect on performance.
- c. Based on the results of the t test, the t value obtained is 8.250 greater than the t table 1.999 with a significant value of 0.000, it can be concluded that H0 is rejected and H1 is accepted, which means that there is a positive and significant effect on performance..

7) F Test

Table 7. F test results

Model	Sum of Squares	ANOVA ^a		F	Sig.
		df	Mean Square		
Regression	203.954	3	67.985	128.287	.000 ^b
Residual	31.796	60	.530		
Total	235.750	63			

a. Dependent Variable: Performance

b. Predictors: (Constant), , Workload, Work Environment, Job Satisfaction

The results of the analysis obtained F count 128.287 while at a significant level $\alpha = 0.05$ the value of F table is 2.76 with a probability (sig) of 0.000 smaller than 0.05, so it is assumed that Ho is rejected and H1 is accepted. So it is tested that together there is a significant influence between workload variables (X1), work environment (X2) and job satisfaction (X3) and performance (Y) (case study at MI Islimiyah Dinoyo Deket).

2. Discussion

1) The effect of workload on performance

Based on the test results on the workload variable, it is known that the t value is $5.981 > 1.999$ with a significant value of 0.000 < 0.05, it can be concluded that H1 is accepted, which means that the workload variable has a positive and significant effect on performance. This is supported by previous research by Oktavianti, S (2022) with the title the effect of job satisfaction and workload on performance at PT Inkabiz

Indonesia. The results of this study indicate that job satisfaction has a positive and significant effect on employee performance with the results of the t value of $5.997 > t$ table 1.996 , with a sig value of $0.000 < 0.05$. And workload has a positive and significant effect on employee performance with the results of the t value of $15.399 > 1.996$ with a significant value of $0.000 < 0.05$. While simultaneously job satisfaction and workload affect employee performance with a calculated f value of $117.574 > 3.13$, thus H_0 is rejected H_a is accepted.

2) The effect of work environment on performance

Based on the results of research on work environment variables, the t value is $-2.011 > 1.999$ with a significant value of $0.002 < 0.05$ so it can be concluded that there is a negative and significant effect on work environment variables on employee performance. This right is supported based on the results of previous research by Sihotang, S (2020) on the effect of work motivation and work environment on employee performance at KPPN Bandar Lampung. The results showed that work motivation has a positive and significant effect on employee performance, while the work environment has a negative and significant effect on employee performance. While simultaneously work motivation and work environment have a positive and significant effect on employee performance at KPPN Bandar Lampung

3) The effect of job satisfaction on performance

Based on the results of the t test on the job satisfaction variable, the t value is $8.250 > 1.999$ with a significant value of $0.000 < 0.05$ so it can be concluded that job satisfaction has a positive and significant effect on performance. This is supported by previous research by Oka K I. (2020) with the title influence of individual characteristics and job satisfaction on employee performance at PT BPR Suar Arta Dharma Bandung Regency. With the results of the research obtained individual characteristics have a positive and significant effect on employee performance. And job satisfaction has a positive and significant effect on employee performance. Based on the results of the multiple linear regression analysis test calculations in the table, a regression equation can be as follows:

$$Y = 1.539 + 0.515 X_1 + (-0.206) X_2 + 0.614$$

The regression equation can be explained:

A = 1.539 is an intercept (*Constanta*) and is positive, which means that if the independent variables in the study (workload, work environment, and job satisfaction) have an effect = 0, then the result obtained from Service Quality is 1.539.

$\beta_1 = 0.515$ This means that for the workload variable, the regression coefficient (β_1) shows a value of 0.515 and has a positive value, which means that if the job satisfaction variable increases by one unit, it will be able to improve service quality by 0.515 when other independent variables are equal to zero. (α and $X_1 = 0$)

$\beta_2 = -0.206$ This means that for the work environment variable, the regression coefficient (β_2) shows a value of -0.206 and is negative, which means that if

the work environment variable increases by one unit, it will be able to improve service quality by 0.206 when the other independent variables are equal to zero. (α and $X_2 = 0$)

$\beta_3 = 0.614$ This means that for the job satisfaction variable, the regression coefficient (b_3) shows a value of 0.614 and is positive, which means that if the job satisfaction variable increases by one unit, it will be able to improve service quality by 0.614 when the other independent variables are equal to zero. (α and $X_2 = 0$)

The coefficient of the independent variables above is positive. This means that it has a direction of change in the same direction as the dependent variable. In addition, the coefficient of the job satisfaction variable with a coefficient of 0.614, job satisfaction has the largest value compared to the regression coefficient of the independent variable performance. Thus it can be concluded that the most dominant factor in the dependent variable is job satisfaction.

CONCLUSIONS

Based on the results of the analysis and discussion related to the problems and research objectives, it can be concluded that:

1. Based on the results of the study, it shows that workload has a positive and significant effect on employee performance. This is proven through research using the t test, where the Job Satisfaction variable obtained the t value > from the t table with a significant value < 0.05.
2. Based on the results of research on work environment variables in the t test, it shows that the work environment has a negative and significant effect on performance. This is indicated by the value - t count > t table with a significant value of < 0.05
3. Based on the results of research on job satisfaction variables, it shows that the t test shows that the job satisfaction variable has a positive and significant effect on employee performance, this is evidenced that the job satisfaction variable obtained the t value > t table with a significant value of < 0.05.
4. The variable that has the most dominant effect on performance (Y) is the job satisfaction variable, this can be proven through the results of research using Multiple Linear Regression. From these results it is concluded that job satisfaction has the most dominant effect on performance because the b_3 value of job satisfaction is greater than the value of b_1 (workload) and b_2 (work environment).

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