

## The Effect of Workload and Performance Evaluation on Employee Performance at PT Sinergi Visi Utama

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ARTICLE INFORMATION	ABSTRACT
Section Internship Report Article	High workload is one of the problems affecting employees of PT Sinergi Visi Utama. Employees are expected to complete tasks or responsibilities within a limited time, which negatively affects the physical and mental well-being of employees. The research was conducted using qualitative methods. The high workload at PT Sinergi Visi Utama in the past six months has had a significant impact on employees' physical and mental health, often forcing them to work overtime or take work home. Employees are often forced to work overtime four times a week or take work home. The evaluation process at PT Sinergi Visi Utama involves various aspects such as punctuality, work quality, soft skills, teamwork, and employee adaptability. The conclusion is that the high workload over the past six months has affected employees' physical and mental health. PT Sinergi Visi Utama balances high workload management with a focus on employee development and cooperation with external partners and structured performance evaluation.
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### INTRODUCTION

Performance is one of the main factors in achieving company success. However, this performance cannot be separated from the workload given. Workload refers to the level of demands and responsibilities given to an employee in his job (Suryani, Rindaningsih and Hidayatulloh, 2023). In an effort to continuously improve quality and productivity in the workplace, performance evaluation is an important step that not only assesses individual achievements, but also as a means of providing constructive feedback that can encourage



professional growth and development. Performance evaluation is an activity carried out by management to assess employee performance in an organization or company by comparing job descriptions that have been previously determined. Performance evaluation is usually carried out within a certain period, namely once a year, with the performance evaluation, it can be seen the success or failure of an employee in carrying out his main duties (Supriyadi, Zaharuddin and Syafwandi, 2023).

Evaluation of the implementation of the performance measurement system includes evaluation activities on performance planning and agreements, including the application of performance-based budgeting, program/activity implementation, performance measurement, performance reporting, internal evaluation, and performance achievement. The implementation stage, the organization conducts performance measurement to determine the extent to which the strategy has succeeded in achieving its goals.

The problem of high workload is one of the problems affecting employees of PT Sinergi Visi Utama. Where employees are expected to complete tasks or responsibilities in a limited amount of time, which may have a negative impact on the physical and mental well-being of employees, ultimately affecting overall performance. The workload at PT Sinergi Visi Utama is high and this is especially the case from July to December, with only approximately 50 employees each having to handle a large volume of work, which often leads to them working overtime and taking work home to meet tight deadlines. It is necessary to conduct performance evaluations to encourage employees to improve their performance and ensure that employees work according to the set standards. At PT Sinergi Visi Utama there are some employees who are not fully in line with the goals of their superiors. As a result, these employees often have to revise their work, and this happens more than once so they often receive evaluations.

### **Internship Objectives:**

The objectives of this internship are:

1. To determine and analyze the effect of workload on employee performance of PT Sinergi Visi Utama
2. To determine and analyze the effectiveness of the performance evaluation process at PT Sinergi Visi Utama

## **LITERATURE REVIEW**

### **Workload**

According to Mahawati *et al.* (2021), workload is the volume of work that is imposed on labor in both physical and mental forms and is their responsibility. Every job is a burden for the perpetrator and each workforce has its own ability to handle its workload as a workload which can be physical, mental or social workload. A heavy worker, such as a loading and unloading worker at a port, carries more physical burden than mental or social burden. A businessman, on the other hand, may be responsible for a relatively much greater mental burden. As for social workers, they face more social burdens. According to Ohorela (2021), workload is the amount of work that must be carried by a position or organizational unit and is the product of work volume and time norms. Thus the definition of workload is a process carried out by a person in completing the tasks of a job or group of positions carried out under normal circumstances within a certain period of time.

## **Employee Performance**

Employee performance is in a condition that is expected both by the employee himself and by the organization (Maden-Eyiusta and Alten, 2023). Many factors affect performance, both at the organizational and individual levels. These factors includes abilities, skills, knowledge, job design, personality, work motivation, leadership, organizational culture, work happiness, work environment, loyalty, dedication, and work discipline, all of which affect work outcomes and behavior.

