THE INFLUENCE OF WORKLOAD, OCCUPATIONAL SAFETY, AND HEALTH (K3) ON EMPLOYEE WORK PRODUCTIVITY AT PT. XL AXIATA Tbk. SOUTHEAST SULAWESI BRANCH

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ABSTRACT

This study aims to find out and analyze the influence of workload, occupational safety, and health on the work productivity of PT. XL Axiata Tbk. Southeast Sulawesi Branch. The sample in the study was all employees, totaling 46 people. This study uses descriptive analysis and SmartPLS. The sample in this study was 46 employees and the data analysis method used PLS analysis. The research results show that: (1) Workload has a positive and insignificant effect on work productivity. (2) Occupational safety and health. (K3) has a positive and significant effect on work productivity.

Keywords: Workload, occupational safety and health (K3), work productivity

INTRODUCTION

The increasingly rapid development of the environment and increasingly fierce competition requires that every organization be able to face global challenges, especially competition, and human resources (HR) who are competent in their fields. HR competencies are needed if an organization wants to continue to exist during increasingly fierce competition. Therefore, it is not surprising that the success or failure of an organization is influenced by how high the quality of HR performance is and the ability of the organization to make the most of external resources Handoko, (2011).

Organizations must prepare themselves so as not to encounter various obstacles that can hamper their productivity in facing the competition. Organizations must also make every effort to avoid increasingly complex obstacles with levels of variation, intensity, and scope that may have never been encountered so that they can be detrimental to the organization. Therefore, organizations often try to prepare quality management and quality human resources so that they become more resilient and able to work in new ways, have high skills, and have reliable quality work (Hariandja, 2002).

Given the importance of human resources in an organization, human resources get great attention. Human resources in an organization need to be managed professionally to create a balance between the needs of human resources and the demands and capabilities of the organization. Organizational progress depends on the performance of human resources in the organization (Mangkunegara, 2011).

PT XL Axiata (XL) is one of the largest cellular operator companies in Indonesia. XL started its business as a general trading and service company on October 6, 1989, with the initial name PT. Sustainable Grahametropolitan. In 1996, XL entered the telecommunications sector after obtaining the GSM 900 operating license and officially launching GSM services. Thus, XL became the first private company in Indonesia to provide cell phone services. As one of the leading cellular telecommunication companies in Indonesia, through its wide network coverage and services throughout Indonesia, XL Axiata provides services for retail customers and offers business solutions for corporate customers. These services include Data, Voice, SMS, and digital value-added services (www.xl.co.id).

Several things still lack attention, in this case, excessive workload and employee occupational safety and health (K3) do not get more attention as a result, employee work productivity at PT XL Axiata is still far from what the company expects and can reduce the effectiveness and efficiency of employee work.

This is what previous researchers gave as an illustration of the importance of workload and OSH on company productivity. According to Nining Wahyuni, Bambang Suyadi, and Wiwin Hartanto (2018) with the title The Effect of K3 on Employee Productivity. The results of this study confirm that K3 has a significant effect on employee work productivity. Meanwhile, according to Serli Lestari R, Abd. Kadir, Erni Qomariyah (2020) with the title The Influence of K3 on Employee Work Productivity. The results of the study show that K3 has a significant effect on employee work productivity. Meanwhile, according to Dayu Musdalifah (2017) with the title Effect of Workload on Work Productivity. The results of the research that has been done, there is a significant relationship or relationship between workload and work productivity.

This phenomenon illustrates that there is a significant effect of workload and OSH on work productivity. Companies in carrying out their activities, both companies engaged in industry, trade, and services, will try to achieve the desired goals. One thing that needs to be considered in achieving the desired goals is not only dependent on the technological advantages of available facilities and infrastructure but also depends on the aspect of human resources. This human resource factor is an important element that must be considered by PT. XL Axiata Tbk Southeast Sulawesi Branch, where competition or competition is very different. This forced PT. XL Axiata Tbk to work more efficiently, effectively, and productively.

Human resources in the company need to be managed professionally to create a balance between the needs of employees of PT. XL Axiata Tbk with the demands and organizational capabilities of the company. This balance is the main key for the company to develop productively and naturally. Increased productivity can be realized if the leadership of PT. XL Axiata Tbk. Southeast Sulawesi branch understands precisely the determinants of success in increasing work productivity. The company expects its employees to work well, have high productivity, and be able to describe the mutually agreed upon vision and mission to achieve company goals.

