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THE EFFECT OF WORKLOAD AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE OF PT. CAREFASTINDO AT THE GRAND JATI JUNCTION APARTMENT IN MEDAN

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ABSTRACT

This study aims to determine whether there is a significant influence of workload and work motivation on employee performance at PT. Carefastindo (Grand Jati Junction Apartment, Medan). The factors examined in this study are workload and work motivation as independent variables, and employee performance as the dependent variable.This study employs a quantitative research method. The population consists of all PT Carefastindo employees working at the Grand Jati Junction Apartment in Medan, with a required sample size of 34 individuals. Multiple Linear Regression analysis, with a significance level of 5%, is used as the analytical method. Data analysis was conducted using the Statistical Package for the Social Sciences (SPSS) software, version 25.00.The results of this study indicate that the calculated F-value (47.470) exceeds the F-table value (3.29) and the significance level (0.000) is less than α (0.05). These findings demonstrate that Workload and Work Motivation have a positive and significant influence on employee performance at PT. Carefastindo (Grand Jati Junction Apartment, Medan).

Kata Kunci;
Beban Kerja, Motivasi Kerja, Kinerja Karyawan

ABSTRAK

Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh yang signifikan antara Beban Kerja dan Motivasi Kerja terhadap Kinerja Karyawan Pada PT. Carefastindo di Apartemen Grand Jati Junction Medan. penelitian ini faktor yang di uji adalah Beban Kerja dan Motivasi Kerja sebagai variabel independen dan Kinerja Karyawan sebagai Variabel Dependen.Metode penelitian yang digunakan pada penelitian ini yaitu metode penelitian Kuantitatif. Dengan populasi yaitu seluruh karyawan PT. Carefastindo yang bekerja di Apartemen Grand Jati Junction Medan. Dengan sampel yang diperlukan sebanyak 34 orang. Sedangkan metode analisis yang digunakan adalah analisis Regresi Linear Berganda dengan taraf signifikansi sebesar 5%. Program yang digunakan dalam menganalisis data yaitu Statistical Package for Social Science (SPSS) Ver. 25.00.Dari penelitian ini dapat dilihat dari nilai fhitung (47,470) > ftabel (3,29) dan signifikan (0,000) < α (0,05). Hasil penelitian ini menunjukkan bahwa Beban Kerja dan Motivasi Kerja mempunyai pengaruh yang positif dan signifikan terhadap Kinerja Karyawan Pada PT. Carefastindo di Apartemen Grand Jati Junction Medan.

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1. INTRODUCTION

Human resources are a crucial asset in any organization because they play a strategic role in determining the success of achieving company goals (Akib et al., 2022). Optimal employee performance is a key factor in maintaining service quality, particularly in cleaning companies that demand precision, punctuality, and adherence to high cleanliness standards. Therefore, companies need to consider various factors that can impact employee performance, including workload and motivation (Jalil, 2019).

PT. Carefastindo as a cleaning service provider has the responsibility to maintain the cleanliness and comfort of the Grand Jati Junction Apartment Medan environment. In carrying out their daily tasks, employees are required to complete various cleaning tasks in accordance with the company's Standard Operating Procedures (SOP), such as maintaining the cleanliness of floors, toilets, corridors, elevators, emergency stairs, parking areas, and emptying trash bins regularly. All work must be completed with clean, neat, and hygienic results within the specified time. These demands indicate that employees face a fairly high workload, both in terms of the number of tasks, the size of the work area, and the target for work completion (Widianti & Herlina, 2023).

Employee performance is a crucial factor in determining a company's success, particularly in the cleaning services sector, which prioritizes service quality. Good performance is reflected in discipline, responsibility, and compliance with established work standards. However, based on the researcher's observations, several problems were still found, such as late arrivals, lack of grooming, and low compliance with work regulations (Prasetya & Ilham, 2026). These conditions indicate that employee performance is suboptimal, potentially reducing the quality of the company's services. One factor suspected of influencing this condition is the workload employees receive in carrying out their duties.

