

The Effect of Work Stress and Work Environment on Employee Performance at Aido Supermarket Sibolga City, North Sumatra Province

Aisah *, Nursakinah Ritonga, Lisa Iryani, Riyandhi Praza, Nursanjaya

Prodi Administrasi Bisnis, Fakultas Ilmu Sosial Ilmu Politik
Universitas Malikussaleh

Jl. Kampus Unimal Bukit Indah, Blang Pulo, Kec. Muara Satu, Kota Lhokseumawe, Aceh 24355, Indonesia

Article Info

Article history:

Received August 15, 2025

Revised October 9, 2025

Accepted December 15, 2025

Keywords:

Work Stress, Work Environment, Employee Performance

ABSTRACT

This research is driven by the critical need to address job stress and workplace climate to improve employee productivity, particularly in the retail industry, such as Aido Supermarket located in Sibolga City, North Sumatra Province. The purpose of this study is to examine the influence of job stress and the work environment on employee performance. A quantitative methodology was used, with a survey distributed to 98 participants, and data evaluation was conducted using multiple linear regression. The research findings indicate that job stress and working conditions have a positive and significant influence, both individually and collectively, on employee performance. Companies need to consider factors that influence performance, including job stress, which can impair employee productivity, while a positive work environment can boost employee morale. However, unmanaged stress can lead to increased turnover. These results are consistent with most previous research, although some studies have noted negative or negligible impacts. The conclusions drawn from this study underscore the importance of managing stress and creating a conducive work environment. Suggestions provided include implementing stress management training, improving communication, and periodically assessing workplace conditions to continuously improve employee performance.

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Corresponding Author:

Aisah
Universitas Malikussaleh
Email: aisah.21060044@mhs.unimal.ac.id

INTRODUCTION

Human resources (HR) play a very important role in an organization, serving to facilitate the achievement of company goals. Companies often face challenges related to their workforce. Issues arising from management and other parties heavily depend on the quality of human resources, and human resources can pose challenges for them. (Waruwu and Pringgabayu, 2022). If the workforce is managed efficiently, the company will operate effectively. In other words, employee performance is a key factor in the sustainability of a company.

Current developments have a significant impact on the need for human resources (HR) in companies, therefore organizations need to pay attention to these developments and design appropriate strategies to improve the quality of the workforce and adapt to the needs of the company. Currently, living standards have improved significantly. Therefore, it is important to understand that human resource development is the key to

organizational success in the dynamic and competitive modern era (Irawan et al., 2024). This necessitates employees (human resources) to possess strong skills and the ability to adapt both physically and emotionally. A common issue in the workplace is work-related stress. This can impact employee performance and health.

Stress is a condition in which employees experience feelings of pressure while working. This work-related stress is often evident in personal appearance. This can manifest as fluctuating emotions, discomfort, a tendency to isolate oneself, difficulty sleeping, inability to relax, anxiety, tension, restlessness, high blood pressure, and digestive issues. An individual's inability to interact positively is often caused by stress that is not managed effectively. (Makkira et al, 2022)

The atmosphere of the workplace significantly impacts employee wellbeing. Beyond just stress, the setting also greatly affects how well employees perform. This is because the workplace in a company is designed to create a conducive atmosphere that allows employees to work comfortably to achieve the company's goals. However, the workplace often naturally becomes a source of stress. Excessive pressure can have a negative impact on employees' health and productivity, so it is crucial to understand and effectively manage stress in the workplace (Sitepu, 2024). Employee effectiveness refers to the capacity or outcomes attained by personnel while executing their duties and obligations to fulfill the goals established by the organization punctually and within the parameters set by the company. (Oktaviani and Irmayanti, 2021).

A study on the impact of work stress and work environment on employee productivity. This study was conducted at Aido Supermarket, the largest shopping center in Sibolga City, which operates in the retail sector selling all household needs and various consumer goods, located at Jln. Pangeran Diponegoro No.2, Pancurang Gerobak, Sibolga City, North Sumatra. Established in 2002, Aido currently implements a work shift system where employees' working hours are determined by the company, and each employee has targets to achieve or sales targets that must align with the company's objectives. Employees at Aido Supermarket range from recent high school/vocational school graduates to those over 50 years of age. Aido highly values employee performance to boost company sales, hence it demands that its staff meet the targets set by the company. A positive work environment that minimizes employee stress is essential to enhance and maintain consistent performance. Given that this business has been established for a long time and is well-known among the community, high performance is required to achieve the company's goals and remain competitive against other retail companies.

