

## The Influence of Workload on Work Fatigue at the Musrem Bakeri Bread Shop at 3 Tembung Market

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### ABSTRACT

An earlier survey of this study found that failure in the manufacture of bread was due to the work load in the work environment so it was aimed at knowing how the workload would affect the bakery fatigue. The method used in research is a quantitative that USES a sectional approach. The study is carried out at the musrem bakery located on market road 3. The population used in this study is all the workers at the musrem bakery. As for the sampling taken done with a total sampling technique. The study USES verification and containment tests with data collecting techniques through primary data as well as secondary data. As for the results of this study, p value of 0.162 with a value of more than 0.05, the test stated that there was no significant impact between the workload on the musrem bakery.

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### INTRODUCTION

In today's fast-paced high-tech environment, every employee is expected to take on his fair share of responsibility to achieve organizational goals. The amount of work that must be done by an employee is one of the factors that reduce productivity. Workload refers to the amount of work to be done in a certain period. The workload is a measure of how much effort is required to complete a task given the available resources (current performance) and the resources an individual must have to complete the task successfully (performance expectations) (Hutabarat, 2020)

Having an excessive amount of work can lead to burnout on the job. When employees are overworked, their productivity and morale suffer. Physical and mental fatigue, lack of drive, low tolerance for exertion, sluggish performance, and fewer working hours are just a few symptoms of job burnout. A person suffering from fatigue is characterized by a lack of energy and reduced capacity to perform daily tasks. Everyone has the potential to become burnt out at some point. Constant fatigue is another problem that may persist. The psychological effects of this disease are as real as the physical ones.

According to the results of the initial survey of researchers, Musrem Bakery is a commercial baking business located in Pasar 3 Tembung. The bakery is part of the fast food business, with wheat flour as one of the main ingredients. Bread is appreciated not only on certain holidays, but also when people need food that is easy to get, at a fairly cheap price, so the bakery industry becomes a trend and develops rapidly along with the evolution of the times and shifts. in lifestyle. Thirty people are employed at this Muslim bakery, with ages ranging from 12 to 30 as the norm. The start time is 8:00 am and the end time is 12:00 pm; lunch is from 12:00 to 13:00 and work resumes from 13:00 to 14:00.

In this bakery, there is a large number of bread products. They can sell 200 to 300 loaves of bread each month. However, bakeries may also accept bread orders outside of store sales. As in April, May, and July, their bread sales are more than usual. In every bread-making process, there will certainly be failures that are not suitable for sale, such as burnt, burnt, not enough dough, and others due to increased sales targets.

## METHOD

This study uses a quantitative survey research method. Survey studies that use a cross-sectional design and questionnaires to collect data from a representative sample of the larger population are called quantitative surveys. This study uses a cross-sectional methodology because its data collection and analysis were carried out in a setting where there are both independent and dependent variables.

This research was carried out by the author at Musrem Bakery which is located at Jalan Pasar 3 Tembung to know how workload influences work fatigue for employees at this bakery. The population of this study is all employees, and the sampling of this study uses a total sampling technique.

The data collection technique in this study is to use primary data where the data is taken directly through the source, namely by filling out questionnaires to respondents. This study also used the validity test and reliability test.

The analysis used in this study is a univariate analysis and bivariate analysis.

## RESULTS

Based on the results of research conducted by the author at the musrem bakery shop through univariate analysis of the employee workload at this bakery, namely the low category employee workload is 7 people (23.3%), the employee workload is in the medium category as many as 16 people (53.3%) and the workload of employees in the high category is 7 people (23.3%). Therefore, the most dominant workload is in the medium category with a total of 16 employees (53.3%). These results indicate that most of the employees admit that the workload they feel is high in carrying out their profession as employees of the musrem bakery.

And the low category of employee fatigue is as many as 5 people (16.7%), the moderate category of employee work fatigue is as many as 10 people (33.3%) and the high category of employee fatigue is as many as 15 people (50.0%). Therefore, the most dominant fatigue is high with a total of 15 employees (50.0%). These results indicate that most of the employees admit that they feel high work fatigue in carrying out their profession as employees of the musrem bakery.

Through Bivariate Analysis of Workload, it shows that out of 7 respondents (23.3%) who experienced low workload, there was 1 respondent (3.3%) who experienced low fatigue and 2 respondents (6.7%) who experienced moderate fatigue, while from 16 respondents (53.3%) who experienced low workload, 3 respondents (10.0%) experienced low work fatigue and 6 respondents (20.0%) experienced moderate fatigue and 7 respondents (23.3%) experienced high work fatigue. and from 7 respondents (23.3%) who experienced high workloads there was 1 respondent (3.3%) who experienced low work fatigue, and 2 respondents (6.7%) who experienced moderate work fatigue and 4 respondents (13.3%) who experienced high work fatigue. Based on the results of statistical tests using the chi-square obtained from fisher's exact test with a value of  $p = 0.162 > 0.05$ , this shows that there is no significant relationship between workload and work fatigue in employees of the Musrem bakery Medan Tembung bakery.

From the results of the analysis, it can be said that:

### 1. Workload Analysis of Musrem Bakery Employees

The workload can be measured in some ways, such as the amount of mental and physical stress workers experience, as well as metrics such as motivation, energy level, output, and physical exertion. The burdened state is characterized by a lack of energy and physical strength and manifests in an inability to carry out daily tasks. Everyone is vulnerable to feeling the weight of the burden at some point. In addition, loading may occur continuously.