Workload is one factor that influences employee performance. Based on initial observations and interviews, it was discovered that some employees face a fairly high workload due to having to handle large work areas. In one shift, an employee is responsible for cleaning several floors, including corridors, restrooms, elevators, emergency stairs, and parking areas in accordance with company cleanliness standards. The workforce is divided into 17 employees on the morning shift, 4 employees on the middle shift, and 13 employees on the afternoon shift, so each shift must ensure that all areas of the apartment are clean according to service standards. This condition causes an increase in employee workload, especially when there are additional tasks or coworkers are absent, potentially causing fatigue and impacting performance decline (Loudoe et al., 2023).

Besides workload, work motivation is also a crucial factor influencing employee performance. Work motivation encourages employees to work optimally, with discipline,

and responsibly in completing tasks. tasks. Based on observations, employees who have completed their work according to company standards have not yet received full appreciation for their performance, which can affect work morale. Furthermore, in some periods, discrepancies were found between the salaries received and the amounts they should have received. While not a continuous occurrence, this situation can create a perception of income uncertainty, reduce job security, and impact employee motivation and performance (Bary et al., 2013).

Based on the description of the phenomenon, it can be concluded that workload and work motivation play a significant role in influencing employee performance at PT. Carefastindo at the Grand Jati Junction Apartment in Medan. Therefore, research on the influence of workload and work motivation on employee performance is necessary to obtain objective empirical evidence and as evaluation material and consideration for the company in improving human resource management sustainably.

Based on the results of research conducted by (Silitonga, 2024) at PDAM Tirta Sanjung Buana Sijunjung, it was found that workload did not significantly affect employee performance, while work motivation had a positive and significant effect on employee performance. This finding indicates that employee performance can be maintained even when facing a certain workload if supported by good work motivation. In contrast, research by (Nabawi, 2019) at PT Anugerah Sentosa Abadis showed that workload and work motivation had an effect. positive and significant impact on employee performance, which indicates that properly managed workload can encourage increased employee performance.

Furthermore, research by (Aini & Fauziah, 2024) at PT BPR Bank Daerah Karanganyar concluded that workload and work motivation significantly influence employee performance. The differences in these research results indicate inconsistencies in empirical findings regarding the influence of workload on employee performance, which are suspected to be influenced by differences in the characteristics of the objects, types of work, and industrial sectors studied. Furthermore, most previous research was conducted in the banking, manufacturing, and general service sectors, so research in the cleaning services sector, particularly in apartment environments, is still limited.

Therefore, research on the influence of workload and work motivation on employee performance at PT. Carefastindo at the Grand Jati Junction Apartment in Medan is important to be conducted in order to fill the existing research gap and provide empirical contributions to the development of human resource management studies (P. Widodo et al., 2020).

Based on the research gaps and empirical phenomena that have been described previously, the novelty of this research lies in the study of the influence of workload and work motivation on employee performance in the cleaning services sector in the context of an apartment environment, specifically at PT. Carefastindo at the Grand Jati Junction Apartment, Medan.

The urgency of this research is based on the importance of managing workload and work motivation appropriately to maintain and improve employee performance in the cleaning services sector, which has high operational demands. Empirical phenomena

occurring at PT. Carefastindo Apartemen Grand Jati Junction Medan indicate the existence of working conditions that have the potential to affect employee performance, such as a relatively high physical workload, demands for completing work within a limited time with strict cleanliness standards, and conditions of work motivation that are not fully optimal. If these conditions are not studied scientifically and managed properly, they can have an impact on the quality of employee performance and have implications for the quality of cleaning services as a whole. Therefore, research on the influence of workload and work motivation on employee performance at PT. Carefastindo Apartemen Grand Jati Junction Medan is important and urgent to be conducted in order to obtain objective empirical evidence as a basis for formulating more effective human resource management policies, while also strengthening academic contributions in the study of human resource management in the cleaning services sector.

2. METHOD

This study employed a quantitative approach with an associative (causal) approach. The objective of this study was to measure relationships and examine the influence between variables through numerical data analyzed using statistical techniques. The research data were obtained by distributing questionnaires to respondents and then processed using the Statistical Package for the Social Sciences (SPSS version 25) (Qomah et al., 2021).