LITERATURE REVIEW
Workload

The workload is an aspect that must be considered by every company because the workload can increase employee work productivity. Munandar (2005) workload is a condition of work with job descriptions that must be completed within a certain time limit. Every work that a person does is a workload for him, These burdens depend on how the person works so it is referred to as workload.

The workload is an analysis process of the time used by a person or group of people in completing the tasks of a job (position) or group of positions (work unit) which are carried out under normal circumstances/conditions, Kurnia (2010). According to Prihatini (2008), every job is a burden on the culprit. The burden depends on how the person works so it is called workload.

From some of the meanings that have been stated above, it can be concluded that workload some

activities, time, and energy that must be expended by a person both physically and mentally by providing their capacity to meet the demands of a given task.

Work Safety

According to Bennet NB Silalahi and Rumondang Widodo (2015), "Safety is an effort to prevent any unsafe actions or conditions that can result in accidents". According to Widodo (2015), "Occupational safety is a form of the condition that avoids mistakes and damage to work done by workers/employees.

According to Mondy and Noe, in Pangabean Mutiara, (2012), work safety management includes the protection of employees from accidents at work, whereas health refers to the freedom of employees from physical and mental illness. Occupational safety refers to conditions that are safe or safe from suffering, damage, or loss at work. Mangkunegara, (2000) In Wahyu Ratna S. (2006).

Work Health

Occupational health is an important matter and needs to be considered by employers. Because good health will materially benefit employees because employees will be absent less often, and work in a more pleasant environment so that overall employees will be able to work longer hours.

According to White Widodo (2015), "Healthy is a condition in which a person when examined does not have any complaints or no signs of a disease or disorder.

According to Widodo (2015), "Occupational health is a health condition that aims to make the working community obtain the highest degree of health, both physical, spiritual, and social with efforts to prevent and treat diseases or health problems caused by work and the work environment or common illness.

According to Mangkunegara (2004), occupational health refers to conditions that are free from physical, mental, emotional, or pain disturbances caused by the work environment. Health risks are factors in the work environment that work beyond the specified period, an environment that can create emotional stress or physical disturbance.

According to Widodo (2015), "Occupational health and safety (K3) is a field related to the health, safety, and welfare of humans working in an institution or project location.

Occupational Health and Safety according to Prawirosentono Suyadi (2002) is creating an atmosphere and work environment that guarantees the health and safety of employees so that work tasks in the company's work area can run smoothly.

According to Sibarani Mutiara (2012), "Occupational safety and health is a thought and effort to guarantee the integrity and perfection of both the physical and spiritual workforce in particular, and humans in general, the work and culture towards a just and prosperous society".
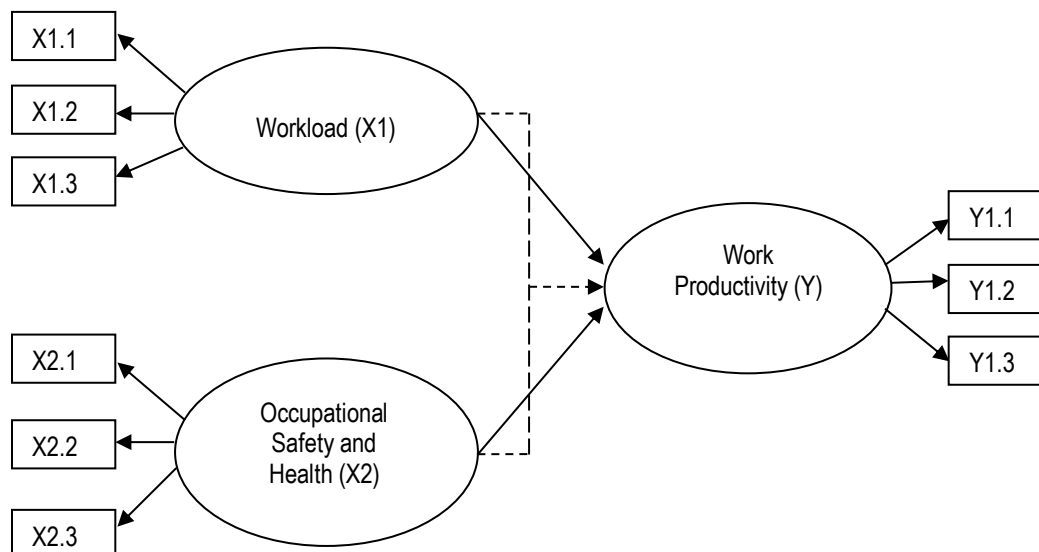
Work Productivity