Musrem Bakery bakery employees were asked to fill out a questionnaire, and from the data that has been processed it is known that the workload of employees in the low category is seven people (23.3 percent), the medium category is sixteen people (53.3 percent), and the medium category is six people. twelve people (53.3 percent). the high category workload is also seven people (23.3 percent). Thus, 16 people are mostly responsible for the medium workload (53.3 percent). Based on these findings, it appears that the majority of workers in musrem bakeries agree that they have a heavy workload.

## 2. Fatigue Analysis of Musrem Bakery Employees

Workers' health may deteriorate, and fatigue is a potential problem. Overworked employees are less effective at their jobs, leading to more mistakes and ultimately more tragic accidents. Fatigue at work is a common occurrence in the workplace, which is defined as a state of being unable to perform usual tasks. The physical, mental, and social demands placed on employees as part of their job duties are all negatively affected by employee burnout. After carrying out a series of actions, a person may experience fatigue.

The results of processing the questionnaire data used to measure staff fatigue showed that 15 people more often experienced high levels of fatigue (50.0 percent). At least 5 employees showed signs of fatigue (16.7%), as many as 10 (33.3%) showed signs of fatigue, and as many as 15 employees showed signs of extreme fatigue (50.0 percent). ). Performance employees suffer from suffering from "work burnout", which debilitates them while working.

## 3. The Relationship between Workload and Work Fatigue for Musrem Bakery Bakeries employees

A person's fitness, mental capacity, and commitment to adapt to job burnout should all be examined (Tarwaka & Bakri, 2004). Cases of extreme work fatigue do occur (Budiono, 2003 in Delima, 2018). Common factors that contribute to fatigue include repetitive tasks, strenuous activities for long periods, poor working conditions, psychological factors, poor health, and inadequate eating patterns (Tarwaka & Bakri, 2004). Fatigue itself serves as a defense mechanism, protecting the body from additional harm and allowing it to recover after rest. Constant threats and bullying have been shown to make people feel more tired, which further hinders their ability to get anything done.

The findings of the descriptive test conducted in this study indicate that Musrem Bakery bakery employees have a high level of employee burnout, thus placing them in the high group of the measure. Staff members with heavy workloads often complain of feeling overworked and exhausted. Employees with high work fatigue who also have a high level of work motivation will be able to complete their work, whereas employees with high work fatigue who also have a low level of work motivation will experience difficulties in completing their work and may even quit. (Mudayana, 2020)

According to the data collected through questionnaires and direct interviews with Musrem Bakery staff. Symptoms of fatigue include sensations of tiredness, drowsiness, boredom, and thirst, and the typical fatigue level workers experience while performing work tasks is around these numbers. Although workplace sharing and experience are similar, worker talent has a significant impact on the correlation between job burnout and actual burnout.

After conducting statistical tests, it was found that 16 out of a total of 30 respondents experienced moderate work fatigue (53.3 percent). Workers in a Muslim bakery did not find a correlation between the level of work fatigue and the level of work fatigue, according to the findings of a bivariate study of the two variables, the results obtained were P-Value = 0.162 ( $\alpha = 0.05$ ) thus  $H_0$  was rejected. This shows that workers in the Musrem bakery do not show a correlation between work and work fatigue.

Consistent with findings from research (Kusumaningrum, et al., 2016) which did not find variations in work fatigue based on gender, age, end-of-school level, or marital status. Justified by findings from research (Ade Trisno, 2020) which shows no correlation between work and mental fatigue in employees

Methods: Researchers distributed questionnaires to Musrem bakery workers. Respondents, totaling 16 people, found that the moderate load level group had the highest prevalence of workers experiencing work fatigue. This shows that the staff at the musrem bakery do not experience excessive work fatigue. Therefore, it has nothing to do with labor fatigue.

## ISLAMIC INTEGRATION

It was narrated by Abu Dzarr that the Prophet SAW. said:

لَا تُكَلِّفُوا هُمْ مَا يَغْلِبُهُمْ فَإِنْ كَلَّفْتُمُوهُمْ  
وَقَاتَبِي تُوهُمْ (رواه البخاري).

"Don't burden them (slaves) with what can burden them, if you give them assignments, help them" (H.R. Bukhori, Number 30)

According to the hadith above, it is forbidden to ask workers to do more than they can. If it must be done, the employer must intervene; if they can't assist physically, they can at least do so financially by paying their employees more when the job is done.

If there is more labor, workers are compensated more. This is evident in the Muslim bakery, where the workers are not burdened with work. It should also be noted that the baker at this Muslim Halal place is never

open later than midnight. The shop boss claims he has never put anyone in overtime. After 6 pm, overtime hours stop being recorded.

## CONCLUSION

Based on the results of research on the effect of workload on work fatigue at the musrem bakery in the 3 tembung markets are as follows:

1. From the results of the analysis carried out on employees of the Musrem Bakery bakery, it was found that the most dominant workload was in the medium category with a total of 16 employees (53.3%).
2. From the results of the analysis carried out to determine the work fatigue of the employees of the Musrem Bakery bakery, it is known that the most dominant fatigue is high with a total of 15 employees (50.0%).
3. The results of the analysis were carried out using the Chi-Square statistical test, obtaining a p-value of 0.162. with a p-value of 0.162, which means that  $p \geq 0.05$ , the test results stated that there was no significant relationship between workload and work fatigue at the Musrem Bakery Medan Tembung bakery employees.

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