
Workload Analysis of Employees in The Reservations Department at Hotel XYZ

Ni Luh Putu Cintya Prameswari^{1*}, I Gusti Agung Gede Witarsana², Cahyo Purnomo Loanata³

1,2,3 Politeknik Pariwisata Bali, Indonesia*

*Correspondence to: cintyaprameswari59@gmail.com

Abstract:

This research seeks to evaluate the workload of employees in the Reservations Department at Hotel XYZ by reviewing working conditions, length of working hours, and the achievement of performance targets, as well as identifying the optimal number of staff required. A descriptive qualitative method was applied in this study. Data were gathered through in-depth interviews, direct observation, and document review to gain a comprehensive understanding of task allocation and the intensity of employee workload. The results indicate that employees experience a significantly heavy workload, particularly during peak seasons, leading to extended working hours and frequent overtime. Fluctuating operational demands and high performance expectations contribute to increased work pressure, potentially affecting productivity and service standards. Based on calculations using the Workload Analysis approach, staffing for the Reservation Manager and Supervisor positions is considered sufficient. However, there is a shortage of two Reservation Agents, which creates excessive responsibilities at the operational level. The analysis is based on 234 effective working days annually and a 40-hour workweek. After accounting for a 30% allowance for non-productive time, the effective working time is 28 hours or 1,680 minutes per week, forming the basis for staffing estimation. These findings emphasize the importance of adjusting workforce allocation, conducting periodic evaluations, offering time management training, and adopting automation systems to enhance operational efficiency. This study's contribution lies in combining qualitative insights with quantitative workload measurement to support strategic human resource planning in hospitality settings affected by seasonal fluctuations.

Keywords: Hotel Management, Productivity, Reservations Department, Staffing Requirements, Workload Analysis

Article info:

Submitted: July 15, 2025 | **Revised:** February 08, 2026 | **Accepted:** February 26, 2026

Recommended citation:

Prameswari, N. L. P. C., Witarsana, I. G. A. G., & Loanata, C. P. (2026). Workload Analysis of Employees in the Reservations Department at Hotel XYZ. *Jurnal Sains Terapan Pariwisata*, 11(1), 133–143. <https://doi.org/10.56743/jstp.v11i1>

INTRODUCTION

The hospitality industry in Bali has experienced significant growth following its recovery from the COVID-19 pandemic, as reflected in the average hotel occupancy rate according to CNBC (2024), which reached 62.58% in 2024 thanks to an increase in the number of tourists, particularly from Australia. This has driven high demand for hotel services, requiring consistent service quality standards and optimal operational readiness. where one of the five-star luxury hotels in the Nusa Dua area, which has been operating for more than three decades, has a reservations department that plays a crucial role in handling room bookings and creating a first impression for guests, as stated by (Maita & Adawiyah, 2017) that reservations are the first step in selling rooms. Meanwhile, Noviasuti & Cahyadi (2020) refer to it as the “heart of service” that ensures room availability and establishes initial communication with guests. The increase in tourist visits in 2024, which boosted room occupancy rates at Hotel XYZ, also added to the workload of the Reservations Department, which ultimately became a challenge for management in distributing the workload proportionally to maintain service quality. as the increase in occupancy is not only a business achievement but also poses serious challenges in managing employee workloads, as reflected in the data on the development of Hotel XYZ's room occupancy rates throughout 2024.

