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THE EFFECT OF WORK STRESS AND WORK LOAD ON THE WORK PRODUCTIVITY OF EMPLOYEES AT THE REGENCY OF POPULATION AND CIVIL REGISTRATION OFFICES. OGAN KOMERING ULU

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ABSTRAK

Skripsi ini membahas tentang Pengaruh Stres Kerja dan Beba Kerja Terhadap Produktivitas Kerja Pegawai Dinas Kependudukan dan Pencatatan Sipil Kab. Ogan Komering Ulu. Populasi dalam penelitian ini adalah 46 orang pegawai Dinas Kependudukan dan Pencatatan Sipil Kab. Ogan Komering Ulu. Metode analisis yang digunakan adalah metode kuantitatif dengan menggunakan alat analisis Regresi Linier Berganda. Hasil analisis menjelaskan t hitung masing-masing variabel Stres Kerja (X1) sebesar -4,342 dan Beban Kerja (X2) sebesar -3,996 lebih besar jika dibandingkan dengan nilai t tabel sebesar 2,017 menyatakan seluruh variabel berpengaruh negatif terhadap Produktivitas Kerja pegawai Dinas Kependudukan dan Pencatatan Sipil Kab. Ogan Komering Ulu. Nilai F hitung sebesar 40,731 lebih besar dari F tabel sebesar 3,21 menyatakan bahwa secara bersama-sama Stres Kerja dan Beban Kerja berpengaruh negatif Terhadap Produktivitas Kerja Pegawai Dinas Kependudukan dan Pencatatan Sipil Kab. Ogan Komering Ulu. Nilai koefisien determinasi (R *square*) sebesar 0,655 artinya dalam hal ini sumbangan pengaruh Stres Kerja dan Beban Kerja berpengaruh negatif Terhadap Produktivitas Kerja Pegawai sebesar 65,5% sedangkan sisanya 34,5% dipengaruhi oleh variabel lainya diluar variabel yang tidak dimasukan dalam model penelitian ini, seperti motivasi, kedisiplinan, etos kerja, keterampilan dan pendidikan

Kata Kunci : Stres Kerja, Beban Kerja dan Produktivitas Kerja Pegawai

ABSTRACT

This research discussed the Influence of Work Stress and Workload on Work Productivity of Employees of the Department of Population and Civil Registration Kab. Ogan Komering Ulu. The population in this study were 46 employees of the Department of Population and Civil Registration Kab. Ogan Komering Ulu. The analytical method used was quantitative method using Multiple Linear Regression analysis tool. The results of the

analysis explained that the t-count of each variable of Work Stress (X1) was -4.342 and Workload (X2) was -3.996 which was greater than the t-table value of 2.017 which stated that all variables had a negative influence on the Work Productivity of the Population and Civil Registration Service employees, Ogan Komering Ulu Regency . The calculated F value of 40,731 was greater than the F table of 3.21 which stated that simultaneously work stress and workload had a negative influence on work productivity of employees of the Population and Civil Registration Office of Kab. Ogan Komering Ulu. The value of the coefficient of determination (R square) of 0.655 meant that in this case the contribution of the influence of work stress and workload had a negative influence on employees'work productivity by 65.5% while the remaining 34.5% was influenced by other variables outside of variables not included in this research model. , such as motivation, discipline, work ethic, skills and education (Sedermayanti, 2011: 214)

Keywords: Work Stress, Workload and Employees'Work Productivity

INTRODUCTIONS

An employee's productivity can be measured from the total output produced in carrying out his work Afandi (2021:91) as in the Population and Civil Registration Service the output issued or generated from the Dukcapil population administration service is not only E-Ktp, Head of Family (KK), MCH, Birth Certificate, Death Certificate as we commonly know. Dukcapil service outputs are grouped into two, namely population data and population documents. Population Data is individual data and structured aggregate data as a result of Population Registration and Civil Registration activities. Population Document is an official document issued by the implementing agency of the Regency/Municipal Dukcapil Service that has legal force as one of the authentic evidence produced from the Population and Civil Registration services. There are 23 outputs in total, which if grouped into 3 main outputs, namely in the form of cards, letters, and deeds. Therefore, one of the success factors of a job is the work productivity of employees who must, therefore to increase employee productivity is to pay attention to work stress and workload from within an employee, because if employees face an excessive workload it will make someone tired not concentrating on work so that it causes work stress.