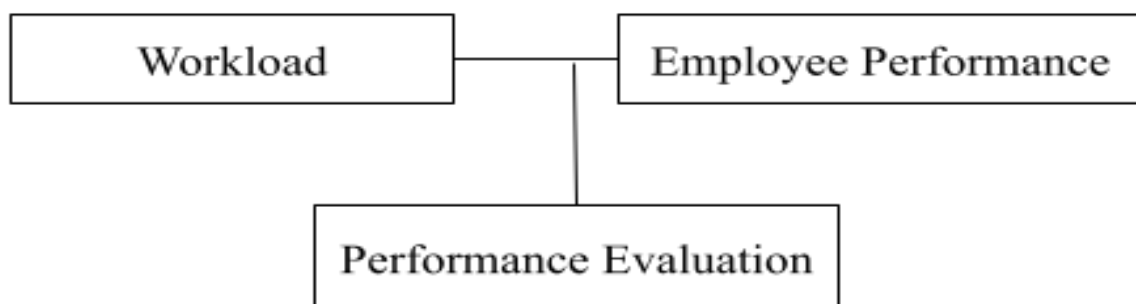
In carrying out performance appraisals, many benefits can be obtained by both companies and employees. However, sometimes companies underestimate the importance of employee performance, which can create a bad culture for the continuity of the company. Therefore, in order to achieve the goals desired by both parties, companies and employees, performance evaluation is very necessary. In performance evaluation, there are several components that must be met, namely absenteeism, honesty, responsibility, ability (work results), loyalty, compliance, cooperation, leadership, initiative, and other components.

## **Performance Evaluation**

Supriyadi, Zaharuddin and Syafwandi (2023) assessing performance means comparing the actual performance of subordinates with the standards set by the company. If done correctly, this will provide important benefits for employees, supervisors and HR departments and companies. Performance evaluation is a systematic process used by companies to assess employee contributions, productivity, and behavior in an effort to achieve organizational goals. In this process, qualitative and quantitative aspects are very important, including target achievement, interpersonal skills, innovation, and responsibility. Performance appraisals serve not only as a tool to assess individual success, but also to encourage employees' personal and professional development, as well as provide a basis for management decisions regarding promotion, reward, or further development.

## **Research Framework**

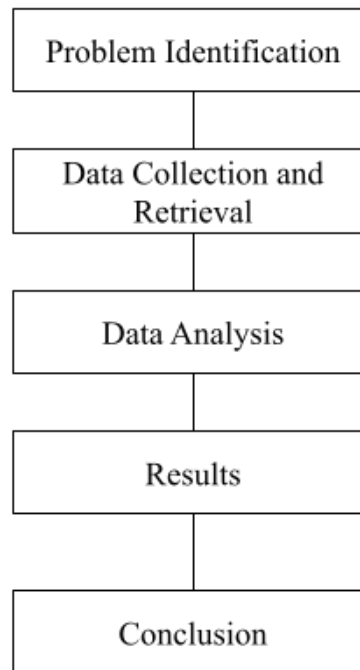
The research framework is a conceptual structure used to organize and guide the research process. The author makes the research framework as follows:



**Figure 1.** Research Framework

## RESEARCH METHODS

The author needs a framework in developing a research outline. This outline is then used to describe the flow of the internship that has taken place for 4 months at PT Sinergi Visi Utama Yogyakarta. This research is described as follows:



**Figure 2.** Research Flow

In the preparation of this internship final project, research was conducted using qualitative methods. According to Pahleviannur *et al.* (2022), qualitative research aims to describe and analyze phenomena, events, social activities, attitudes, beliefs, perceptions, and thoughts of individuals and groups. Qualitative research is inductive, so researchers let problems emerge from the data or are left open to interpretation. In this case, the authors get research data from primary data. Primary data is data collected directly from the object of research or comes from the original or first source. This data is not yet available in file form. Primary data collection can be done through direct interviews with respondents, either face-to-face, via telephone, email, and other methods. In this study, primary data was collected through interviews with the research secretary and several employees of PT Sinergi Visi Utama.