Room occupancy rates at Hotel XYZ fluctuated throughout 2024, peaking at 89% in December and bottoming out at 61% in January. This increase, especially during peak season, had a direct impact on the surge in demand for reservation services, forcing employees to work faster and more carefully under time pressure. High hotel service standards also drive guest expectations, thereby increasing the workload (Cahyani et al., 2019). Workload itself is a series of tasks that must be completed within a certain time (Asnora, 2020). Workload analysis is the process of assessing tasks, the time required to complete them, and the ability of employees to complete these tasks, which is influenced by information, work tools, skills, and emotional pressure (Rusydi, 2024;)(Pradani et al., 2021). According to Koesomowidjojo (2017:33), employee workload can be seen from three indicators, namely: (1) work conditions; (2) the extent to which working time is used efficiently in accordance with applicable procedures; and (3) target achievement, where the workload will be heavier if the number of tasks is not balanced with the time available. Employees often feel the real impact of an unbalanced workload, resulting in a decline in their physical and mental health. An excessive workload causes fatigue, stress, and loss of focus, while a light workload causes boredom and a lack of motivation. If left unchecked, this situation can reduce performance and productivity. Therefore, it is important that all work activities are adjusted to the capacity of employees in order to maintain optimal health and work performance. The reservations department at Hotel XYZ faces significant challenges related to workload, mainly due to the surge in the number of guests, the management of average employee working hours, and the routine activities of employees in the reservations department.

Table 1. Average Working Hours of Reservation Employees December 2024 Period

No.	Position	December 2024	
		Total O'clock Work	Total O'clock Overtime
1.	Reservation Manager	257 Hours	73 Hours
2.	Reservation Agent	232 Hours	56 Hours
3.	Reservation Supervisor	234 Hours	66 Hours
4.	Reservation Agent	205 Hours	37 Hours

Source: Data Proceed (2025)

Table 1 shows that all Reservation Department employees work beyond the ideal working hours. The ideal workload according to the hotel's SOP is approximately 176 hours per month, but the findings indicate a significant excess of working hours. The position with the highest working hours is the Reservation Manager, reaching 257 hours/month with 73 hours of overtime, followed by the Reservation Supervisor with 234 hours/month and 66 hours of overtime, and the Reservation Agent who works between 205–232 hours with 29–56 hours of overtime. This indicates The department faces a high workload. The impact of long working hours in the Reservations Department can lead to physical fatigue, stress, health problems, and decreased motivation and work productivity. Uneven workload distribution also leads to dissatisfaction and the risk of burnout. According to Kurniati & Mardianti (2021) and Irawati & Carrollina (2017) , excessive workload can increase absenteeism and decrease performance. Therefore, efficient work arrangements and a fairer division of tasks are needed to maintain employee well-being. Understanding the workload and responsibilities of Reservations Department employees can be seen from daily activities such as communicating with guests, managing reservations, handling complaints, and coordinating rooms, which are detailed in the table including the type of activity, work volume, duration, and implementer.

Table 2. Routine Activities of Employees in the Reservations Department

No	Description Activity	Volume Flat-Flat	Volume Average Weekly	Average Time (Minute)	Executor
1.	Briefing	Daily 1 time	5 times	15 minutes	1 Person Reservation Manager
2.	Accept and reply to email reservation	40 e-mail/ day	200 e-mail/ Sunday	15 minutes/ e-mail	1 Person Reservation Agent
3.	Answer calling telephone	15 call n/ day	75 calling/ Sunday	10 minutes/ calling	1 Person Reservation Agent
4.	Handle Complaint Special (VIP guest)	10 Case/ day	50 case/ Sunday	15 minutes/ case	1 Person Reservation Manager
5.	Enter guest data reservation to system	30 Booking/ day	150 booking/ Sunday	15 minutes/ booking	1 Person Reservation Agent
6.	Handle Room Block	15/day	75/ Sunday	15 minutes/ activity	1 Person Reservation Supervisor
7.	Confirming guest reservations	25 confirm breast milk/day	125 confirmation/ day	10 minutes/ confirmation	1 Person Reservation Manager
8.	Serve changes or cancellation	15 case/ day	75 cases/ Sunday	15 minutes/ case	1 Person Reservation Agent
9.	Compilation Sales Strategy Room	1 time	3 times/ Sunday	60 minutes	1 Person Reservation

No	Description Activity	Volume Flat-Flat	Volume Average Weekly	Average Time (Minute)	Executor
Daily					
10.	Updating and distribute	1 Report	5 Reports	30 minutes	1 Manager
11.	pick up report Training or coaching towards team in department	1 Session	2 sessions/ Sunday	15 minutes	1 Person Reservation Supervisor
12.	Evaluation & Agenda Preparation next	1 time	5 times	30 minutes	1 Person Reservation Manager

