

## The Effect Of Work Risk, Workload And Work Safety On Employee Performance At Ternate City Fire Department

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### ABSTRACT

This research was conducted with the aim of knowing and analyzing the effect of work risk, workload, and work safety on employee performance. Research data was collected using a questionnaire distributed to 79 respondents who work as field operations personnel at the Ternate City Fire Department. The model testing technique uses multiple linear regression. The results showed that work risk and workload had a positive and insignificant effect on employee performance, while work safety significantly affected employee performance. Organizational leaders must identify the factors that cause work accidents and work to create conditions that can make employees perform better.

Keyword: Work risk, workload, work safety, employee performance



## INTRODUCTION

The fluent practice of government tasks and national development is highly dependent on the state apparatus, especially civil servants. There are several types of public services provided by government officials to the community, such as administrative services, goods services, and services. The existence of the Fire Department is one example of a service offered by government representatives to the community in the area of rescue. The government's implementing arm, the Fire Service, is tasked with carrying out duties relating to dealing with fires and disaster issues which are included in the emergency or rescue service. Firefighters are officers who are trained to fight fires. Firefighters are not only trained to save victims from fires, but they are also trained to save victims of traffic accidents, victims drifting in rivers, falling into wells, collapsed buildings, cars that have been hit by trees or buildings, and also an animal rescue.

There are several variables that affect an employee's performance, including personal variables like work ethic, motivation, aptitude, workload, and experience. External environmental elements like the economy, society, and rivals. Resources, workplace health and safety, leadership, recognition, structure and job design, organizational policies, organizational strategy, compensation, leadership, and co-workers are examples of internal environmental elements. (Lufitasari 2014). Performance reflects how well a person's overall level of success is in a certain period in carrying out to achieve organizational goals (Sabuhari, 2020).

Some government institutions that involve workers are followed by a high risk of employment. One agency with a high occupational risk is the Fire Department. The Fire Department is an agency with jobs that have a high risk of work-related injuries and illnesses that can result in disability and death. The fact that work environment during emergencies and unforeseen circumstances and firefighters who are not ready for the possibility of accidents requires training and education experience to protect firefighters from the hazards and risks of their work.

Risk as a result is unprofitable and unpredictable. So probable means something that is uncertain. Description of the work risks of Firefighters at the Ternate City Fire Department, firefighters have a greater risk when traveling and when at a fire location due to electricity, heat, fire, working at height, and the condition of buildings that are on fire. Meanwhile, health complaints that are felt at the location of the fire are generally due to inhaling a lot of smoke, for example coughing, shortness of breath, nausea, vomiting, dizziness, sore eyes, and even fainting.

Research on risk has previously been carried out by Rusmiati et al (2021) which showed the result that work risk has no effect on performance. And Aini's research (2016) explains that the Firefighters encounter a variety of professional risks, which call for an organized and comprehensive approach to preventing accidents while they conduct firefighting operations in fire areas. Furthermore, what affects performance is workload. Febriyanti dan Faslah (2013) states that one of the factors that impact employee performance includes the high workload experienced by employees in completing work.

According to Koesomowidjojo (2017: 21), The act of calculating the number of working hours of human resources that are used and required to complete a task for a specific time is known as workload. In general, the workload is influenced by external factors and internal factors. External factors of workload are factors that come from outside the worker's body, while internal factors of workload are factors

that come from within the worker's own body. According to earlier studies' findings by Sitepu (2013); Adityawarman et al. (2015), workload significantly affected employee performance. Rohman and Ichsan (2021) validated earlier studies' findings that workload and workplace safety also had an impact on employee performance. Meanwhile, different research results were shown from Lukito and Alriani's research (2018) which claimed that employee performance was negatively impacted by workload. Therefore researchers are of the view that it is important to use work safety variables to fill the gaps in previous research.

Occupational safety is also one of the main issues in every operational process, especially in the Fire Department. Workers are shielded from the risks of accidents at work by means of work safety. Wilson (2012: 377) defines job safety as the preservation of the physical and psychological well-being of employees while they are at work. Research results from Utami (2017); Eka (2020) state that workplace safety has a significant effect on employee performance, and Pratiwi and Fatah's research (2021) supports the two previous studies which state that workplace safety has a positive and significant influence on employee performance.