Work stress, stress as one of the factors that includes pressure, burden, conflict, fatigue, tension, panic, feelings of rumbling, anxiety, moodiness and loss of power. Job stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions,

thought processes, and condition of an employee. Too much stress can threaten a person's ability to deal with the environment.

In addition to work stress factors, workload is also an important factor in increasing employee productivity. A person's workload has been determined in the form of company work standards according to the type of work. If most employees work according to company standards, then there is no problem. On the other hand, if employees work below the standard, the workload carried is excessive. If the employee carries too much burden, it will cause stress and decrease the employee's work productivity. Therefore, stress and workload are factors that need to be considered.

The Department of Population and Civil Registry is a government agency that records important events concerning a person's legal position, such as birth, marriage, divorce, death, recognition and ratification of children or also a change of name. The Population and Civil Registration Service is the implementing element of the Regional Government in the field of Population and Civil Registration which is led by the Head of the Service and is located under and responsible to the Regent through the Regional Secretary. The main task of the Department of Population and Civil Registration has the task of carrying out household affairs of the Regional government and assistance in the field of Population and Civil Registration.

LITERATURE REVIEW

According to Afandi (2021:1) Management is working with people to achieve organizational goals by implementing the functions of planning (planing), organizing (organizing), preparation of personnel or staffing (staffing), direction and leadership (leading), and supervision (controlling). .

According to Zainal (2015:1) Human resource management, abbreviated as HRM, is a science or method of how to manage the relationship and role of resources (labor) owned by individuals efficiently and can be used optimally so that goals (goals) with the company are achieved. , employees and society, to be maximized. HRM is based on the concept that every employee is a human being, not a machine and not merely a business resource. The study of HRM combines several disciplines such as psychology, sociology, and others.

According to Afandi (2021:173) Job Stress is a condition that arises as a result of the interaction between individuals and their work, where there are discrepancies in characteristics and unclear changes that occur within the company.

According to Koesomowidjojo Suci (2017:22) a person's workload has been determined in the form of company work standards according to the type of work. If most employees work according to company standards, then there is no problem. On the other hand, if employees work below the standard, the workload will be excessive.

According to Afandi (2021: 91) Productivity is a arithmetic comparison between the amount produced and the amount of each source used during production. These sources can be in the form of land, raw materials, auxiliary materials, factories, machines, tools, and labor.

METHODOLOGY

The scope of this research was carried out at the Population and Civil Registration Office of Ogan Komering Ulu Regency which discussed the effect of work stress and workload on the productivity of the Population and Civil Registration Service employees. The data source used in this study is primary data. Primary data is a data source that directly provides data to data collectors Sugiyono (2019: 194). Primary data is sourced from respondents from the Department of Population and Civil Registry of Ogan Komering Ulu Regency.

According to Sugiyono (2019: 194) data collection can be done in various sources, and in various ways. When viewed from the setting, data can be collected in natural settings. In this study, the authors used a questionnaire or questionnaire method to collect data. Questionnaire is a method of collecting data by making a list of questions in the form of a questionnaire aimed at employees at the object of research, namely the Department of Population and Civil Registration Kab. Ogan Komering Ulu.

If someone wants to examine all the elements that exist in the research area, then the research is a population study. The population in this study were employees of the Department of Population and Civil Registration Kab. Ogan Komering Ulu, totaling 46 people. Where if the total population in the research object is less than 100, then the

total population is used as respondents and the research is called population research (Siyoto & Sodik, 2015: 63).

In this study the authors used quantitative research methods. According to Sugiyono (Siyoto & Sodik, 2015:17) quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples. The sampling technique is generally done randomly, data collection uses research instruments, data analysis is quantitative/statistical with the aim of testing the established hypothesis. This method is called the quantitative method because the research data is in the form of numbers and the analysis uses statistics.

In this study, the author uses a Likert Scale. The Likert scale is used to measure attitudes, opinions, perceptions of a person or group of events or social phenomena. By using a Likert scale, the variables to be measured are translated into dimensions, dimensions are translated into sub-variables and then sub-variables are translated into indicators that can be measured.