Source: Data Proceed (2025)

Table 2 shows that employees in the Reservations Department carry out various busy daily routine activities, ranging from answering emails and telephone calls, handling VIP guest complaints, to strategic tasks such as developing sales strategies and reservation reports. These tasks are divided between *Reservations Managers*, *Supervisors*, and *Agents* according to their respective roles, but are coordinated with each other to maintain work efficiency and service quality. The high volume and variety of work reflects high work intensity, so it is important to conduct a workload analysis to ensure efficiency, target achievement, and the ideal number of workers. Based on this phenomenon, this study aims to analyze the workload of Reservations Department employees with a focus on work efficiency, time use, target achievement, and the need for an ideal number of workers so that the workload is distributed proportionally. Previous research supporting this workload analysis, namely on *Receptionists during the High Season of the Pacific Palace Hotel Batam* by Suciadi et al., (2024), revealed the results. *His research shows that receptionist workload increases during high season because guest volume increases, working hours increase, task difficulty increases, psychological stress is high, management support is limited, and service quality decreases.*

Several other studies on the analysis of the workload of Banquet Employees at UNP Hotel and Convention Seminyak Beach Resort & Spa Bali by Giska, (2023) stated that the workload of The banquet employees is not optimal, seen from the working conditions and use of working hours that are not in accordance with the SOP. It is recommended to add employees to improve performance. Meanwhile, research by Ihsan et al., (2024) revealed that the workload of Front Office employees is influenced by external factors such as fluctuations in booking levels, surges in guests during special events, and seasonal changes in tourist visits. Internal factors such as workload management also affect operational efficiency and service quality. In addition, from research by Heryantika, (2017) regarding the analysis of the Workload of *Guest Service Agents* and *Belldrivers* in the *Front Office Department* at Tjokro Pekanbaru Hotel, it was found that there was a shortage of 2 employees in *Guest Service Agents* and 2 employees in *Belldrivers* to optimize performance according to *workload analysis* calculations . Therefore, the author formulates the problem to be analyzed as follows:

1. How is the job analysis based on conditions, working hours and targets to be achieved by the Reservation Department employees at Hotel XYZ?
2. What is the ideal calculation result for the number of employees needed in the Reservations Department at Hotel XYZ?

The problem limitation in this research is to focus on active employees in the Reservation Department at XYZ hotel, with a focus on workload analysis based on working conditions, working

hours, target achievement, and the ideal number of employees. Also, the purpose of this research is to analyze the workload of Reservation Department employees based on working conditions, working hours, and targets to be achieved, as well as to find out the ideal number of employees needed so that the workload can be distributed proportionally and support service effectiveness.

RESEARCH METHODS

This study applies a descriptive qualitative method with data collection techniques in the form of interviews, observation, and documentation. Informants in this study consisted of three people with different positions and were classified based on their roles in data collection: one person as a key informant, namely the reservation manager, one person as a primary informant, namely the reservation supervisor, and one person as an additional informant, namely the reservation agent (staff). The data obtained were analyzed through the process of data collection, data reduction, data presentation, and drawing conclusions (MA, Abubakar, 2021).

The determination of subjects in this study used a purposive sampling technique, namely a method of selecting informants based on certain criteria or considerations deemed relevant to the research objectives (Sugiyono, 2019:289). Data validity was tested using source triangulation to ensure the validity of the information (Sugiyono, 2019:368). Meanwhile, the calculation of the ideal workforce was carried out using a Workload Analysis approach that refers to the efficient use of working time according to time standards. task completion (Koesomowidjojo, 2017).

RESULTS AND DISCUSSION

This section presents the results of interviews with three informants from the Reservation Department at Hotel XYZ who were selected using purposive sampling techniques, namely the Reservation Manager, Reservation Supervisor, and Reservation Agent, to obtain accurate data regarding the volume of reservations. work, division of tasks, work effectiveness, and challenges faced in reservation operations.