According to Tohardi in Edy Sutrisno, (2009), suggests that work productivity is a mental attitude. A mental attitude that is always looking for improvements to what already exists. A belief that one can do a better job today than yesterday and tomorrow will be better today.

According to Ravianto in Edy Sutrisno, (2009), productivity includes a mental attitude that always has the view that today's life must be better than yesterday and tomorrow must be better than today. Such an attitude will encourage a person not to feel satisfied quickly but must develop himself and improve his work abilities by always looking for improvements and improvements. According to Kussrianto in Edy Sutrisno, (2009), suggests that productivity is the comparison between the results achieved with the participation of labor per unit of time. The participation of the workforce here is the efficient and effective use of resources.

Conceptual Framework

From the explanation that has been put forward, it can be illustrated that Workload, Occupational Safety, and Health are thought to affect the work productivity of employees of PT. XL Axiata Southeast Sulawesi Tbk. Thus a Figure 1 conceptual framework can be seen through the following figure:

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Figure 1. Research Conceptual Framework

Hypothesis
Based on the problem formulation and literature review that has been described previously, the hypotheses in this study are as follows:

1. Workload has a positive and significant effect on employee work productivity at PT. XL Axiata Tbk. Southeast Sulawesi Branch.
2. Occupational safety and health have a positive and significant effect on employee work productivity at PT. XL Axiata Tbk. Southeast Sulawesi Branch.

RESEARCH METHODS
Research Object
Selection of research objects on PT. XL Axiata Tbk. Southeast Sulawesi Branch based on several considerations, namely: mastery of the field, ease of obtaining valid data to review workload analysis, occupational safety, and health on employee work productivity in PT. XL Axiata Tbk Southeast Sulawesi Branch.

Population and Respondents
Ferdinand (2006) suggests that the population is a combination of all elements in the form of events, things, or people who have similar characteristics which are the center of attention of a researcher. Overall PT. XL Axiata Tbk. Southeast Sulawesi Branch has 46 employees. The sample is part of the population. Because the population is relatively small, the entire population is taken as a sample of 46 employees.

Data Types and Sources
The instrument development procedure or selection of tools used in this study, namely premier data obtained from employees or respondents in the form of answers to all question items submitted through a list of questions and secondary data, namely data sourced from several references and reports related to this

research.

Data source
1. Primary

   Primary data according to Sugiyono (2015) is a data source that directly provides data to data collectors.
2. Secondary

   Secondary data according to Sugiyono (2016) secondary data is a source of data that does not directly provide data to data collectors, for example through other people or documents. Secondary data sources are complementary data sources that function to complement the data required by primary data.

Data Analysis Technique
The data analysis technique in this study uses PLS. PLS is an SEM equation model with an approach based on variance or component-based SEM. According to Ghozali & Latan (2015), the purpose of PLS-SEM is to develop a theory or build a theory (predictive orientation). PLS is used to explain whether there is a relationship between latent variables (predictions). PLS is a powerful analytical method because it does not assume data flows with a certain scale of measurement, the number of samples is small Ghozali, (2011).

RESEARCH RESULT
Analysis Results
Discriminant Validity
Discriminant validity by using the square root of the average variance extracted ($\sqrt{AVE}$). If the square root of the average variance extracted ($\sqrt{AVE}$) value for each variable is greater than the AVE value and the correlation between the latent variable and other latent variables, then the instrument variable is said to be a valid discriminant. The results of the calculation of the square root of average variance extracted ($\sqrt{AVE}$) are presented in Table 1 below.