FINDING AND DISCUSSIONS

The validity test that has been carried out with the SPSS 26 process can get a correlation value by taking a significance level of 5% from the Product Moment table, 46-2 = 44, then the r table is 0.291. Decision making can be done by:

1. If r count < r table, then the item is declared invalid.

2. If r count > table, then the item is declared valid.

Table 1

Comparison of calculated values and r table

Item	**r hitung**	**r tabel**	**Keputusan**
Stres Kerja (X1)			
P1	0,578	0,291	Valid
P2	0,595	0,291	Valid
P3	0,814	0,291	Valid
P4	0,653	0,291	Valid
P5	0,553	0,291	Valid
P6	0,632	0,291	Valid

P7	0,569	0,291	Valid
P8	0,742	0,291	Valid
P9	0,467	0,291	Valid
P10	0,584	0,291	Valid
P11	0,651	0,291	Valid
P12	0,640	0,291	Valid
P13	0,580	0,291	Valid
P14	0,597	0,291	Valid
P15	0, 378	0,291	Valid
Beban Kerja (X2)			
P1	0,334	0,291	Valid
P2	0,710	0,291	Valid
P3	0,551	0,291	Valid
P4	0,583	0,291	Valid
P5	0,567	0,291	Valid
P6	0,695	0,291	Valid
P7	0,473	0,291	Valid
P8	0,563	0,291	Valid
P9	0,588	0,291	Valid
Produktivitas Kerja (Y)			
P1	0,643	0,291	Valid
P2	0,641	0,291	Valid
P3	0,682	0,291	Valid
P4	0,712	0,291	Valid
P5	0,775	0,291	Valid
P6	0,578	0,291	Valid
P7	0,662	0,291	Valid
P8	0,766	0,291	Valid
P9	0,696	0,291	Valid
P10	0,596	0,291	Valid
P11	0,767	0,291	Valid

P12	0,654	0,291	Valid
P13	0,664	0,291	Valid
P14	0,699	0,291	Valid
P15	0,603	0,291	Valid

Source: From primary data, 2022 (processed)

Based on the results of the validity test of 46 respondents, it is known that the calculated r value of each statement item is greater than r table so that it can be concluded that each statement item used is valid. This means that it can be used in research.

Sunyoto (2011:67) Reliability Test is a tool to measure a questionnaire which is an indicator of a variable or construct. Question items are said to be reliable or reliable if someone's answer to the question is consistent. Priyatno (2016:154) reliability test that is widely used in research is using the Cronbach's Alpha method. According to Sekaran (Priyatno, 2016:158) reliability of less than 0.6 is not good, while 0.7 is acceptable and above 0.8 is good. In the calculation of this reliability test is carried out using the SPPSS 26 program.

Table 2

Reliability Test Results

No	**Variabel**	***Cronbach's Alpha***	**Keterangan**
1.	Stres Kerja (X1)	0,909	Reliabel
2	Beban Keja (X2)	0,845	Reliabel
3	Produktivitas Kerja (Y)	0,935	Reliabel

Source: From primary data, 2022 (processed)

The results of the reliability test in the table can be concluded that the reliability of the measuring instrument is good and reliable because the reliability value of work stress lies in a good index of 0.9, workload lies in a good index of 0.8 and work productivity lies in a good index, namely 0.9 so that all statement items in this research questionnaire are declared reliable.

Priyatno (2016:118) This test was conducted to determine whether in a regression model, the residual value has a normal distribution or not. Residual is the

value of the difference between the Y variable and the predicted Y variable. In the linear regression method, this is indicated by the magnitude of the random error (e) which is normally distributed. A good regression model is normally distributed or close to normal so that the data is feasible to be tested statistically. The normality test used in this study is the One Kolmogorov-Smirnov Z method.

The criteria for decision making for the One Kolmogorov-Smirnov Z method are if significant (Asymp.sig) > 0.05 then the residual data is normally distributed and if the significance (Asymp.sig) < 0.05 then the residual data is not normally distributed.

Table 3

Normality test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		46
Normal Parameters[a,b]	Mean	,0000000
	Std. Deviation	5,95505778
Most Extreme Differences	Absolute	,100
	Positive	,100
	Negative	-,072
Test Statistic		,100
Asymp. Sig. (2-tailed)		,200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Source: From primary data, 2022 (processed)

Based on the table, it is known that the significance value is 0.200> 0.05, so it can be concluded that the residual value is normally distributed.