The location of this research was carried out at the Grand Jati Junction Apartment, Medan, Jl. Perintis Kemerdekaan No. 8, East Medan District, Medan City, North Sumatra 20218. The research implementation period began in November 2025 and will last until June 2026. This research period includes the stages of research preparation, data collection, data processing and analysis, and the preparation of research results reports systematically and continuously.

In this study, the population consisted of all employees of PT. Carefastindo who work at the Grand Jati Junction Apartment in Medan. Based on data obtained from the company, the total number of employees in the study was 34. In this study, the population size was relatively small, namely 34 employees of PT Carefastindo at the Grand Jati Junction Apartment in Medan. Therefore, the sampling technique used was saturated sampling (total sampling). According to (Wahyuni et al., 2022) saturated sampling is a sampling technique where all members of the population are used as research samples. This technique is generally used when the population size is relatively small or less than 100 people, so that all members of the population can be respondents. Thus, the sample in this study amounted to 34 people, all of whom were employees of PT Carefastindo at the Grand Jati Junction Apartment in Medan.

Thus, the number of samples in this study was 34 respondents, consisting of all employees in various positions, namely this saturated sample aims to ensure that the research results can describe the actual conditions as a whole without any generalization from part of the population.

Descriptive statistical analysis is used to provide an overview of the research data without conducting hypothesis testing. The main objective of this analysis is to describe

the characteristics of respondents and the tendencies of their responses to the variables studied (Permatasari, 2022). explains that descriptive statistics function to present data through tables, graphs, average values, and percentages so that complex data can be more easily understood. In this study, descriptive analysis was used to obtain an overview of the workload level, work motivation, and employee performance of PT. Carefastindo at the Grand Jati Junction Apartment in Medan.

Data quality testing is conducted to ensure that the research instruments used are capable of measuring the research variables accurately and consistently. Quality instruments will produce valid and reliable data, ensuring that the research conclusions can be scientifically justified. According to (Rezeki et al., 2023) before further data analysis, researchers need to test the instrument's quality to ensure that the data obtained truly reflects the actual conditions.

3. RESULTS AND DISCUSSION

PT. Carefastindo Medan Branch is a company established in 2008 (previously named S2) with a management structure that has more than 15 years of experience, and is eager to grow by providing excellent service to all clients.

PT. Carefastindo, Medan Branch, offers services such as cleaning, parking, and security. Although the company has been operating for 17 years, its operations have not slowed down significantly. Building on its experience, PT. Carefastindo, Medan Branch, aims to further expand its reach by partnering with several companies that share similar goals.

PT. Carefastindo Medan is a facility service company committed to ensuring its clients can focus on their own business and achieve business efficiency by providing and facilitating integrated services for all its clients. To achieve this commitment, competent employees are needed in their fields to deliver good performance. In addition to improving employee competency, the company also strives to create a good work environment for its employees because the work environment is where employees carry out their daily activities. The work environment plays a significant role in the quality of employee performance (Anisa et al., 2022).

Description of Research Variables

This descriptive test is carried out in order to describe the data in this analysis model, the dependent variable is employee performance and the independent variables are Workload and Work Motivation.

The Work Motivation variable (X2) has a mean value of 28.8529 with a standard deviation value of 7.15259. This average value indicates that employees have a fairly good level of work motivation in carrying out their duties and responsibilities at PT. Carefastindo at the Grand Jati Junction Apartment, Medan. Nevertheless, the company is expected to continue to improve employee work motivation by providing appreciation to employees who have met work standards, career development opportunities, and creating a conducive work environment so that employee work enthusiasm will increase.

The Employee Performance variable (Y) has a mean value of 29.6176 with a standard deviation value of 6.78240. This average value indicates that employee performance at PT. Carefastindo in the Grand Jati Junction Apartment Medan is classified as good. This indicates that most employees are able to carry out their work in accordance with the targets and responsibilities given. However, the company still needs to make efforts to improve performance through balanced workload management and increased work motivation, so that employee performance can continue to improve optimally.