According to Purwanza *et al.* (2022), population refers to the entire group of people, events, or things of interest that you want to study. One part or one member of the population is called an element. However, involving all elements of the population in a study can be complicated because it requires a lot of time, money, and human resources. In this study, the population includes all leaders and employees of PT Sinergi Visi Utama, totaling 50 people.

Sample is a number of elements selected from the population so that the researcher can draw conclusions that can be generalized to the entire population (Purwanza *et al.*, 2022). Therefore, the sample can be considered as a portion of the population. Meanwhile, one member of the sample is referred to as the subject. To get an in-depth picture of the workload and performance evaluation process at PT Sinergi Visi Utama requires a sample or one that can represent the population as a whole. This method allows the author to select a sample that is considered to have relevant and in-depth information regarding the research topic. The samples selected in this study include:

1. The research secretary of PT Sinergi Visi Utama, totaling one person.
2. Research employees of PT Sinergi Visi Utama, totaling three people.

## ANALYSIS RESULTS

In today's fast-paced work environment, understanding employee experiences related to workload, performance evaluation, and health is crucial for organizational success. This analysis delves into how employees at PT Sinergi Visi Utama navigate high workloads, the impact on their physical and mental health, and the effectiveness of their coping strategies. By exploring performance assessment criteria and feedback mechanisms, we uncover the ultimate factors that contribute to achieving set goals while maintaining a balanced work atmosphere. This comprehensive overview sheds light on the intricate dynamics of work-life balance and employee satisfaction within the company.

**Table 1.** Analysis of Employee Performance and Workload at PT Sinergi Visi Utama

No.	Question	Name	Answer
1.	How would you describe your current workload?	Mr. D	The current workload is high.
		Mrs. P	Current workload is quite high.
		Mrs. Y	Recently, the workload has been quite high
		Mrs. S	Currently, the workload is high.
2.	Do you feel that a high workload affects your physical/mental health? If yes, give specific examples!	Mr. D	Yes, there are notes, for example, that workload is indeed linear with health/mental burden but we must find a pattern, the key is in time management and competence. The workload, although high, does require aspects of time management, competence, and decision-making that are relatively safe even though they tend to still be significant to physical and mental health.
			Very influential. If you work overtime, you need to work overtime, which affects your body, so you get sick easily. It's just that if it can be completed during working hours then overtime is not too frequent.
			Yes, it's very influential. It can lead to fatigue and sickness.
			Very influential. Too much work can cause stress and can lead to health problems.
3.	How often do you have to work overtime or take home?	Mr. D	Very often, but it only happened in the last half year from July to December and overtime was usually four times a week with up to 6-7 jobs in a month.
			Often. Overtime can be up to four times a week, if there is a lot of work with the same deadline then the work must be completed at home.

No.	Question	Name	Answer
4.	What strategies do you use to manage high workloads? Are they effective?	Mrs. Y	Very often. Usually overtime can be up to four times a week, in the months of July to December.
		Mrs. S	Very often. Overtime can reach up to four times a week, and if the work is not finished, it is taken home.
		Mr. D	The strategies used are: a. Empowerment of the HR regeneration process within the company. b. Partners or support teams outside the company.
		Mrs. P	If there is a schedule (tender) to make qualifications, then immediately install work for the tender.
		Mrs. Y	The strategy when the workload is high is to install the work so as not to be overwhelmed when there is the same deadline.
		Mrs. S	When the workload is high, my strategy is to install the work little by little.
5.	Are you considering looking for another job because of the high workload?	Mr. D	Most likely I have, and then considered whether or not the job was in line with my passion.
		Mrs. P	Have not considered this yet.
		Mrs. Y	Not yet considered.
		Mrs. S	Not yet considered.
6.	What are the criteria used to assess employee performance?	Mr. D	The criteria used to evaluate employees are: a. Timeliness / timeline is one of the urgent times in consultants. So the task is completed with a timeline, no matter what the conditions must be completed. b. Quality / results of the tasks given. c. softskill abilities. d. Adaptive / ethics.
		Mrs. P	The criteria used include timeliness in completing tasks, quality of work produced, soft skills such as communication and teamwork, and efficiency in time management.
		Mrs. Y	The criteria used are punctuality, soft skills, and teamwork.
		Mrs. S	The criteria for assessing employees are soft skills, time management, and punctuality.
			Evaluation of performance implementation at PT Sinergi Visi Utama is that the task is divided into 3 parts, namely: a. The function of procurement of goods and services. b. Research function or the main function at PT. Sinergi Visi Utama. c. This SPJ or financial function is related to administration or coordination.
7.	Describe the performance evaluation process at PT Sinergi Visi Utama! What are the steps?	Mr. D	