Priyatno (2016:129) Multicollinearity test is a condition where between two or more independent variables in the regression model there is a perfect or near perfect linear relationship. A good regression model requires the absence of multicollinearity problems. To detect the presence or absence of multicollinearity generally by looking at the Tolerance and VIF values in the linear regression results.

The criteria for making decisions on the multicollinearity test are:

a. If the VIF value is < 10 and has a tolerance value > 0.10, then there is no multicollinearity.

b. If the VIF value of the regression result is > 10 and the tolerance value is < 0.10, it can be ascertained that there is multicollinearity among the independent variables.

Table 4

Multikolienarity Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
		B	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	98,975	4,395		22,519	,000		
	STRES KERJA	-,508	,117	-,475	-4,342	,000	,672	1,489
	BEBAN KERJA	-,776	,194	-,437	-3,996	,000	,672	1,489

a. Dependent Variable: PRODUKTIVITAS KERJA

Source: From primary data, 2022 (processed)

Based on table Coefficients, the VIF value for each Work Stress (X1) is 1.489, Workload (X2) is 1.489 and the tolerance value is 0.672, respectively. Therefore, it can be concluded that there is no multicollinearity problem, meaning that

there is no relationship between Work Stress (X1) and Workload (X2) because the Tolarance value is above 0.1 and the VIF value is less than 10.

Priyatno (2016:131) Heteroscedasticity is a condition where the variance inequality of the residuals in the regression model occurs. A good regression model requires the absence of heteroscedasticity problems. To detect the presence or absence of heteroscedasticity, the researcher uses the Glejser test method, and by looking at the pattern of dots on the regression scatterplots. In this study, the heteroscedasticity test used the Glejser test. with the following test criteria:

a. If the value of sig> 0.05, then there is no symptom of heteroscedasticity.

b. If the value of sig < 0.05 then there is a symptom of heteroscedasticity

The results of the heteroscedasticity test can be seen in the table:

Table 5
Heteroskedastisity Test
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	5,036	2,756		1,827	,075
	Stres Kerja	,032	,073	,081	,436	,665
	Beban Kerja	-,076	,122	-,115	-,623	,537

a. Dependent Variable: Abs_Res

Source: From primary data, 2022 (processed)

Based on the results of the glejser test, the sig value of work stress (X1) is 0.665 and workload (X2) is 0.537. This means that the sig value of the two variables is greater than 0.05, so it can be concluded that there is no heteroscedasticity.

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The research was conducted by distributing questionnaires to the employees of the Population and Civil Registration Office of Oku Regency, this study was a study with a population of 46 employees, using multiple linear regression analysis. The regression equation is used to see the effect of each independent variable, namely Work Stress and Workload with the dependent variable being Work Productivity. Multiple linear regression analysis was carried out with the help of the SPPSS 26 program, then the results of the analysis were obtained as follows

Table 6

Multiple Linear Regression Analysis Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	98,975	4,395		22,519	,000
	Stres Kerja	-,508	,117	-,475	-4,342	,000
	Beban Kerja	-,776	,194	-,437	-3,996	,000

a. Dependent Variable: Produktivitas Kerja

Source: From primary data, 2022 (processed)

From the table above, the regression equation can be as follows:

Y= 98.975 - 0.508 X1 -0.776 X2

Based on the regression equation above, it can be interpreted as follows:

1. The constant value is 98.975, indicating that if the value of the Work Stress (X1) and Workload (X2) variables are considered constant, the employee's work productivity will increase by 98.975.
2. X1 of -0.508 with a negative influence direction indicates that if work stress increases it will decrease employee productivity by -0.508 with the assumption that other independent variables are considered constant.
3. X2 of -0.776 with a negative influence direction indicates that if the

workload increases it will decrease employee productivity by -0.776 with the assumption that other independent variables are considered constant.