Table 1. Values of AVE, √AVE, and Correlation between Latent Variables

Research variable	AVE	√AVE	Correlation		
			Workload (X1)	K3 (X2)	Work productivity (Y)
Workload (X1)	0.849	0.921	1,000		
K3 (X2)	0.778	0.882	0.901	1,000	
Work productivity (Y)	0.841	0.917	0.885	0.972	1,000

Source: Primary data processed

The test results in Table 1 show the value of the square root of average variance extracted ($\sqrt{AVE}$) for all research variables is greater than the correlation between latent variables and other latent variables so that the instrument for each variable is said to be validdis criminant. In addition, the variable AVE root value is obtained workload, K3, and work productivity more the magnitude of the correlation of the latent variable concerned with other latent variables and is still above 0.70 (tolerance limit). It means the latent variable construct workload, K3, and work productivity has good discriminant validity. Thus the research instrument used to measure all latent or construct variables in this study met the criteria of discriminant validity.

Discriminant validity by using the value of cross-loading. If the cross loading value of each indicator of the latent variable is greater than the cross-loading of other variables, then the indicator is said to be valid. The computational results of the PLS program Cross-Loading values in this study are presented in Table 2 below.

Table 2. Cross-Loading Calculation Results

	WORKLOAD_(X1)	K3 (X2)	WORK PRODUCTIVITY (Y)
X1.1.1	**0.914**	0.804	0.782
X1.1.2	**0.850**	0.866	0.903
X1.1.3	**0.869**	0.876	0.860
X1.2.4	**0.947**	0.781	0.765
X1.2.5	**0.936**	0.818	0.792
X1.2.6	**0.949**	0.804	0.780
X1.2.7	**0.925**	0.868	0.851
X1.2.8	**0.943**	0.806	0.780
X1.2.9	**0.956**	**0.820**	0.792
X2.1.1	0.768	**0.890**	0.781
X2.1.2	0.798	**0.878**	0.780
X2.1.3	0.796	**0.896**	0.788
X2.2.4	0.772	**0.867**	0.760
X2.2.5	0.896	**0.913**	0.873
X2.2.6	0.817	**0.924**	0.962
X2.3.7	0.751	**0.829**	0.883
X2.3.8	0.787	**0.905**	0.957
X2.3.9	0.767	**0.831**	0.874
Y1.1.1	0.865	0.906	**0.903**
Y1.1.2	0.787	0.905	**0.957**
Y1.1.3	0.767	0.831	**0.874**
Y1.2.4	0.751	0.829	**0.883**
Y1.2.5	0.789	0.902	**0.958**
Y1.2.6	0.810	0.911	**0.890**
Y1.3.7	0.896	0.913	**0.873**
Y1.3.8	0.818	0.889	**0.948**
Y1.3.9	0.817	0.924	**0.962**

Source: Primary data processed

Based on Table 2 above, it can be seen that the overall cross-loading value of the variable indicator workload, K3, and work productivity is above the cross-loading value of other latent variables so the research instrument is said to be discriminantly valid.

Composite Validity

Composite reliability test the reliability value between the indicators of the constructs that make it up. Composite reliability results are said to be good if the value is above 0.70. The results of testing the composite reliability of the measurement model in this study can be presented in Table 3.

Table 3. Results of Reliability Testing of Instrument Measurement Models

Variable	Reliability constructs	Results
Workload (X1)	0.981	Reliable
K3 (X2)	0.969	Reliable
Work productivity (Y)	0.979	Reliable

Source: Primary data processed

The test results in Table 3 obtained the value of the variable composite reliability workload, K3, and work productivity showing that the three latent variables analyzed have good composite reliability because their value is greater than 0.70. It can be concluded that all the instruments used in this study have complied criteria or are feasible to be used in the overall measurement of latent variables, namely: workload, K3, and work productivity due to their high suitability and reliability. Based on the results of the convergent and discriminant validity evaluations of the indicators as well as the construct reliability for the indicators, it can be concluded that the indicators as a measure of latent variables are valid and reliable measures, respectively. Thus, the goodness of fit model can be known by evaluating the inner model.

Evaluate the Goodness of the Fit Model

The structural model is evaluated by taking into account the Q^2 predictive relevance of the model which measures how well the observed value is produced by the model. Q^2 is based on the coefficient of determination of all endogenous variables. The magnitude of Q^2 with a range of $0 < Q^2 < 1$, the closer to the value 1 means the model is better. The coefficient of determination (R^2) of the two endogenous variables is presented in Table 4.