Interview Results with the Reservations Department at Hotel XYZ

To further understand employee workloads, researchers conducted interviews with three informants: a Reservation Manager, a Reservation Supervisor, and a Reservation Agent. These interviews aimed to gather information about working conditions, working hours, and target achievement for each position. Based on the interviews, the following key points support this research:

1. Employee Working Conditions

- a) The work is very dynamic, especially during the holiday season or high season which causes a surge in reservations and demands high adaptability.
- b) Employees often perform tasks outside their job description, such as handling guest complaints or supporting other divisions.
- c) The lack of manpower creates an unbalanced division of tasks and increases work pressure.
- d) Work situations require employees to multitask and make quick decisions.

2. Employee Working Hours

- a) All informants stated that they worked beyond the ideal working hours set.
- b) Official working hours are often not followed due to operational needs, overtime has almost become a daily routine.

3. Employee Achievement Targets

- a) Reservation Agents must complete email replies and handle a high volume of phone calls every day.
- b) Reservation Supervisors are required to prepare reports, train teams, and continue to handle reservations directly.
- c) Reservation Managers must manage teams, ensure quality service, and achieve guest satisfaction standards.
- d) Targets are considered too high and not balanced with the number of staff available, which triggers excessive work pressure.

Research Triangulation Results

The results of the triangulation approach were used to answer the problem formulation in this study, namely analyzing employee workload based on work conditions, working hours, and targets to be achieved.

Table 3. Data Triangulation Results

No.	Topic Discussion	Interview Results with Reservation Manager	Interview Results with Reservation Supervisor	Interview Results with Reservation Agent	Interpretation Data
1.	Condition Work	Convey that work intensity increases drastic especially on moment holiday season, so he often beyond working hours to ensure smooth running operational.	That he also handles reservations moment burden work increases, even have to work overtime for ensure operational still running smoothly.	That the current employment conditions felt heavier compared to before, especially during the season holiday or There is program big.	Informants stated that the work is dynamic, increases during peak seasons, and requires high adaptability.
2.	Time Work	Position on managerial level generally has coverage of liability answer that more broad and requires involvement in various aspects work, including decision making and operational monitoring. In its implementation, the position This often face burdens Work high so that time Work that is being undertaken often exceeding the standard work duration Which has been determined in general.	Activity overtime happens almost every day because high volume of work.Overtime has become routine daily in the reservation department , different with the department others who only overtime during conditions certain.	that in practice, often work from o'clock 8:00 AM until 8:00 PM, even possible until 9:00 p.m. Only at the end week he can go home as per O'clock official work. This happens even though the contract states nine hours of work per day.	All The informant said that the duration of work often exceeds normal working hours (overtime), indicating that the available working time not enough to complete all existing tasks .

3.	Target Achievement	Informants stated that the work targets faced were quite high, including daily reservations, guest satisfaction, team performance, and service standards, especially during high season.	Target work is important for efficiency and guests, but if it is not balanced with the time available, can cause a burden overwork. Therefore, it is important to set realistic targets so that the team can work more effective.	Every day try to complete all emails from day previously maximum o'clock 18.00 to maintain order work and avoid overtime. However, the height targets often influence workload and duration.	All informants acknowledged that there were performance targets. clear and challenging. Accuracy, speed, and satisfaction the guest is primary standard that should achieved, which also affects the workload.
----	--------------------	--	---	--	--

Source: Data Proceed (2025)

Ideal Calculation Results of Employees Required in the Reservation Department

The determination of the ideal number of employees in the XYZ Hotel Reservation Department is based on the workload of each position, taking into account the volume of tasks, effective working time, and duration of task completion. The method used refers to the task-per-position approach by Muchransyah & Rahmawati, (2017), which compares Effective Working Time (WKE) and Task Completion Time (WPT) to calculate workforce requirements objectively.

a. Setting Working Hours

The working time referred to is effective working time, meaning working time that is effectively used for work. Effective working time consists of effective working days and effective working hours.