Job Stress Testing on Work Productivity

The results of the t test can be seen in the following table:

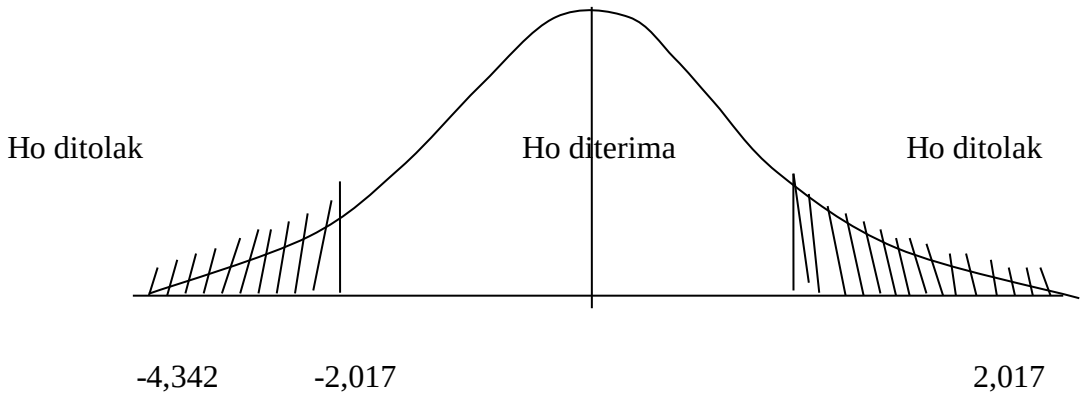
Table 7
Uji t
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	98,975	4,395		22,519	,000
	Stres Kerja	-,508	,117	-,475	-4,342	,000
	Beban Kerja	-,776	,194	-,437	-3,996	,000

a. Dependent Variable: Produktivitas Kerja

Source: From primary data, 2022 (processed)

The t-test calculation is done by comparing tcount with ttable The results of ttable show at the 95% confidence level or = 5% with one-sided 1 test then 5%: 1 = 5% (0.05) and df = n-k-1 = 46-2 -1 = 43 then obtained ttable -2,017. while tcount can be seen from table 5.9 which is -4.442. Because tcount -4.342, then the left-hand test is carried out. If the value of tcount < ttable then Ho is rejected, meaning that there is a negative influence between Work Stress (X1) on Work Productivity (Y) at the Population and Civil Registration Office of OKU Regency..



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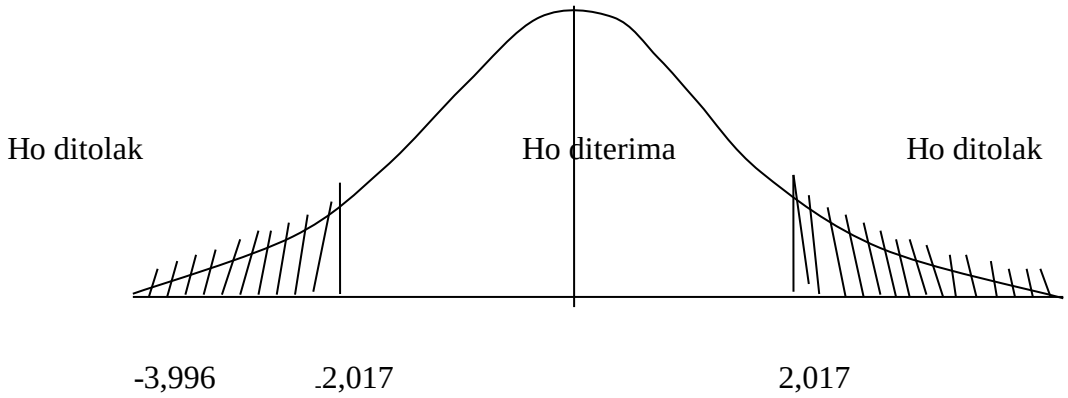
Picture 1

Test Curve t

b. Testing the Workload Hypothesis on Work Productivity

To test the workload hypothesis (X2) on Work Productivity (Y) the results of tcount are -3.996. because the value of tcount < from ttable is -3.996 < -2.017 In this case because tcount is -3.996. then the left test is carried out, if the value of tcount < ttable then Ho is rejected, meaning that there is a negative influence between Workload (X1) on Work Productivity (Y) at the Population and Civil Registration Office of OKU Regency.