The Ternate City Fire Department is tasked with carrying out tasks for managing fire issues as one of the municipal government's implementing units. The establishment of the Fire Service organization is a manifestation of the responsibility of the Regional Government of the city of Ternate in order to provide protection to its citizens from the threat of fire and other disasters. In realizing a sense of security and providing protection to the citizens of the city of Ternate, the Fire Department, in accordance with what is stipulated in Regional Regulation Number 11 of 2016, concerning the Organizational Structure and Work Procedure of the Ternate City Fire Service, has 3 main tasks, namely the formulation of Government technical policies Regional Fire affairs, supporting services for the administration of city government and management of administrative affairs.

However, in some cases, the performance of firefighters has not been optimal. This can be seen from how fast the firefighters came to put out the fire. In cases the fire was handled by the local community and by the time the firefighters arrived at the location, the fire was understood because of the actions of the community. Based on data on fire and evacuation events that occurred and have been handled by the Ternate City Fire Department, it is seen that employee performance still needs to be improved, especially in carrying out their main duties and functions as employees who are trained and professional to handle fires and disasters to minimize victim consequent of the fire disaster. With maximum performance, the Ternate City Government is able to provide maximum assistance to its people who need help during a fire or disaster and vice versa if the performance provided is not optimal, the provision of assistance to people who need it is also not optimal. For this reason, in serving the people of the city of Ternate, work safety and the workload of employees must be considered because their work can be categorized as dangerous work and can take lives. In a novel research paradigm that has not been examined by prior researchers, this study aims to assess the direct effects of work risk, workload, and safety on employee performance.

## **THEORETICAL STUDIES**

### **Effect of Work Risk on Employee Performance**

Performance is the accomplishment of organizational objectives which is shaped by creativity, adaptability, dependability, quantitative or qualitative outputs, or other things the organization may seek. Group performance influences individual performance, which in turn influences organizational performance (Sabuhari et al., 2021). Management has a key role in fostering positive synergies or situations where the whole is more successful than the sum of its units in highly effective businesses. Performance is usually evaluated in terms of outcomes rather than personal efforts, namely how well an individual can meet the expectations of their job (Hosmani & Shambhushankar, 2014). From the definition of performance above, it can be concluded that employee performance is the work of employees as a whole or during a certain period both in quality and quantity based on criteria that have been determined and agreed upon in advance. Indicators for measuring performance are quality of work, the quantity of work, punctuality, attendance, and ability to work together (Wilson, 2012; Sabuhari et al., 2021)

Risk is a hazard as a result or consequence that can occur from an ongoing process or event that will come. Occupational risk is always there in every job, either high risk or low risk. For jobs with high work risk, skilled human resources are needed in their fields, so as to minimize work risk so that employee performance is maximized (Hanafi, 2006). The indicators used to measure work risk are the work environment where the officers carry out their work, the temperature of the location where the officers work, and the available lighting conditions (Mangkunegara, 2006).

Research on risk has previously been carried out by Rusmiati et al (2021) which showed the result that work risk has no effect on performance. And Aini's research (2016) describes how there are many different occupational risks that firefighters must deal with, and how to prevent mishaps when carrying out firefighting operations on the scene.

H1: Work risk has a negative effect on employee performance.

### **Effect of Workload on Employee Performance**

The workload is something that arises from a combination of the existence of resources from the operating system, job demands, ability to work with the work environment as a workplace, behave, and perceptions of workers (Tarwaka 2011; Wickens, 2002). Each person has a distinct amount of loading due to the mental and physical workability of every human being. An employee will feel bored if their skills exceed those required for the job, whereas they will become overly exhausted if their skills fall short of those required. Also, according to Sunarso and Kusdi (2010), the workload is a collection of tasks that an organizational unit or postholder must do within a predetermined amount of time. Based on some of these expert opinions, it can be concluded that workload is the volume or amount of work that an employee has to complete within a certain period of time. According to DiDomenico (2003), indicators of workload include time load, mental effort load, and psychological pressure load.