- A. Number of Days According to the 2024 Calendar = 365 Days
- B. Number of Saturdays and Sundays = 104 Days
- C. Number of Holidays in 2024 = 15 Days
- D. Number of Leaves in 1 Year = 12 Days

Effective Working Days with the formula:

$$\begin{aligned}
 &= A - (B + C + D) \\
 &= 365 - (104 + 15 + 12) \\
 &= 234 \text{ Days}
 \end{aligned}$$

In 2024, the effective working week will be 234 days, with a total of 40 hours per week. After subtracting 30% of unproductive time (allowance), effective working hours will be 28 hours, or 1,680 minutes per week, which is used as the basis for calculating labor requirements.

b. Arranging Task Completion Time

Task Completion Time (TCT) is obtained by multiplying the total workload over a year by the average standard time required for employees to complete a single task. The calculation for task completion time per position is as follows:

1) *Reservation Manager*

Table 4. Calculation of Task Completion Time

No.	Activity	Volume/ Sunday	Time/ items	WPT
1.	<i>Briefing</i>	5 Times	15 minutes	75
2.	Guest Confirmation	125	10 minutes	1,250
3.	Handling Complaints VIP Guests	50 Cases	15 minutes	1.125
4.	Sales Strategy	3 times	60 Minutes	180
5.	Agenda Evaluation	5 Times	30 minutes	150
Total/Week				2,780 Minutes

Source: Data Proceed (2025)

The total working time in a week is 2,780 minutes, or 46.33 hours. Multiplying this by 52 weeks in a year, the total annual working time is 2,409 hours.

2) *Reservation Supervisor*

Table 5. Calculation of Task Completion Time

No.	Activity	Volume/ Sunday	Time/ Item	WPT
1.	<i>Handle Room Block</i>	75	15 minutes	1.125
2.	Updating and distribute <i>pick up</i> report	5 Reports	30 minutes	150
3.	Training or <i>coaching</i> the team in the department	2 Sessions	15 minutes	30
Total/Week				1,305 Minute

Source: Data Proceed (2025)

The total working time in a week is 1,305 minutes, or the equivalent of 21.75 hours. Multiplying this by 52 weeks in a year, the total annual working time is 1,131 hours.

3) *Reservation Agent*

Table 6. Calculation of Task Completion Time

No.	Activity	Volume/ Sunday	Time/ Item	WPT
1.	Accept and Replying to Email	200	15 minutes	3,000
2.	Answering the Phone	75	10 minutes	750
3.	Input Data into the System	150	15 minutes	2,250
4.	Cancellation/ Change	75	15 Minute	1.125
Total/Week				7.125 Minute

Source: Data Proceed (2025)

The total working hours in one week are 7,125 minutes or the equivalent of 118.75 hours. If multiplied by 52 weeks in a year, the total is Annual working hours are 6,175 hours.

c. Calculation of Employee Needs

The calculation of employee requirements refers to dividing the total annual task completion time (WPT) by the annual effective working time (WKE), which is set at 1,680 minutes per week after deducting a 30% allowance.

Task Completion Time (WPT) = 1,680 minutes

- 1) *Reservation Manager*

$$KP = \frac{2,409}{1,680} = 1.43 \text{ rounded to 1 person}$$
- 2) *Reservation Supervisor*

$$KP = \frac{1,131}{1,680} = 0.67 \text{ rounded to 1 person}$$
- 3) *Reservation Agent*

$$KP = \frac{6,175}{1,680} = 3.67 \text{ rounded to 4 people}$$

Table 7. Summary of the Number of Employees Needed in the Reservations Department

No.	Position	Current Employee (Person)	Need Ideal Employee (Person)	Difference Employee (Person)
1.	<i>Reservation Manager</i>	1	1	0
2.	<i>Reservation Supervisor</i>	1	1	0
3.	<i>Reservation</i>	2	4	-2