Data Quality Test

Before the data is analyzed further, a data quality test is needed to ensure that the research instrument used is able to measure the research variables accurately and consistently. The data quality test in this study consists of a validity test and a reliability test, which are explained as follows (Arifudin, 2018):

Validity Test

To test the validity of the research instrument, the researcher used data analysis with the help of SPSS version 25. Validity testing was carried out by comparing the calculated r value with the r table. The degree of freedom (df) value was calculated using the formula df = N– 2, where N is the number of research respondents. In this study, the number of respondents was 34 people, so df = 34– 2 = 32 was obtained. Therefore, the r table result was 0.339.

Based on the results of the data processing that has been carried out, it is known that there is no missing data (unknown) so that this research data is accurate data and can be used for research, carried out using the *Statistical Product and Service Solution* (SPSS) program with the following formula:

a) If r count > r table then the statement is declared valid
b) If rhitung < r tabel then the statement is declared invalid

The method used in this study is the reliability test using the *Cronbach's Alpha method* where the research questionnaire is considered reliable if *Cronbach's Alpha* > 0.60. In table 11 it is known that the value for the Workload variable (X1) is 0.880 > 0.60, the Work Motivation variable (X2) is 0.913 > 0.60 and the Employee Performance variable (Y) is 0.890 > 0.60. Thus, all questionnaire statements are declared reliable and can be distributed to respondents to become further research instruments.

Classical Assumption Test

To determine the feasibility of multiple linear regression research, a classical assumption test was conducted to determine whether the regression model was truly feasible. The classical assumption tests used were as follows (Utomo et al., 2022):

Normality Test

The Normality Test aims to determine whether the confounding variables or residuals in a regression model have a normal distribution using the Normality Test, with

statistical analysis conducted using the Kolmogorov-Smirnov (KS) test. The KS test is conducted using a hypothesis.

Table 1. *Kolmogorov Smirnov* (KS) Normality Test

		Unstandardized Residual
N		34
Normal Parameters [a,b]	Mean	.0000000
	Standard Deviation	3.36498131
Most Extreme Differences	Absolute	.110
	Positive	.086
	Negative	-.110
Test Statistics		.110
Asymp. Sig. (2-tailed)		.200 [c,d]

Table 12 shows that *the Asymp. Sig. (2-tailed*) value is 0.200 > α (0.05). This indicates that the residuals are normally distributed. Thus, the normality assumption in the regression model has been met. It can be concluded that based on the results of the normality test, the data in this study are normally distributed so that further analysis can be carried out.

Multicollinearity Test

The purpose of the multicollinearity test is to determine whether there is a high correlation between independent variables in a regression model. According to (A. Widodo, 2019) multicollinearity can cause the regression coefficients to become unstable, making it difficult to draw conclusions.

In this study, multicollinearity can be seen from the *tolerance* and *Variance Inflation Factor (VIF) values.* The values used to indicate multicollinearity are *VIF* <10.00 and Tolerance >0.1 (Srisiska et al., 2021).

Table 2. Multicollinearity Test

Model		**Collinearity Statistics**	
		Tolerance	**VIF**
1	(Constant)		
	Workload	.818	1,223
	Work motivation	.818	1,223

Based on Table 13, it can be concluded that the regression model used does not exhibit multicollinearity among its independent variables. This can be seen from the *tolerance value* of each independent variable, which is >0.1, namely Workload and Work Motivation, with a value of 0.818 and a *VIF value* <10.

Heteroscedasticity Test

This test aims to determine whether a group has the same variance among its members. This is where a regression occurs in the residual variance inequality of an observation. If the residual variance between one observation and another remains constant, it is called homoscedasticity, but the variance is different, it is called heteroscedasticity. According to Ghozali (Bukhori & Karnawati, 2023) to detect whether or not there is a symptom of heteroscedasticity, the results of *the Statistical* and *Service Solution* (SPSS) program can be done with the following decision-making basis:

1. If there is a certain pattern, such as the existing points forming a certain pattern that is regular, wavy, widening, then narrowing, then there is heteroscedasticity disorder.
2. If there is no clear pattern, and the points are spread above and below zero on the Y axis, then heteroscedasticity does not occur.

Based on the image above, the distribution of points below and above the number 0 on the Y axis. So it can be concluded that in the regression model there is no heteroscedasticity problem and can be used for independent variables and dependent variables (Aswati & Nurmalasari, 2020).