Empirically, the workload has a negative effect on employee performance. Huey and Wickens (1993:55) state that when the workload is high errors will arise from

the inability of employees to cope with the demands of important tasks. Workload and performance can have a negative effect when workload increases, performance will decrease (Lukito and Alriani, 2018; Rohman and Ichsan, 2021). Shah et al. (2011) stated that an increase in workload can result in a decrease in performance. H2: Workload has a negative and significant effect on employee

### **The Effect of Work Safety on Employee Performance**

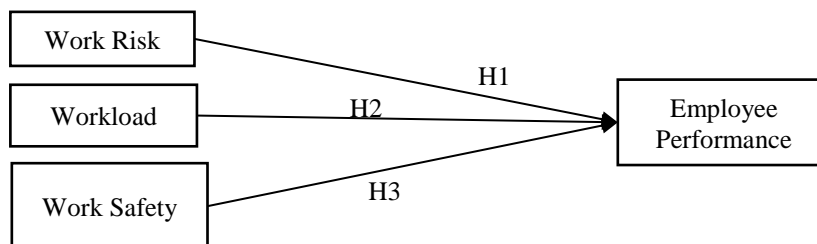
Safety in the workplace is a shared responsibility between workers and management. Awareness must be fostered first so that it becomes a culture that is healthy and important in terms of health and safety in the workplace. Factors that can cause disruption to work safety can come from the working environment itself, work equipment to the physical and mental conditions of the employees themselves (Mangkunegara, 2005). Clause 3 Paragraph 1 of Law no. 1 of 1970 concerning work safety, namely: preventing and reducing accidents; preventing, reducing and extinguishing fires; preventing and reducing the danger of explosion; providing opportunities or ways to escape during a fire or other dangerous incidents; provide assistance in accidents; provide workers with personal protective equipment; prevent and control the occurrence or distribution of temperature, humidity, dust, dirt, smoke, steam, gas, wind, weather, light or radiation, sound, and vibration.

From the definition above it can be concluded that work safety is safety related to equipment, workplace, and environment and avoidance of hazards that cause suffering, damage, or loss while in the work environment. This is very important because it can make employees feel safe and excited to work. Furthermore, if employees feel their safety is guaranteed and are eager to work, it is hoped that with the implementation of conducive occupational safety and health, employees will be motivated to be able to work harder and be even more enthusiastic about improving their performance.

According to Buntarto (2015: 6) the purpose of work safety is to protect workers for their right to safety in doing work for the welfare of life and increase production, guarantee the safety of everyone else who is in the workplace, and maintain production resources and use them safely and efficiently. Research on the relationship between workplace safety and employee performance has been carried out by Utami (2017); Eka (2020); Pratiwi and Fatah (2021) found results that work safety has a positive and significant effect on employee performance.

H3: Work safety affects employee performance

Based on the theoretical description and hypothesis development, a conceptual framework flowchart can be drawn in Figure 1. below:



**Figure 1.** Conceptual Framework

**RESEARCH METHODS**

**Data collection technique**

This research was conducted at the Ternate City Fire Department office. Observation and data collection started in July 2022 until February 2023. The target population is 136 employees. The sample used is non-probability sampling with a purposive sampling approach, where the determination of the sample is carried out with certain considerations. The sample focused on the operational field of the fire service, which totaled 79 consisting of 9 permanent employees and 70 non-permanent employees. The researcher's consideration is that employees in the operational field are in direct contact with the variables studied. The research instrument for obtaining data is a questionnaire. The questionnaire was made with reference to employee performance variables, work risk, workload, and work safety with indicators in the form of an ordinal scale guided by the Likert scale. The data analysis model in this study is multiple linear regression using the statistical package for social scientists (SPSS) 23.0 as a statistical test tool.

The regression equation is  $Y = a + b_1X_1 + b_2X_2 + b_3X_3$

**Table 1.** Description of the regression equation

No.	Symbol	Description
1	Y	Employee Performance
2	a	Constanta
3	b <sub>1</sub> , b <sub>2</sub> , b <sub>3</sub>	Coefficient regression
4	X <sub>1</sub>	Work risk
5	X <sub>2</sub>	Workload
6	X <sub>3</sub>	Work Safety

**Data Testing Techniques**

A questionnaire's validity is evaluated using a validity test. When the statements in a questionnaire can provide information that will be measured by the questionnaire it is considered to be valid. (Sugiyono, 2017: 348). By examining the correlation between the scores of each questionnaire item and the overall score calculated using the Pearson correlation coefficient in SPSS a validity test can be carried out. If the P-Value > 0.3 then the question item is declared valid. While the value of P-Value < 0.3 is declared invalid. A reliability test is a measuring tool, which shows the accuracy, consistency, and precision of the measurement. Sekaran & Bougie (2017: 39) say that reliability is a measurement indicating the extent to which the measurement is without bias (without error) and therefore guarantees consistency over time and at various points in the instrument. Cronbach's alpha value which is the reference is above 0.6. This means that a construct or variable is said to be reliable if it gives a Cronbach alpha value > 0.6.

