

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis pengaruh beban kerja terhadap kinerja karyawan dengan insentif sebagai variabel intervening pada karyawan Bank BTN Kantor Cabang Jambi. Metode yang digunakan adalah deskripsi dan analisis kuantitatif dengan sampel sebanyak 50 responden. Data dikumpulkan menggunakan kuesioner berbasis skala Likert, dan analisis dilakukan menggunakan teknik *Smart Partial Least Square* (PLS) dengan bantuan perangkat lunak SmartPLS 4.0. Hasil penelitian menunjukkan bahwa: (1) beban kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, (2) beban kerja berpengaruh positif dan signifikan terhadap insentif, (3) insentif berpengaruh positif dan signifikan terhadap kinerja karyawan, dan (4) insentif mampu memediasi pengaruh beban kerja terhadap kinerja karyawan. Rekomendasi dari hasil penelitian ini adalah pada variabel beban kerja, kepala unit disarankan untuk menyesuaikan pembagian tugas sesuai kapasitas kerja karyawan serta menetapkan kebijakan mengenai fleksibilitas waktu kerja guna mengurangi tekanan berlebih. Pada variabel kinerja karyawan, organisasi disarankan untuk menerapkan program pendidikan dan pelatihan baik secara formal maupun nonformal, serta memberikan penghargaan atas prestasi individu maupun unit guna meningkatkan kompetensi dan motivasi baik secara materi maupun nonmateri. Pada variabel insentif, organisasi disarankan untuk mengkaji ulang struktur pembagian insentif sesuai dengan prestasi, serta memberikan penghargaan kepada karyawan berkinerja baik guna meningkatkan motivasi dan kinerja organisasi.

Kata Kunci : Kinerja, Beban Kerja, Insentif

ABSTRACT

This study aims to describe and analyze the effect of workload on employee performance, with incentives as an intervening variable, among employees of Bank BTN Jambi Branch. The research employs a descriptive and quantitative analysis method, with a sample of 50 respondents. Data were collected using a questionnaire based on a Likert scale, and the analysis was conducted using the Smart Partial Least Square (PLS) technique with the assistance of SmartPLS 4.0 software. The results of the study indicate that: (1) workload has a positive and significant effect on employee performance, (2) workload has a positive and significant effect on incentives, (3) incentives have a positive and significant effect on employee performance, and (4) incentives mediate the effect of workload on employee performance. Based on the findings, the following recommendations are proposed: For the workload variable, it is suggested that unit heads adjust task distribution according to employees' work capacity and implement policies regarding flexible working hours to reduce excessive pressure. For the employee performance variable, the organization is advised to implement both formal and nonformal education and training programs, as well as provide recognition for individual and team achievements to enhance competence and motivation, both materially and non-materially. Regarding the incentive variable, the organization is encouraged to review the incentive distribution structure based on performance and to provide rewards to high-performing employees in order to boost motivation and overall organizational performance.

Keywords: Performance, Workload, Incentives