Multiple Linear Regression Analysis

The data analysis model used to determine the influence of independent variables on the dependent variable, namely the influence of workload and work motivation on employee performance, is using multiple linear *regression* (Sinollah et al., 2020).

Multiple Linear Regression Analysis was conducted to determine and analyze the influence between the independent variables (Workload) (X1) and Work Motivation (X2) with the dependent variable *(Employee* Performance) (Y).

Table 3. Multiple Linear Regression Analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.316	3,075		.103	.919
	Workload	.515	.101	.503	5.103	.000
	Work motivation	.498	.093	.525	5,325	.000

Based on the data in table 14, it is known that the multiple linear regression equation is **Y = 0.316 + (0.515)X1 + (0.498)X2).** The following is an explanation of the linear equation:

a. The constant value (a) = 0.316 shows the constant level where if the Workload (X1) and Work Motivation (X2) variables are 0, then the value of the Employee Performance (Y) variable will remain at 0.316 assuming the other variables remain constant.
b. Workload variable ($\beta 1$) = (0.515), this value indicates that the Workload variable (X1) has a significant or positive effect on Employee Performance (Y). This means that the better the management of the workload given according to the employee's abilities

and responsibilities, the higher the employee's performance. Conversely, if the workload is not managed well, employee performance has the potential to decline.

c. Work Motivation Variable ($\beta 2$) = 0.498, This value shows that the Work Motivation variable (X2) has a significant and positive effect on Employee Performance. This means that the higher the work motivation of employees, the higher the performance produced will be. Conversely, if work motivation decreases, employee performance tends to decrease.

Hypothesis Testing

A research hypothesis aims to provide a tentative answer to a research problem statement, the validity of which will be proven through data collection and analysis. According to Sugiyono (Lidiawati et al., 2021) a hypothesis is a temporary answer to a research problem statement based on theory and previous research, and therefore requires empirical testing.

Partial Test (t-Test)

The t-test or partial test is used to determine the influence of each independent variable individually on the dependent variable.

Decision making based on t count:

a. t count > t table → H_0 is rejected

b. t count < t table → H_0 is accepted Based on significance:

a. Sig < 0.05 → significant effect

b. Sig > 0.05 → no significant effect

Degrees of freedom (df) are determined by the formula df = n – k - 1, df = 34 – 2 – 1=31. T table = 2.0

Table 4. Partial Test (t-Test)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.316	3,075		.103	.919
	Workload	.515	.101	.503	5.103	.000
	Work motivation	.498	.093	.525	5,325	.000

1. Based on the results of the t-test in the table above, the results obtained are: Workload variable (X1) has a calculated t (5.103) > t table (2.036) and is significant (0.000) < 0.05, so Ho is rejected and H1 is accepted. Thus, it can be concluded that Workload has a positive and significant effect on employee performance.
2. The Work Motivation variable (X2) has a t count (5.325) > t table (2.036) and is significant (0.000) < 0.05, so Ho is rejected and H2 is accepted. Thus, the Work Motivation variable has a positive and significant effect on Employee Performance at PT. Carefastindo at the Grand Jati Junction Apartment, Medan.
3. Based on the results of the study of the independent variables, namely Workload and Work Motivation, it can be seen that the Workload variable has the highest and most

significant beta coefficient. Therefore, the Workload variable is the most dominant variable in this study.

Simultaneous Test (F Test)

The F-test, also known as the simultaneous test, model test, or ANOVA test, is used to determine whether all independent variables simultaneously influence the dependent variable. In other words, this test aims to assess the feasibility of the overall regression model. Decision-making criteria:

a. If Fcount > Ftable or the significance value < 0.05, then H_0 is rejected, which means that the independent variables simultaneously have a significant effect on the dependent variable.
b. If Fcount < Ftable or significance value > 0.05, then H_0 is accepted.
c. In the F test in multiple linear regression, the degrees of freedom df1 = 2 and df2 = 34 - 2 -1 = 31. Ftable = 3.29
   Ftable = (df2 = n – k – 1)

Information:

df_2 = Number of samples (n) minus the number of independent variables (k) and minus 1
n = Number of research samples
k = Number of independent variables

Table 5. Simultaneous Test (F Test)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1144,367	2	572,184	47,470	.000 [b]
	Residual	373,662	31	12,054		
	Total	1518.029	33			

Based on table 16, it is obtained that f count (47.470) > f table (3.29) and significant (0.000) < α (0.05). Based on the hypothesis testing criteria, if f count > f table then H0 is rejected and H3 is accepted. Thus, it can be concluded that Workload (X1) and Work Motivation (X2) simultaneously have a significant effect on Employee Performance at PT. Carefastindo at Grand Jati Junction Apartment Medan.