The t-test was conducted to determine the direct effect of work risk variables, workload, and work safety on employee performance and the indirect effect of workload on performance through work safety. then a determination test (R<sup>2</sup>) is used to measure how big the relationship between variables is. If R<sup>2</sup> is greater or close to one, then the independent variable on the dependent variable is getting stronger and if R<sup>2</sup> is smaller or closer to zero, then the independent variable on the dependent variable is getting smaller.



## RESULTS AND DISCUSSION

### Results

The characteristics of respondents based on gender in the operational section as a whole are male. Based on the age of 18-25 years as much as 52%, 25-30 years as much as 34%, respondents with ages 30-35 years as much as 11%, and respondents with ages > 35 years as many as 3%. The majority of responders aged 18-25 years who carry out their duties as firefighters need to be physically strong. Overall, 77% of respondents with senior high school, and 23% of respondents with undergraduate education. It can be concluded that the majority of respondents with high school/vocational high school education as much as 77% because education as a firefighter is not a priority but experience and ability.

### Validity and Reliability Test

Based on the results of the instrument validity and reliability tests in Table 2, it can be concluded that all instruments are declared valid and reliable, so they can be used to test hypotheses. More details can be seen in Table 2 below.

**Table 2.** Test of the Validity and Reliability Instruments

Variable	Item	Correlation	Cronbach Alpha	Description
Work Risk (X1)	X1.1	0,823	0,633	Valid and Reliable
	X1.2	0,683		
	X1.3	0,635		
	X1.4	0,627		
Workload (X2)	X2.1	0,821	0,772	Valid and Reliable
	X2.2	0,747		
	X2.3	0,658		
	X2.4	0,764		
	X2.5	0,618		
Work Safety (Z)	Z.1	0,777	0,604	Valid and Reliable
	Z.2	0,824		
	Z.3	0,591		
	Z.4	0,463		
Employee Performance (Y)	Y.1	0,385	0,719	Valid and Reliable
	Y.2	0,478		
	Y.3	0,597		
	Y.4	0,344		
	Y.5	0,435		
	Y.6	0,541		
	Y.7	0,689		
	Y.8	0,715		
	Y.9	0,727		

Source: output SPSS 23. (2023)

### Statistical Hypothesis

**Table 3.** Hypothesis Test

Model		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	28.852	4.093		7.049	.000
	Workload	.157	.085	.209	1.861	.067
	Work Risk	.117	.145	.091	.804	.424
	Work Safety	.193	.221	.098	2.871	.007

a. Dependent Variable: Employee Performance

Source: output SPSS 23. (2023)

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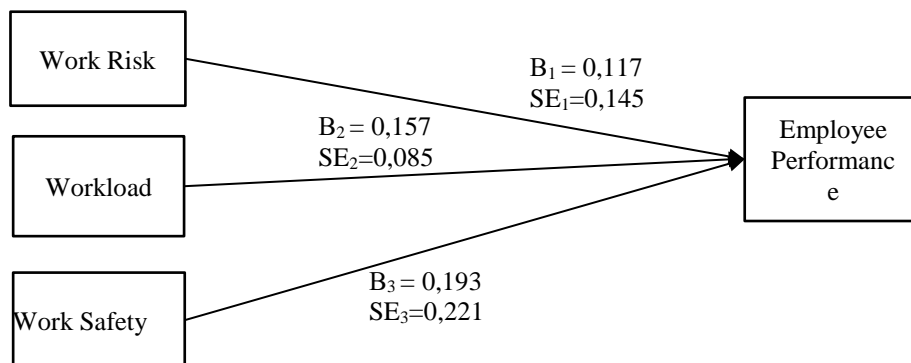
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Test the hypothesis in Table 3. a multiple linear regression equation can be made as follows:

$$Y = 28,852 + 0,117X_1 + 0,157X_2 + 0,193X_3$$

Hypothesis one states that work risk has a negative effect on employee performance, the results of the analysis show that the value of the regression coefficient = 0.117, t-statistic = 0.804, and significance = 0.424. This means that there is not enough empirical evidence to accept hypothesis one. The second hypothesis states that workload has a negative effect on employee performance, the results of the analysis show that the value of the regression coefficient = 0.157, t-statistic = 1.861, and significance = 0.067. These results indicate that the relationship between the direction of workload and employee performance is positive and not significant. This means that there is not enough empirical evidence to accept hypothesis two. The third hypothesis states that workplace safety has a positive effect on employee performance, the results of the analysis show that the value of the regression coefficient = 0.193, t-statistic = 2.871, and significance = 0.007. These results indicate that the relationship between workplace safety and employee performance is positive and significant. This means that there is sufficient empirical evidence to accept hypothesis three.