Picture 2

Test Curve

To be able to find out whether all the independent variables, namely Work Stress (X1) Workload (X2) together have an effect or not on Work Productivity (Y), then the f test is used and the results are as follows:

Table 8

Result Test F

ANOVA[a]

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3023,230	2	1511,615	40,731	,000[b]
	Residual	1595,822	43	37,112		

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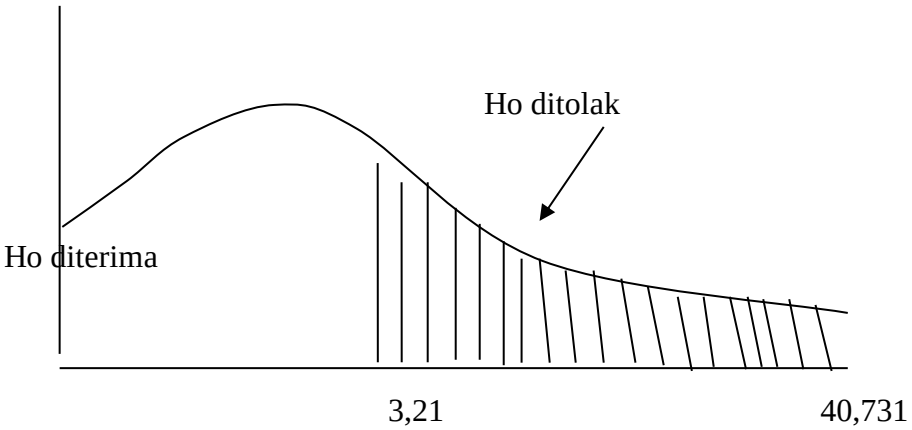
Total	4619,052	45			

a. Dependent Variable: Produktivitas Kerja

b. Predictors: (Constant), Beban Kerja, Stres Kerja

Source: From primary data, 2022 (processed)

Based on the table above, Fcount is 40,731. The calculation of the F test is done by comparing Fcount > Ftable. The results show that at the 95% confidence level or = 5% and df = n-k-1 = 46-2-1 = 43, Ftable 3.21 is obtained. because Fcount > Ftable which is 40,731 > 3,21 then Ho is rejected, meaning that there is a negative influence between Work Stress (X1) and Workload (X2) on Work Productivity (Y) at the Population and Civil Registration Office of OKU Regency.



Picture 3

Curve Test F

The coefficient of determination analysis is useful for knowing the percentage of the contribution of the influence of the independent variable, namely Work Stress (X1) and Workload (X2) on Work Productivity (Y), the results of the analysis are obtained as follows:

Tabel 9

Coefficient of Determination Analysis (R^2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

1	,809[a]	,655	,638	6,092

a. Predictors: (Constant), Beban Kerja, Stres Kerja

Source: From primary data, 2022 (processed)

Based on the table of coefficients of determination summary above, the R square is 0.655. This shows that the contribution of the variable influence of Work Stress (X1) and Workload (X2) on Work Productivity (Y) at the Population and Civil Registration Office of OKU Regency is 65.5% while the remaining 34.5% is influenced by other variables outside the variables mentioned above. not included in this research model, such as motivation, discipline, work ethic, skills and education (Sedemayanti, 2011: 214).

DISCUSSIONS

Based on the results of the hypothesis test, the calculation of the t-test is done by comparing tcount with ttable. The results of ttable show that the level shows the 95% confidence level or = 5% with one-sided 1 test then 5%: 1 = 5% (0.05) and df = n-k-1 = 46-2-1 = 43 then obtained ttable -2.017 while tcount can be seen from table 5.9 which is -4.342. In this case, because the t count is -4.342, the left side test is carried out. If the value of tcount < t table then Ho is rejected, meaning that there is no negative effect between Work Stress (X1) on Work Productivity (Y) at the Population and Civil Registration Office of OKU Regency.

The results of this study are in accordance with the theory put forward by Afandi (2021:173) Job stress is a condition that arises due to the interaction between individuals and their work, where there are inconsistencies in characteristics and unclear changes that occur within the company. Job stress is an adjustment response mediated by individual differences and/or psychological processes which are a consequence of any external action (environment), situation or event that imposes excessive psychological and/or physical demands on a person. Job stress is a complex, varied, and dynamic process in which the stressor, the view of stress itself, the short response, the health impact, and its variables are interrelated.

The relationship between work stress and employee productivity will make employees have an excessive reaction, because employees will often do work or tasks more quickly and

intensively, therefore employee work productivity will decrease if allowed to drag on. And employees who experience work stress cannot work well because there is stress in them so that it has a negative impact on the results of their work, in other words, employees cannot optimize their work. The results of this study are in line with research conducted by Amelia Eka Safitri and Alini Gilang (2019) which says that the work stress variable (X1) has an influence on employee work productivity (Y).