Discussion

The Effect of Workload on Employee Performance

The results of the research conducted by the researcher, it can be concluded that the Workload variable (X1) has a t count (5.103) > t table (2.036) and is significant (0.000) < 0.05. Thus, the Workload variable has a positive and significant effect on Employee Performance at PT. Carefastindo at the Grand Jati Junction Apartment, Medan. This shows that the better the management of the workload given to employees, the more employee performance will increase.

The results of this study align with the theory proposed by Assidiqi & Suryosukmono (Hartanti & Yuniarsih, 2018) which states that workload is the level of work demands that must be completed by employees within a certain time period, encompassing the number of tasks, work pressure, and individual ability to complete the

work. If the workload received by employees is not balanced with their abilities and capacities, it can lead to work fatigue, which impacts decreased performance (Fatmawati, 2022).

The results of this study are in line with previous research conducted by Putri (2023), in her research entitled "The Influence of Motivation, Workload and Working Hours on Employee Performance" the results of the study stated that Workload has a positive and significant effect on consumer purchasing interest. Based on all the results of the analysis, it can be concluded that Workload is an important factor in improving Performance

Employees at PT. Carefastindo at the Grand Jati Junction Apartment in Medan. Managing workloads in accordance with employee abilities, capacities, and responsibilities can help create more effective working conditions and support employees in completing tasks effectively. Therefore, companies need to pay attention to the proportional distribution and management of workloads, so that employees can work optimally, productively, and achieve company targets and goals (Hermawan et al., 2021).

The Influence of Work Motivation on Employee Performance

The results of the research conducted by the researcher, it can be concluded that the Work Motivation Variable (X2) has a t count (5.325) > t table (2.036) and is significant (0.000) < 0.05. Thus, the Work Motivation variable has a positive and significant effect on Employee Performance at PT. Carefastindo at the Grand Jati Junction Apartment, Medan (Candana et al., 2020). This shows that the higher the work motivation of employees, the higher the performance produced (Widyastuti & Kremer, 2021).

The results of this study reinforce the theory proposed by Vroom (E. Erlangga, 2015) which states that work motivation is influenced by employees' expectations that their efforts will result in good performance and be followed by valuable rewards. (Arianto & Kurniawan, 2020) Employees will be motivated to work if they believe that their efforts will yield commensurate results. Therefore, a clear assessment and reward system plays a significant role in increasing work motivation (Loudoe et al., 2023).

The results of this study are also in line with previous research conducted by Fajarin, Mella Yunita & Khamo Waruwu (Larasati & Gilang, 2022) in their study entitled "The Influence of Motivation and Career Development on Mc. Donald's Employee Performance" the results of the study stated that Work Motivation has a positive and significant effect on consumer purchasing interest (Warnita, 2019).

Based on all the analysis results, it can be concluded that Work Motivation is one of the important factors in improving Employee Performance at PT. Carefastindo at the Grand Jati Junction Apartment, Medan. High work motivation can encourage employees to work with more enthusiasm, responsibility, and strive to achieve optimal work results. Therefore, the company needs to continue to pay attention to and improve employee work motivation by providing appropriate rewards, appreciation for work results, and creating a work environment that can encourage employees to provide the best performance in achieving company goals (Ali, 2019).