Description: (+) = Employee Excess

Information: (-) = Shortage of Employees

Source: Data Proceed (2025)

The recapitulation results show that the Reservation Manager and Supervisor positions are in accordance with ideal (fit)/normal needs, while the Reservation Agent is short of two people, which indicates an excessive workload (overload) and has the potential to disrupt service quality and operations. Based on the research findings obtained through interviews and data analysis, a clear picture of the workload conditions faced by Reservation Department employees at Hotel XYZ was obtained. These findings cover aspects of work responsibilities, work duration, and the match between targets and available human resource capacity. Reservation Managers and Supervisors often handle tasks outside their job descriptions, especially when reservations increase, thus requiring high multitasking skills and work resilience. Reservation Agents face excessive workloads due to staff shortages, which can potentially lead to fatigue. This is in line with research by Artawan et al., (2023) which states that high work volume in the hospitality sector negatively impacts work efficiency and service quality. Research by Salama et al., (2022) states that high work pressure has been shown to have a significant influence on the emergence of work fatigue (*burnout*), which then contributes to an increase in employees' desire to resign from their jobs.

Employee working hours often exceed normal limits, especially during the high season, and this impacts work-life balance and increases the risk of stress and burnout. This is in line with

research by Radatta & Supartha, (2022) , which states that overtime or working hours that exceed officially set working hours can negatively impact overall employee performance. High work targets are not commensurate with the number of workers and time available, thus increasing pressure and extending working hours (Damanik & Boimau, 2019) . Based on the analysis of workforce needs, the positions of Manager and Supervisor are ideal, but the Reservation Agent is short of two people. Additional staff is needed to maintain smooth operations and service quality. These findings are in line with research by Maha, (2024), which shows that the use of the MFTE method is effective for analyzing workloads and determining the optimal number of employees, as well as identifying imbalances between work volume and work capacity characterized by overload conditions.

CONCLUSION

The analysis shows that the workload of employees in the Reservations Department is high and complex. In addition to their primary duties, employees often handle additional tasks, especially during the high season. Working hours often exceed normal limits, and high targets are not matched by an adequate workforce, risking fatigue and reducing productivity. Based on the Workload Analysis calculation, the number of Reservation Managers and Supervisors is adequate. However, the Reservation Agent position is still short of two people out of the total requirement of four. This shortage causes an excessive workload that can disrupt performance and service quality if not addressed promptly.

Researchers recommend adding two reservation agents to balance the workload. Regular evaluation of task allocation, work schedules, and staff rotation is necessary to prevent burnout. Training in service skills and time management is also important, and work targets should be aligned with staff capacity. The use of technology, such as automated reservation systems, can improve efficiency. Further research using quantitative or combined approaches and broader coverage is recommended for a more in-depth understanding.