**Figure 2. Path Analysis**

### Coefficient of Determination

The results of the R-square test in Table 4 show that it is 0.270. This means that the variables of work risk, workload, and work safety can explain or contribute to employee performance variables of 27%. while the rest is explained by other variables that are not included in this research model.

**Table 4. Coefficient of Determination**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.265 <sup>a</sup>	.270	.033	2.318

a. Predictors: (Constant), Work Risk, Workload, Work Safety

Source: output SPSS 23. (2023)

### Discussion

Work risk is known to have a favorable and negligible impact on employee performance based on the findings of the study that has been done at the Ternate



City Fire Service Office because the risks that will be faced by employees will trigger employees to improve their performance. If employees often conduct training to minimize potential risks in the workplace, then employees are able to overcome risks and even improve their performance. work risk is always there in every job, either high risk or low risk. So for jobs with high work risk, skilled human resources are needed to minimize work risk so that employee performance is maximized (Hanafi, 2006).

A job carried out by individuals or groups will experience problems that lead to positive or negative directions, each problem-solving will cause risks that can be calculated before deciding on a solution to the problem. This research can confirm research from Aini (2016) which explains that the occupational risks faced by firefighters vary and require a structured and comprehensive way to prevent accidents when firefighters carry out firefighting efforts at fire locations. Rusmiati et al (2021) explained that work risk has no effect on performance. This means that in the current conditions, the work risk perceived by the respondents can be handled properly, even though it does not have a significant impact on employee performance.

The study's findings demonstrate that workload affects employee performance in a favorable but not very substantial way. The excessive workload they must deal with is an individual extrinsic factor and a source of performance issues. Because not every employee has the same level of resistance to pressure from a given workload, this condition requires employees to exert more effort than usual to complete their work. As a result, whether the tasks are completed properly or not depends on how each individual handles his or her workload. Marwansyah (2012: 269) also argued that one of the performances is influenced by workload. Based on this theory, to achieve an optimal level of performance, it is necessary to analyze the workload given to employees. This is in line with research conducted by Sitepu (2013) which shows the results of workload have a negative and significant effect on employee performance, this means that the higher the load, the less employee performance will decrease. Empirically this study was unable to confirm previous research, that workload and performance can have a negative effect where workload increases, performance will decrease (Lukito and Alriani, 2018; Rohman and Ichsan, 2021). The average respondent's perception explained that the current workload is in accordance with the duties and responsibilities, and can be carried out properly.

Occupational safety has a positive and significant effect on employee performance, meaning that work safety perceived by respondents as guaranteed to be safe will improve employee performance. Occupational safety aims to avoid work accidents in the work process, safety programs also increase enthusiasm, harmony, and work participation so that they have an impact on increasing employee performance (Mangkunegara, 2017: 163). This is in line with research conducted by Eka (2020) which shows the results of work safety have a positive and significant effect on employee performance, this means that the better the protection of work safety, the more employee performance will increase.

## CONCLUSION

Management of employees to determine their performance in the Fire Department can be associated with work risk, workload, and work safety are important variables to be analyzed. Minimizing risks properly so as to improve employee performance

but not meaningful. This research empirically proves that workload has no impact on improving employee performance while on duty in the field. Occupational safety can improve performance. Knowledge of risks, burdens, and work safety while on duty is very important in order to avoid accidents due to careless work. Thus, it is empirically proven that work safety affects employee performance. This means that the contribution of work safety can improve performance directly. Organizational leaders must re-identify the factors that cause work accidents and try to create conditions that can make employees perform better. Future researchers can modify a broader conceptual model and use different analytical methods so that they can make more accurate predictions, especially on work risk and workload variables, in order to test and analyze in various areas of the organization using a larger sample.

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