No.	Question	Name	Answer
8.	Does PT Sinegi Visi Utama have a special system to evaluate employee performance? If so, how does the system work?	Mrs. P	The evaluation process is divided into 3 namely: a. Procurement function. b. Research function. c. Administrative function
		Mrs. Y	There are 3 evaluation processes, namely: a. Procurement function. b. Research function. c. Administrative function.
		Mrs. S	There are 3 evaluation processes at PT Sinergi Visi Utama, namely: a. Procurement function. b. Research function. c. Administrative function.
		Mr. D	The specific system is in each director who handles employee affairs and that director gives proposals or evaluations to the HR director who will determine the results of the evaluation.
9.	Did you achieve the target/goal set for you? If yes, what were the success factors? If not what were the obstacles?	Mrs. P	Specialized systems reside with each director.
		Mrs. Y	The specific system for assessing employees rests with each director and the HR director determines the results.
		Mrs. S	Specialized systems are in place for each director.
		Mr. D	Yes, achieving. And there are several success factors, namely: a. Responsibility. b. Communication. c. Soft skills and competencies according to the field. d. Teamwork. e. Decision making. f. Time management.
10.	How do you receive feedback from your boss? Give an example of feedback that helped improve your performance?	Mrs. P	Already achieved the work target. This can be achieved by coordination between teams.
		Mrs. Y	Already achieved the target. The success factors are teamwork, time management, and communication.
		Mrs. S	Yes, it has been achieved. The success factors are soft skills, decision-making, and time management.
		Mr. D	Feedback from superiors is that they want maximum quality of work then I innovate by incorporating analytical tools or tools to improve the expected results. So the boss wants the best work results then I provide feedback in every job that I use innovation-based analysis tools.
		Mrs. P	Feedback from superiors wants innovation-based analysis which can improve my performance in innovating to get maximum results.

No.	Question	Name	Answer
11	What is the standard of work at PT Sinergi Visi Utama?	Mrs. Y	Feedback from superiors wants maximum work results through innovation.
		Mrs. S	My boss gives feedback by wanting maximum work results, so I innovate to improve the results as expected.
		Mr. D	The work standards at PT Sinergi Visi Utama include punctuality, soft skills, responsibility, innovation, and creativity. Which aims to ensure that employees work efficiently with good work results, and can adapt to the work environment.
		Mrs. P	The work standards at PT Sinergi Visi Utama are punctuality, soft skills, and creativity.
		Mrs. Y	Work standards at PT Sinergi Visi Utama include responsibility, punctuality, and quality of work.
		Mrs. S	Work standards at PT Sinergi Visi Utama are soft skills, punctuality, creativity, and work quality.

## Discussion

The current workload at PT Sinergi Visi Utama is high enough to affect the physical and mental health of employees. Exhaustion from overwork can lower the immune system, making employees more susceptible to illness. Mentally, continuous stress can lead to anxiety, depression, or burnout (severe mental exhaustion). It is important to note that high workloads are associated with physical and mental health, to manage this, a proper pattern is required, with time management and competency key. Time management and competence are key to handling high workloads without damaging health. Good time management helps employees complete tasks on time without having to work overtime too often, while competence ensures they work efficiently and effectively. While high workloads require good time management, competence and decision-making, it is relatively safe while still having a significant impact on physical and mental health.