REFERENCES

- Artawan, P. D., Sukerti, N. N., & Sadjuni, N. L. G. S. (2023). Pengaruh Beban Kerja Terhadap Kinerja Karyawan Di Hotel Four Points By Sheraton Bali Ungasan. *Jurnal of Hotel Management*, 1(1), 21–29. <https://doi.org/10.52352/jhm.v1i1.1016>
- Asnora, F. H. (2020). Pengaruh Budaya Organisasi, Beban Kerja Dan Disiplin Kerja Terhadap Produktivitas Kerja Karyawan Pada Cv. Akademi Mandiri Medan. *Ecobisma (Jurnal Ekonomi, Bisnis Dan Manajemen)*, 7(2), 72–79. <https://doi.org/10.36987/ecobi.v7i2.1551>
- Cahyani, A., Made, I., Gunadi, A., & Mbulu, Y. P. (2019). Pengaruh Customer Experience Terhadap Repurchase Intention Pada Pt. Traveloka Indonesia. *Jurnal Sains Terapan Pariwisata*, 4(1), 25–36. www.traveloka.com
- Damanik, D., & Boimau, A. F. (2019). Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan di Human Resource Department Hotel Veranda Jakarta. *Jurnal Sains Terapan Pariwisata*, 4(2), 202–214.
- Giska, A. M. (2023). *Analisis Beban Kerja Karyawan Banquet di UNP Hotel and Convention*. 3(1).
- Heryantika, D. (2017). Analisis Beban Kerja Guest Service Agent dan Belldriver pada Front Office Department di Tjokro Pekanbaru Hotel. *Jurnal Online Mahasiswa Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Riau*, 4(2), 1–13.
- Ihsan, M. F., Raharjo, T. P., & Taufiq, R. (2024). Analisis Beban Kerja Pegawai Front Office Di Hotel Four Point Medan. *EProceedings of Applied Science*, 10(3), 806–818.
- Irawati, R., & Carrollina, D. A. (2017). Analisis Pengaruh Beban Kerja Terhadap Kinerja Karyawan Operator Pada Pt Giken Precision Indonesia. *Inovbiz: Jurnal Inovasi Bisnis*, 5(1), 51. <https://doi.org/10.35314/inovbiz.v5i1.171>
- Kurniati, A., & Mardianti, Y. (2021). Pengaruh Beban Kerja dan Kepemimpinan Terhadap Stres Kerja Serta Dampaknya Kepada Produktivitas Kerja Karyawan Divisi Produksi PT . Pupuk Kujang.

Jurnal Manajemen, 9(1), 165–181.

- M.A, Abubakar, D. D. H. R. (2021). *Pengantar Metodologi Penelitian* (Edisi Pert). SUKA-Press UIN Sunan Kalijaga.
- Maha, Y. L. (2024). Analisis Beban Kerja Untuk Menentukan Tenaga Kerja Yang Optimal Pada Karyawan di PT IJI. *Journal of Optimization System and Ergonomy Implementation*, 1(1), 1–11. <https://doi.org/10.54378/joseon.v1i1.7440>
- Maita, I., & Adawiyah, A. (2017). SISTEM INFORMASI RESERVASI ONLINE PADA GUEST HOUSE UIN SUSKA RIAU BERBASIS WEB. 3(1), 85–96.
- Muchransyah, M. H. Q., & Rahmawati, S. (2017). Analisis Beban Kerja dan Kebutuhan Pegawai di Pusat Perpustakaan dan Penyebaran Teknologi Pertanian (PUSTAKA). *Jurnal Manajemen Dan Organisasi*, 7(2), 83–97. <https://doi.org/10.29244/jmo.v7i2.16566>
- Pradani, A. W., Soraja, A., & Nuzula, M. F. (2021). Efektivitas Pemberlakuan Peraturan Walikota Surabaya No. 4 Tahun 2021 tentang kriteria Pemberian tambahan penghasilan kepada pegawai negeri sipil di lingkungan kecamatan kota surabaya. *Jurnal Penelitian Hukum*, 1(3), 56–67.
- Radatta, N. P. H., & Supartha, A. A. A. R. P. (2022). The effect of overtime work, work-life balance, and work environment on employee performance. *Review of Management, Accounting, and Business Studies*, 3(1), 32–45. <https://doi.org/10.38043/revenue.v3i1.4512>
- Rusydi, I. (2024). Analisis Beban Kerja Inspector Sampling Qc Bahan Awal Menggunakan Metode Workload *Workload Analysis of Initial Material Qc Sampling Inspector Using Workload Analysis*.
- Salama, W., Abdou, A. H., Mohamed, S. A. K., & Shehata, H. S. (2022). Impact of Work Stress and Job Burnout on Turnover Intentions among Hotel Employees. *International Journal of Environmental Research and Public Health*, 19(15). <https://doi.org/10.3390/ijerph19159724>
- Suciadi, P. N., Kurnia, O., Trinaldo, S. D., & Lapotulo, N. (2024). Analisis Beban Kerja Pada Receptionist Selama High Season Pasific Palace Hotel Batam. *Journal of Innovation Research and Knowledge*, 4(5).