Table 4. The Goodness of Fit Test Results

Structural Models	Endogenous Variables	R-Square
1	Work productivity (Y)	0.945

Source: Primary data processed

Based on the value of the coefficient of determination (R^2) presented in Table 4. above it can be known the value of Q^2 with the following calculation:

Q^2 = 1 – (1 – R2)
= 1 – {(1 – 0.945)
= 0.945

Based on the results of the calculation of the perception data, it is known that the predictive-relevance value (Q^2) = 0.945 or 94.5%. This means that the accuracy or precision of this research model can explain the diversity of variables workload, K3, and work productivity by 94.5%. The remaining 5.5% is explained by other variables that are not included in this research model. In the end, the model can be used for hypothesis testing. That is, the Q^2 value obtained can be said to be a model that is formed and has good model accuracy or accuracy because a value above 60% is obtained.

Path Coefficient Testing And Hypothesis Testing

Testing the hypothesis and the path coefficient of direct influence between variables leadership, work motivation, career development, and employee performance. The results of testing the influence between variables can be seen from the value of the path coefficient and the critical point (t-statistics) presented in the path diagram in Figure 2.

Figure 2. Path Coefficient Diagram and Hypothesis Testing
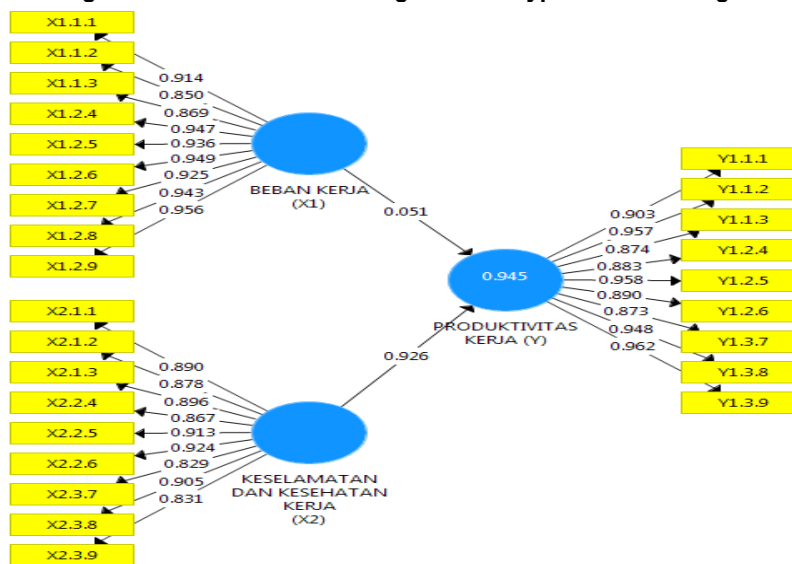
Source: Primary data processed

The test results in Figure 2 and Table 5 are obtained from the two direct effects tested, all of which have a positive effect, but the workload variable is not significant, while the K3 variable is significant, namely: (1) workload has a positive and insignificant effect on work productivity, (2) K3 has an impact positive and significant to work productivity. In full can be presented in Table 5.

Table 5. Path Coefficient and Hypothesis Testing

	Original Sample (O)	Sample Means (M)	Standard Deviation (STDEV)	T Statistics (|O/STERR|)	P. Values
X1 -> Y	0.051	0.055	0.144	0.352	0.725
X2 -> Y	0.926	0922	0.131	7,068	0.000

Source: Primary data processed

Based on the results of data analysis in Table 5 above, the direct influence path coefficient test and the research hypothesis aim to answer whether the proposed hypothesis can be accepted or rejected.

DISCUSSION
Effect of Workload on Work Productivity

The results of testing the effect of workload on work productivity can be proven by the estimated value of the path coefficient of the perception data of 0.051 in a positive direction. This means that the path coefficient is positive and has no significant effect. So it can be concluded that workload has a positive and insignificant effect on productivity.