This is supported through research conducted by Sunyoto (2012) workload is an excessive process or activity that can cause stress in individuals. This can result in a decrease in employee performance because the level of expertise required may be too high, the pace of work is too fast, the volume of work is too large, and so on. Given that work involves both mental and physical aspects, each individual has a different level of loading. Overloading can drain energy and cause excessive stress, while underloading can lead to boredom and burnout. Therefore, it is important to achieve an optimal level of loading between these two extremes, which can vary from individual to individual.

Based on the results of interviews with PT Sinergi Visi Utama employees, the performance evaluation process at PT Sinergi Visi Utama is divided into 4 parts, namely:

- 1) The goods and services procurement function is a series of activities carried out by the company to obtain the goods and services needed in carrying out its operations. This procurement involves the process of planning, selecting, purchasing, and receiving goods and services. In carrying out this function effectively, companies can ensure that they get



the goods and services needed with efficiency and cost effectiveness, and minimize operational risks.

- 2) The research function is to develop a deeper understanding of a topic, and find solutions to specific problems. This research function plays an important role in the advancement of science and technology, as well as in improving the welfare and development of society. The research function is the main function of PT Sinergi Visi Utama, namely conducting research.
- 3) The accountability letter function (SPJ) or financial function is to provide reports and evidence of accountability for the use of funds or the implementation of certain activities. SPJ is usually used in the context of financial administration, both in government agencies, organizations and companies. SPJ is an important instrument in ensuring that funds or other resources are used appropriately, transparently and responsibly.

These measures are evaluated periodically based on the conditions of the assignor. The research director assigns research staff to conduct these evaluations on a regular basis. Large-scale evaluations are conducted every two weeks in meetings to strengthen coordination and plan future agendas. In addition, this evaluation also includes identifying obstacles and other aspects. The criteria used by PT Sinergi Visi Utama in evaluating employees are:

- 1) Timeliness or timeline in evaluating employee performance is one of the urgent in the consulting office, so the task must be completed according to the timeline. Under any circumstances, the work must be completed immediately.
- 2) Quality of work is to ensure that the work performed meets the quality standards expected by the company.
- 3) Soft skills and teamwork: soft skills are the ability of employees to interact with other people or coworkers in managing their work, then teamwork is the ability to work together with coworkers effectively towards a common goal.
- 4) Adaptive or ethical employees' ability to adjust to change, adaptive can change their approach, strategy, or behavior in the face of emerging challenges or opportunities.

This is supported by research conducted by Ruskan (2017), which states that employee performance evaluation is an assessment process carried out by the organization based on predetermined criteria regarding the duties of an employee. This evaluation is carried out in a structured and systematic manner on observable performance results and potential employee performance in an effort to develop themselves continuously.

## CONCLUSION

The conclusion that can be drawn from the research that has been conducted is that the high workload over the past six months affected employees' physical and mental health, often forcing them to work overtime or take work home. The company overcomes high workload by developing employees internally through training and skills development, as well as providing career opportunities to form competent leaders. Performance evaluation at PT Sinergi Visi Utama is divided into four main sections: procurement of goods and services, research, accountability letter (SPJ) and periodic evaluation. Evaluation criteria include timeliness, quality of work, soft skills, teamwork, and employee adaptability.

Overall, PT Sinergi Visi Utama balances high workload management with a focus on employee development and cooperation with external partners and structured performance evaluation. This helps maintain employee productivity and well-being despite the heavy workload. Based on the conclusions and limitations in this study, there are suggestions recommended for research, namely PT Sinergi Visi Utama should use a task rotation system to reduce saturation and excessive workload on certain employees. PT Sinergi Visi Utama must

create conditions for work-life balance and personal life with adequate flexibility policies for working time and leave. PT Sinergi Visi Utama should create a fair and transparent reward and recognition system to encourage employees who have shown outstanding performance, so that they feel valued and motivated to continue performing well.

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