

ABSTRACT

THE EFFECT OF WORKLOAD AND WORK ENVIRONMENT ON EMPLOYEE LOYALTY AT THE CIAMIS REGENCY REVENUE AGENCY (A Case Study of Non-Civil Servant Employees at the Revenue Agency)

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Human resources are a strategic factor that determines the success of an organization, because the quality and loyalty of employees will affect the achievement of predetermined goals. Low employee loyalty can have an impact on the decline in performance and effectiveness of the organization as a whole. The conditions at the Regional Revenue Agency of Ciamis Regency show that non-civil servant employees face a relatively high workload and a work environment that is not fully supportive, which has the potential to reduce their loyalty to the organization. Based on this phenomenon, this study was conducted with the aim of determining the description of the workload, work environment, and loyalty of non-civil servant employees, as well as analyzing the influence of workload and work environment, both partially and simultaneously, on employee loyalty. This study uses a quantitative approach with an associative descriptive method. The research respondents were all non-civil servant employees using a saturated sampling technique. Data were collected through questionnaires and analyzed using descriptive tests and associative tests through multiple linear regression, correlation tests, and determination coefficients. The results of the study indicate that the conditions of workload, work environment, and employee loyalty are still in the poor category. Partially, workload has a negative and significant effect on loyalty, while the work environment is also proven to have a negative effect on loyalty. Simultaneously, workload and work environment have a negative and significant effect on loyalty. The results of the study indicate that workload, work environment, and employee loyalty are still in the poor category. Partially, workload has a negative and significant effect on loyalty, while the work environment has also been proven to have a negative effect on loyalty. Simultaneously, both variables have a significant effect on the loyalty of non-civil servant employees. These findings confirm that proportional workload management and the creation of a conducive work environment are essential to increase employee loyalty and support the achievement of organizational goals.

Keywords: *Workload, Work Environment, Employee Loyalty*