LITERATURE REVIEW

Work Stress (X1)

According to Robbins quoted by (Dinsar, 2021), Job-related stress is a state that emerges from the relationship between a person and their employment, a state where one encounters chances, pressures, or assets linked to their desires. This condition is characterized by a transformation of the individual that causes them to deviate from their usual role.

According to Robbins (2018), the indicators of work stress are as follows:

- a. Task demands
- b. Demands
- c. Interpersonal demands
- d. Organizational structure
- e. Leadership in the organization

Work Environment (X2)

According to Nitisemito (2016), the work environment encompasses all aspects surrounding employees while they are working, both directly and indirectly, that have the potential to influence their work

According to Nitisemito (2016), the work environment has several indicators, namely:

1. Work atmosphere
2. Harmonious relationships with coworkers
3. Work facilities
4. Work safety
5. Work culture

Employee Performance (Y)

According to Kasmir (2019), employee performance is the outcome of effort and conduct related to work that has been attained in fulfilling duties and obligations designated within a specific timeframe.

According to Kasmir (2019), employee performance has several indicators, namely:

1. Work quality
2. Work quantity

3. Responsibility

RESEARCH METHOD

This study took place at Aido Supermarket, the largest retail hub in Sibolga City, which is engaged in the retail sector selling all household needs and various consumer goods located at Jl. Pangeran Diponegoro No.2, Pancurang Gerobak, Sibolga Kota, Sibolga City, North Sumatra.

This research employs a numerical methodology characterized by a descriptive framework. Quantitative research is a type of research that is systematically structured and clearly planned from the beginning to the end of the research. Quantitative methods involve the use of numbers and statistical analysis. The analytical method applied is multiple linear regression. In this research, data analysis was processed using the SPSS 25.0 program.

Informants in this study were selected using purposive sampling, a selection technique based on specific criteria relevant to the research objectives. Informants consisted of Aido Supermarket employees.

This research relies on both original and existing data sources. The method of data gathering utilizes field investigation rooted in observation, documentation, and questionnaires. Questionnaires are data collection in the form of questions asked to subjects and will be distributed to obtain answers regarding work stress and the work environment on employee performance.

RESULTS AND DISCUSSION

Table 1. Validity Test

No.	Butir Pertanyaan	<i>Corrected Item Total Correlation</i>	rtabel	Keterangan
1	Work Stress (X1)			
	a. X1.1	0,408	0,1671	Valid
	b. X1.2	0,610	0,1671	Valid
	c. X1.3	0,522	0,1671	Valid
	d. X1.4	0,777	0,1671	Valid
	e. X1.5	0,654	0,1671	Valid
2	Work Environment (X2)			
	a. X2.1	0,532	0,1671	Valid
	b. X2.2	0,460	0,1671	Valid
	c. X2.3	0,765	0,1671	Valid
	d. X2.4	0,784	0,1671	Valid
	e. X2.5	0,663	0,1671	Valid
	f. X2.6	0,663	0,1671	Valid
	g. X2.7	0,568	0,1671	Valid
h. X2.8	0,419	0,1671	Valid	
3.	Employee Performance (Y)			
	a. Y1	0,457	0,1671	Valid
	b. Y2	0,844	0,1671	Valid
	c. Y3	0,742	0,1671	Valid
	d. Y4	0,830	0,1671	Valid
e. Y5	0,661	0,1671	Valid	

Source: Data processed by SPSS Version 25

As illustrated in the table above, every item has a computed r that exceeds the table r (0.1671). The outcomes of the validity assessment reveal that all questionnaire items related to the two independent variables and one dependent variable are legitimate.

