



## Workload Analysis In Family Street Stall Business Operations

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**Abstract .** This research aims to analyze the workload faced in the operations of Pak Haji Edy's Tahu Gimbal family business. This family business is an example of micro-entrepreneurship in the culinary industry and is essential in the regional economy. This research focuses on an in-depth understanding of how workload affects business continuity and the quality of life of these families. The research methodology requires implementing a case study using a qualitative approach. Information was gathered through extensive interviews with Mr. Haji Edy and his family members, direct observation of business operations, and analysis of related documents. The research results revealed that Pak Haji Edy's Tofu Gimbal business faced a reasonably high workload. This workload includes operational aspects, marketing, business management, and social roles in the family. This business positively impacts the household budget, but hard work also affects the family's standard of living and overall health. Analysis of workload in the operations of the Tahu Gimbal Pak Haji Edy family business shows the need for support in the form of training, better time management, and strengthening social capital. This initiative helps improve the quality of life for these families and supports the development of small businesses in the community. This investigation further provides significant insight into the complex barriers small businesses face in the local economy face.

**Keywords** Family Business; Operations; Workload.

### INTRODUCTION

Family-run businesses often face challenges that can impact the continuity and harmony of family relationships. Family businesses have great potential to create long-term value, but they also have risks that must be addressed wisely (Budisantoso & Sumarwan, 2022). A family company is a business that will be passed on to the next family generation, where the family will be responsible for managing and controlling the business (Gharthey et al., 2022). Microbusinesses in the food sector are integral to the local economy, contributing to job creation, economic growth, and community development. This research will outline an analysis of the workload in the operations of Pak Haji Edy's Tahu Gimbal family business, a real example of micro-entrepreneurship that highlights the challenges and opportunities faced by small businesses in Indonesia. Workload is a crucial aspect influencing a micro business owner's life. Workload arises due to limited human resources (Gidley & Palmer, 2021).

In a World Bank report in 2020, Indonesia highlighted the growth of micro-businesses as one of the positive aspects of the country's economy. However, the report also notes that high workloads and lack of access to resources and training are the main obstacles to sustainable growth for micro-entrepreneurs (Rohmayanti et al., 2021). This shows the urgency to understand more deeply the impact of workload on families and micro businesses such as Tahu Gimbal Pak Haji Edy. Several previous studies have also highlighted the critical role of microenterprises in the economy. For example, research by (Aldy Dwi Mulyana, 2013) shows that micro-enterprises can create jobs, reduce poverty, and support community development.

However, this research also highlights that microenterprises often face significant obstacles in managing their workload and sustaining their businesses in the long term. Additionally, research by Smith and Brown (2019) emphasizes the importance of social support and training in helping microbusiness owners manage workload and increase productivity. Such support can help reduce workloads that may be too high and improve the family's quality of life.

Within this framework, this research will make a significant contribution by analyzing in depth the workload in the operations of Pak Haji Edy's Tahu Gimbal family business. Through a deeper understanding of workload and its impact, we can identify concrete solutions that can help micro-entrepreneurs like Pak Haji Edy manage their workload and improve their quality of life. This research is also relevant in education and training for micro-business owners. By understanding the micro-entrepreneurs's challenges, education and training institutions can develop more effective programs to support them in managing their workload and increasing productivity. In a complete speech, this research will describe the methodology used, research results, and implications of the findings obtained. The findings from this research will provide valuable insights for governments, non-profit organizations, and micro-business owners to develop practical solutions for managing workloads and improving their quality of life.

This research seeks to increase our understanding of the impact of workload on families and businesses. In addition, the aim is to provide recommendations regarding possible steps to improve their living standards. Micro, small, and medium businesses have increased significantly in Indonesia. This surge drives economic development and reduces unemployment rates (Jidi et al., 2023). However, several challenges arose, especially regarding managing the workload and the welfare of the family of the business owner's family. This research will explain the specific impact of workload on the welfare of families and businesses in the micro sector.

## **METHOD**

Participants in this research were members of the Tahu Gimbal Pak Haji Edy family, including Pak Haji Edy as the business owner. These participants were selected because they have in-depth knowledge of business operations and their workload. This research aims to analyze the workload faced in the operations of Pak Haji Edy's Tahu Gimbal family business. This workload includes operational aspects, business management, social roles in the family, and its impact on the family's quality of life.

This research was conducted over a three-month period, starting in September 2023 and continuing to November 2023. The time of this research was chosen to observe workload in various seasons and situations, which can affect business operations. This research was conducted at the location of Pak Haji Edy's Tahu Gimbal business, which is located in Semarang City, precisely on Jl. Pandanaran, Mugassari (Rich Indonesian Park). This location was chosen because it represents a real example of micro-enterprises in the food sector in Indonesia. This research was conducted to understand in more depth the impact of workload on families and micro businesses such as Tahu Gimbal Pak Haji Edy. Through this understanding, we can identify solutions that might help micro-entrepreneurs manage their workload and improve their quality of life.

The research method used is a case study with a qualitative approach. Data was collected through in-depth interviews with family members and business owners, direct observation of business operations, and analysis of related documents. The use of qualitative methods allowed us to gain an in-depth understanding of the subjects' experiences regarding workload and its impact.

We will combine deductive and inductive approaches to analyze data. A deductive approach will involve applying a theoretical framework considering social, economic, and environmental factors influencing workload. An inductive approach will allow us to explore findings that emerge during the research that the theoretical framework may not cover.

