

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh beban kerja, karakteristik individu dan lingkungan kerja secara parsial dan simultan terhadap kinerja karyawan. Penelitian ini dilakukan di Masmara Resort. Populasi menggunakan karyawan Masmara Resort dan sampel sebanyak 37 responden. Teknik analisis data menggunakan Uji Validitas, Uji Reabilitas, Uji Asumsi Klasik, Analisis Regresi Linier Berganda, Analisis Korelasi Parsial, Analisis Korelasi Berganda, Uji Koefisien Determinasi, Uji F dan Uji t. Dari hasil penelitian dapat dilihat bahwa beban kerja berpengaruh negatif signifikan terhadap kinerja karyawan, dimana diperoleh nilai t-hitung 2,544, nilai koefisien regresi 0,461 dan signifikansi 0,016. (2) karakteristik individu berpengaruh positif signifikan terhadap kinerja karyawan, dimana diperoleh nilai t-hitung 3,265, nilai koefisien regresi 0,389 dan signifikansi 0,003. (3) lingkungan kerja berpengaruh positif signifikan terhadap kinerja karyawan, dimana diperoleh nilai t-hitung 2,244 nilai koefisien regresi 0,196 dan signifikansi 0,032. (4) secara simultan beban kerja, karakteristik individu dan lingkungan kerja berpengaruh signifikan terhadap kinerja karyawan, dimana diperoleh nilai F-hitung 17,035, persamaan regresi sebesar $Y = 6,008 + 0,461X_1 + 0,389X_2 + 0,196X_3$ dan signifikansi 0,000. Besarnya pengaruh variabel bebas terhadap kinerja karyawan adalah 52,7%. Saran yang dapat diberikan peneliti adalah Masmara Resort selalu melakukan pengawasan pada saat karyawan bekerja dan bersedia membantu karyawan apabila mengalami permasalahan dalam bekerja, kemudian Masmara Resort diharapkan dalam memberikan tugas menyesuaikan dengan kemampuan dan jam kerja agar nantinya tuntutan kerja yang diberikan tidak melebihi kapasitas karyawan, selalu memberikan tugas dan tanggung jawab yang sesuai dengan kemampuan dan latar belakang pendidikan karyawan dan melakukan penataan pada ruangan kerja karyawan.

Kata kunci: *Beban Kerja, Karakteristik Individu, Lingkungan Kerja, Kinerja Karyawan*

ABSTRACT

The purpose of this study is to find out how employee performance is affected in part and at the same time by workload, individual traits, and the work environment. This research was conducted at Masmara Resort. The population is made up of Masmara Resort employees and a sample of 37 respondents. Data analysis techniques used include the validity test, reliability test, classical assumption test, multiple linear regression analysis, partial correlation analysis, multiple correlation analysis, coefficient of determination test, F test, and t test. From the results of the study, it can be seen that workload has a significant negative effect on employee performance, where the t-count value is 2.544, the regression coefficient is 0.461, and the significance is 0.016. (2) Individual characteristics have a significant positive effect on employee performance, where the t-count value is 3.265, the regression coefficient value is 0.389, and the significance is 0.003. (3) The work environment has a significant positive effect on employee performance, where the t-count value is 2.244, the regression coefficient is 0.196, and the significance is 0.032. (4) Simultaneously, workload, individual characteristics, and work environment have a significant effect on employee performance, where the F-count value is 17.035 and the regression equation is $Y = 6.008 + 0.461X_1 + 0.389X_2 + 0.196X_3$ with a significance of 0.000. The magnitude of the influence of independent variables on employee performance is 52.7%. It is recommended that Masmara Resort always supervises employees while they are at work and is ready to assist them if they run into issues there. Then, Masmara Resort is expected to provide assignments according to abilities and working hours so that later the work demands given do not exceed employee capacity, always assign duties and responsibilities in accordance with the abilities and educational backgrounds of employees, and carry out arrangements in the employee's work space.

Keywords: *Workload, Individual Characteristics, Work Environment, Employee Performance*