The results of this study are not in line with the opinion expressed by Dini Riskhi Ariani, Sri Langgeng Ratnasari, and Rona Tanjung (2020) workload has a positive and significant effect on work productivity. The workload is one of the things that must be considered in an organization because the workload is something that can increase work productivity in the workforce. According to Sunyoto (2012), the workload is a very

dense burden that can cause boredom for employees and lead to burnout. This can be caused by the level of skills required very much, the speed of work, and the volume of work that is very dense.

Workload has a positive and insignificant effect. This shows that the more workload a person gives to his employees with an unequal work volume and employees, the less the employee's productivity level. Therefore, the workload should be given according to the ability of the employees and working hours or the need for adding new employees to match the workload and the number of employees. To find out that workload on productivity can be seen from the lowest percentage value of the standard work indicator with a value of 3.34%, while the percentage value of the workload variable is 3.36%, while the path coefficient between workload variables on work productivity is 0.051.

Workload is a condition of work with job descriptions that must be completed by a certain time limit. Every work that a person does is a workload for him, these burdens depend on how the person works so it is referred to as workload.

Effect of K3 on Work Productivity

The results of testing the effect of K3 on work productivity can be proven by the estimated value of the perception data path coefficient of 0.926 in a positive direction. This means that the path coefficient is positive and has a significant effect. So it can be concluded that K3 has a positive and significant influence on work productivity.

According to Sibarani Mutiara (2012), Occupational Safety and Health is a thought and effort to guarantee the integrity and perfection of both the physical and spiritual workforce in particular, and humans in general, the work and culture towards a just and prosperous society.

The results of this study support the theory put forward by Serli Lestari R, Abd. Kadir, and Erni Qomariyah (2020) shows that K3 has a significant effect on employee work productivity. The results of the analysis can be seen that there is a significant influence indicating the better the K3 facilities in the workplace, the higher the level of employee productivity.

In addition, the results of this study are in line with Nining Wahyuni, Bambang Suyadi, and Wiwin Hartanto (2018) This shows that the company has provided facilities in the form of K3 employees so they feel safe working and can reduce the risk of work accidents and increase the comfort of the work environment so that employees feel protected at work.

The test results of this study indicate that occupational safety and health have a positive and significant effect on productivity. The lowest indicator percentage value is work protective equipment of 3.19% and the percentage value of occupational safety and health variables is 3.37% while the path coefficient of the K3 variable on work productivity is 0.926. The better K3's attention to its employees, the higher the productivity. This is very logical because one of the conditions for good performance is that if every employee pays attention to occupational safety and health, productivity will increase. In this context, the role of leadership is needed in the company in communicating various aspects related to K3 so that it can assist employees in increasing their productivity well. In other words, leaders who pay attention to their employees can increase their productivity.

Research Limitations

The researcher realizes that the implementation of this research is inseparable from the limitations experienced, in addition to time and cost limitations, namely:

1. This study used a questionnaire so that sometimes the answers given by the respondents did not show the real situation because they were not supported by in-depth interviews.
2. The data obtained were direct answers from the research respondents so the data acquisition in this study was strongly influenced by the perceptions and honesty of the respondents in giving answers to the statements given in the questionnaire.

CONCLUSIONS AND SUGGESTIONS
Conclusion

Based on the results of research findings, problem formulation, research objectives, research hypotheses, results of data analysis, and discussion of research results, the conclusions of this study can be stated as follows:

1. Workload positive and not significant effect on work productivity on PT. XL Axiata Tbk. Southeast Sulawesi branch. It means that the higher workload reduces work productivity.
2. Occupational Health and Safety positive and significant effects on work productivity on PT. XL Axiata Tbk. Southeast Sulawesi branch. The better the attention and facilities provided by employees, the higher their work productivity.

Suggestion

1. Based on the results of data analysis, discussion, and conclusions of this study, suggestions can be put forward for PT. XL Axiata Tbk. Southeast Sulawesi branch should pay attention to the workload of the company's employees and must adjust between the load, working conditions, working time, and the volume and number of employees must be appropriate so that work productivity can run well.
2. Head of PT. XL Axiata Tbk. The Southeast Sulawesi branch needs to add OSH needs such as work protective equipment so that work accidents do not occur in carrying out their duties.
3. For future researchers, it is hoped that they can develop research by making the K3 variable a mediating variable.

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