This research methodology will help us collect relevant and in-depth data about the workload in the operations of the Tahu Gimbal Pak Haji Edy family business, as well as provide a solid basis for analysis and research findings. The results of this research will provide valuable insight into the challenges and opportunities faced by micro-entrepreneurs in the food sector in Indonesia and the implications for managing their workload and improving their quality of life.

The results of initial observations and interviews conducted at the Tahu Gimbal Pak Haji Edy business in Semarang City revealed phenomena that could influence employee performance, including workload factors. Workload can have a significant impact on employee performance. Workload is the amount of work given to someone in a certain period (Husniati et al., 2022). Problems arise in the workload factor when employees are given tasks according to their field, but some are given a heavier workload. For example, giving tasks that are outside the scope or not in accordance with the employee's primary duties causes the employee's performance to be reduced and less than optimal.

## RESULTS AND DISCUSSION

### Result

This research produces an in-depth understanding of the workload in the operations of Pak Haji Edy's Tahu Gimbal family business. Data obtained from interviews, direct observation, and document analysis have revealed various aspects that influence workload and its impact on their families and businesses. Some of the main results of this research are as follows:

#### 1. Operational Workload

Data shows that the operational workload is very high in Pak Haji Edy's Tahu Gimbal business. Preparing raw materials, food processing, and customer service require significant time and effort. This creates physical and mental stress for family members involved in business operations (Widyanti & Basuki, 2021).

#### 2. Business Management Workload

This family also faces a workload in terms of business management. Drawing up financial plans, managing stock, and implementing marketing strategies are integral to their business. This business management workload can affect business efficiency and profitability (Mukti et al., 2018).

#### 3. Social Roles in the Family

Apart from operational workload and business management, family members also have to carry out social roles, such as educating children and managing relationships within the family. This workload can affect the balance between work and personal life, sometimes leading to conflict (World Bank, 2020).

#### 4. Impact in Life Quality

The high workload in Pak Haji Edy's Tahu Gimbal business affects the quality of life for this family. Although this business positively contributes to family income, a high workload can also cause physical fatigue and emotional stress. This can also reduce the time that can be spent with family (Sawitri et al., 2022)

In the results, authors should summarize (scientific) findings rather than providing data in great detail. Please highlight differences between your results or findings and the previous publications by other researchers. The research findings in the form of research data are further discussed or critically interpreted with particular relevant theoretical approach. Data can also be supported with the presentation of tables, images, etc. Captions for table is written above it with sequenced numbering so that it can be easily referred to, though not put under the pointing sentence/ paragraph. Line (border) to the table is made minimalist by eliminating the vertical

lines and leaving horizontal lines deemed necessary. Captions for images are placed below the picture, also with providing sequenced numbering. One page only accommodates a table or an image with a maximum of two-thirds the size of the page (size adjusted as efficiently as possible).

## **Discussion**

The results of this research reflect the challenges faced by many micro-entrepreneurs in Indonesia's food sector and other developing countries. High workloads, both in operational and business management aspects, can hinder the growth and sustainability of micro businesses. In the context of Tahu Gimbal Pak Haji Edy, workload also influences social aspects in the family. One approach that can overcome workload in micro businesses is to provide training and support in time management and operational efficiency (Smith & Brown, 2019). Such training can help business owners plan their work more effectively, reduce task overlap, and identify areas where they can automate or improve operational processes.

It is important for governments and non-profit organizations to provide resources that support micro-enterprises, such as access to capital and legal assistance. This can help increase the competitiveness and sustainability of micro businesses (Anderson, 2018). In the context of social roles in the family, awareness of the importance of balance between work and personal life is very important. Families can work together to share responsibilities to reduce workload and conflict. This can also reduce the negative impact on relationships within the family.

This research has described the complexity of the workload in the operations of Pak Haji Edy's Tahu Gimbal family business. The results underscore the importance of support in training, better time management, and strengthening social capital to help microentrepreneurs cope with high workloads, improve their quality of life, and sustain their businesses. These findings are also relevant in supporting micro-enterprises' development in society and helping create an inclusive economy (World Bank, 2020).

## **CONCLUSION**

In the context of workload analysis in the operations of Pak Haji Edy's Tahu Gimbal family business, this research has revealed a number of important findings that provide in-depth insight into the challenges and opportunities faced by micro-entrepreneurs in the food sector in Indonesia. High workloads, both in operational and business management aspects, affect the family's quality of life and can hinder the growth and sustainability of the micro-enterprise.

The results of this research highlight the need for broader measures to address workload in micro-enterprises. Support in the form of training, better time management, and strengthening social capital can help microbusiness owners manage their workload more effectively (Smith & Brown, 2019). Support from the government and non-profit institutions regarding access to capital and legal assistance is also essential to increase micro-enterprises' competitiveness and sustainability (Anderson, 2018). Additionally, awareness of the importance of balance between work and personal life is also a concern. Families can work together to divide responsibilities to reduce workload and potential conflicts. In this context, relationships within the family can be better maintained (World Bank, 2020).

This research provides a valuable contribution to understanding micro-enterprises and micro-entrepreneurship in the local economic environment. These findings can also guide governments, non-profit institutions, and micro-business owners in developing practical solutions to manage workload, improve quality of life, and promote the sustainability of their businesses. With a deeper understanding of the workload in micro-business operations such as Tahu Gimbal Pak Haji Edy, we can work together to create an environment that supports the growth of micro-businesses and a more inclusive economy.

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