To test the workload hypothesis (X2) on Work Productivity (Y) the results of tcount are -3.996. because the value of tcount < from ttable is -3.996 < -2.017 In this case because tcount is -3.996. then do the test on the left, test the left side. In the criteria for the negative tcount value, that is, if -tcount <-ttable means Ho is rejected and Ha is accepted, it is -3,996 < -2,017. If the tcount < ttable then Ho is rejected, it means that there is a negative effect between Workload (X1) on Work Productivity (Y) on OKU Regency Population and Civil Registration Office.

A person's workload has been determined in the form of company work standards according to the type of work. If most employees work according to company standards, then there is no problem. On the other hand, if employees work below the standard, the workload will be excessive. Meanwhile, if the employee works above the standard, the estimated standard set is lower than the employee's own capacity. HR needs can be calculated by identifying how much the company's output in a particular division wants to achieve. Then it is translated into other forms (hours and days) of employees needed to achieve these outputs, so that it can be seen in what types of work there are negative divisions or according to standards. While workload analysis is the process of determining the number of working hours of human resources who work, are used and needed to complete a job for a certain period of time. According to Koesomowidjojo Suci (2017:22) The results of this study are supported by research conducted by Martina Trisnawaty and Parwoto (2020) which shows that the workload variable partially has a negative and significant effect on work productivity.

The results of the study were obtained Fcount of 40,731. The calculation of the F test is done by comparing Fcount > Ftable. The results show that at the 95% confidence level or = 5% and df = n-k-1 = 46-2-1 = 43, Ftable 3.21 is obtained. because Fcount > Ftable which is 40,731 >

3,21 then Ho is rejected, meaning that there is a negative effect of Work Stress (X1) and Workload (X2) on Work Productivity (Y) at the Population and Civil Registration Office of OKU Regency.

Work productivity can be seen from two dimensions, namely individual and organizational dimensions. The individual dimension sees productivity in relation to individual personality characteristics that appear in the form of mental attitudes and implies the desires and efforts of individuals who are always trying to improve the quality of their lives. The organizational dimension looks at productivity within the framework of the technical relationship between inputs and outputs. Therefore in this view the increase in productivity is not only seen from the aspect of quantity, but can also be seen from the aspect of quality, Nurjaman (2014: 218)

The results of this study are in line with research conducted by Amelia Eka Safitri and Alini Gilang (2019), where the results of their research show the results of statistical hypothesis testing based on the results of the coefficient of determination test that have been carried out previously work stress has an influence on work productivity Martina Trisnawaty and Parwoto (2020) where the research results show that the workload has a negative and significant effect on work productivity.

The coefficient of determination obtained from the research results is 0.655. This shows that the contribution of the influence of work stress (X1) and workload (X2) on work productivity (Y) at the Population and Civil Registration Office of OKU Regency is 65.5% while the remaining 34.5% is influenced by other variables outside of variables that are not included in the research model, such as motivation, discipline, work ethic, skills and education (Sedarmayanti, 2011: 214)

CONCLUSIONS AND SUGGESTION

Partially it is known that the Work Stress variable (X1) has a negative effect on Work Productivity (Y) of the Population and Civil Registration Office of OKU Regency and the Workload variable (X2) has a significant effect on Work Productivity (Y) of the Population and Civil Registration Office of OKU Regency.

Simultaneously the two variables, namely Work Stress (X1) and Workload (X2) have a negative effect on Work Productivity (Y) of the Population and

Civil Registration Office of OKU Regency.

The results of the analysis of determination (R Square) are 0.655 or 65.5% indicating that the contribution of the influence of Work Stress and Workload on Work Productivity (Y) of the Population and Civil Registration Office of OKU Regency, while the remaining 34.5% is influenced by other variables outside the variable. which are not included in the research model, such as motivation, discipline, work ethic, skills and education (Sedemayanti, 2011: 214).

For employees in the E-KTP manufacturing section, they should maintain good relations with the community and be more respectful between employees so that the workload between employees and work stress decreases. For the head of the department, it is recommended to pay more attention to the relationship between employees so that the workload and stress of employees can be minimized and does not interfere with employee work productivity. environmental and social and workload i.e. there are internal and external factors

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