The Influence of Workload and Work Motivation on Employee Performance

In this study, Workload and Work Motivation have a positive and significant effect on Employee Performance, which can be seen from Fcount (47.470) > Ftable (3.29) and significance (0.000) < (0.05). Based on the Hypothesis testing criteria, if Fcount > Ftable then H0 is rejected and H1 is accepted. This means that the independent variables, namely Workload and Work Motivation simultaneously have a significant effect on Employee Performance, the Rsquare value is 0.754% or 75.4%. This shows that the Employee Performance variable at PT. Carefastindo at the Grand Jati Junction Apartment Medan, can be explained by the Workload and Work Motivation variables of 75.4% in this study while the remaining 24.6% is explained by other factors not included in this study (Papasi, 2020).

The results of this study strengthen the theory of Ningrum & Sudiro, (2024) that employee performance can be interpreted as the level of individual success in achieving work results when carrying out assigned tasks and responsibilities, the assessment of which is based on the quality and quantity of work in accordance with the standards determined by the organization (Piyandini et al., 2021).

This finding expands the results of previous research by Ramadan et al., (F. Erlangga et al., 2013) in their research entitled "The Influence of Workload, Work Motivation and Compensation on Employee Performance at PT Bpr Bank Daerah Karanganyar" the results of this study show that Workload and Work Motivation have a positive and significant effect on Employee Performance.

Based on all the analysis results, it can be concluded that Workload and Work Motivation together are important factors in improving Employee Performance at PT. Carefastindo in the Grand Jati Junction Apartment, Medan (Alhusaini et al., 2020). Good workload management and high work motivation can encourage employees to work more effectively, responsibly, and optimally in completing the assigned tasks (SUHRAH et al., 2021). Therefore, companies need to pay attention to the balance of workload while increasing employee motivation through support, rewards, and a conducive work environment so that employee performance can continue to improve and company goals can be achieved optimally (Kustanto et al., 2021).

4. CONCLUSION

The conclusions drawn from the research entitled "The Influence of Workload and Work Motivation on Employee Performance at PT. Carefastindo at the Grand Jati Junction Apartment in Medan." Based on the analysis and discussion outlined above, the following conclusions are presented:

a. The Workload variable (X1) partially has a positive and significant effect on the Employee Performance of PT. Carefastindo at the Grand Jati Junction Apartment, Medan. The results of the research conducted by the researcher, it can be concluded that the Workload variable (X1) has a calculated t (5.103) > t table (2.036) and is significant (0.000) < 0.05. The better the management of the workload given to employees, the more employee performance will increase.
b. The Work Motivation Variable (X2) partially has a positive and significant effect on the Employee Performance of PT. Carefastindo at the Grand Jati Junction Apartment,

Medan. In this study, Work Motivation has a positive and significant effect on Employee Performance, as seen from the calculated t (5.325) > t table (2.036) and significance (0.000) < (0.05). Where the higher the work motivation of employees, the higher the resulting performance.

c. Workload and Work Motivation Simultaneously have a positive and significant effect on Employee Performance at PT. Carefastindo at Grand Jati Junction Apartment, Medan. In this study, Workload and Work Motivation have a positive and significant effect on Employee Performance, as seen from F count (47.470) > F table (3.29) and significance (0.000) < (0.05).

Suggestion

After conducting this research, discussing and formulating conclusions from the research results, the researcher provides several suggestions that are related to the research that has been conducted, to be used as input and as useful consideration for interested parties, including the following:

a. PT. Carefastindo Medan is expected to manage its workload more effectively by adjusting task allocation based on abilities, competencies, and the number of available workers. Furthermore, the company needs to increase employee motivation through awards for work performance, career development opportunities, training, and creating a conducive work environment. These efforts are expected to boost employee morale, resulting in optimal performance and effective achievement of company goals.
b. For Tjut Nyak Dhien University, the results of this study are expected to serve as additional references, particularly for Management students, in developing studies on human resource management, particularly those related to workload, work motivation, and employee performance. Furthermore, the results of this study are expected to continue to encourage the implementation of research relevant to workplace issues, thereby making a tangible contribution to the development of science and practice in the field.
c. For future researchers, it is recommended to expand this study by adding other variables suspected of influencing employee performance, such as leadership, compensation, work environment, work discipline, job satisfaction, organizational culture, and work stress. Furthermore, research can be conducted with a larger number of respondents, different research objects, or using more diverse research methods, such as qualitative or mixed methods approaches, to obtain more comprehensive results and enrich the study of factors influencing employee performance.

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