Table 2. Reliability Test

Variable	Cronbach's Alpha	Role Of Thumb	description
Work Stress	0,675	0,6	Reliebel
Work Environment	0,764	0,6	Reliebel
Employee Performance	0,767	0,6	Reliebel

Source: Data processed using SPSS Version 25

Based on the table, it is known that the variables of work stress, work environment, and employee performance have a Cronbach's alpha value > 0.60 . Therefore, it can be concluded that the research questionnaire meets the reliability requirements.

Table 3. Normality Test
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		98
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.17903645
Most Extreme Differences	Absolute	.049
	Positive	.049
	Negative	-.037
Test Statistic		.049
Asymp. Sig. (2-tailed)		.200 ^{c,d}

Data processed using SPSS Version 25

From the one-sample Kolmogorov-Smirnov assessment displayed in the table above, it is evident that the Asymp outcome surpasses the significance threshold of 0.05. Hence, one can infer that the dataset employed in this research exhibits a normal distribution

Table 4. Heteroscedasticity Test
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	2,531	1,028			2,463	,016
Work Stress	-,012	,048	-,028		-,254	,800
Work Environment	-,045	,030	-,165		-1,488	,140

Source: Data processed using SPSS Version 25

Based on Table 4.8, it can be seen that the significant probability value of the Work Stress variable (X1) is $0.800 > 0.05$, Given that the Work Environment factor (X2) holds a noteworthy value of 0.140, which surpasses 0.05, it can be concluded that there is an absence of heteroscedasticity within the dataset

Table 5. Multicollinearity Test

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta				Tolerance	VIF
1 (Constant)	2.156	1.788			1.206	.231		
Work Stress (X1)	.377	.083	.375		4.557	.000	.825	1.212
Work Environment (X2)	.277	.052	.438		5.321	.000	.825	1.212

Source: Data processed using SPSS Version 25

- Referring to Table 4.9 displayed above, the VIF value assigned to the Work Stress variable (X1) is 1.212, which is less than 10, while the tolerance value stands at $0.825 > 0.10$, so the variable (X1) is declared to have no multicollinearity.
- Based on Table 4.6 above, the VIF value for the Work Environment variable (X2) is $1.212 < 10$ while the tolerance value stands at $0.825 > 0.10$, so the variable (X2) is declared to have no multicollinearity symptoms.

Table 6. Simultaneous Test (Test F)
ANOVA^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	119,362	2	59,681	42,047	,000 ^b
Residual	134,842	95	1,419		
Total	254,204	97			

- Dependent Variable: Employee Performance
- Predictors: (Constant), Work Environment, Work Stress

Based on Table 4.12, it can be seen that in column F, Fcount is 42.047, which is greater than Ftable of 3.09, Despite the significance level being $0.000 < 0.05$, it shows that the factors of job pressure and workplace conditions collectively exert a positive and noteworthy impact on the dependent variable, which is the productivity of employees at Aido Supermarket in Sibolga City, North Sumatra Province.

**Tabel 7. Partial Test (Test t)
Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,156	1,788		1,206	,231
	Work Stress	,377	,083	,375	4,557	,000
	Work Environment	,277	,052	,438	5,321	,000

Source: Data processed using SPSS Version 25

Based on the results of partial testing, it appears that there is a positive influence between work stress and employee performance. This is supported by the t-test statistic of 4.557, exceeding the t-table value of 1.661. The test outcomes reveal a significant value for the work-related stress variable of 0.000, which is below 0.05, leading to the acceptance of H1. Therefore, it can be concluded that the work stress variable influences employee performance at Aido Supermarket in Sibolga City, North Sumatra. This suggests that job-related pressure is an element that can influence employee performance. Work stress can be observed through task demands, role demands, interpersonal demands, organizational structure, and employee capabilities during work.

Based on the results of partial testing, it appears that there is a positive influence between the work environment and employee performance. This is demonstrated by the test outcome of a t-value of 5.321, which surpasses the t-table value of 1.661. The significant test results reveal a meaningful value for the work environment variable at 0.000, which is below 0.05, thereby leading to the acceptance of H2. Consequently, it can be interpreted that the more comfortable the work environment, the more positive and significant the combined effects of work stress and the work environment on employee performance. It can be seen that the calculated Fvalue of 42.047 is greater than the critical F value of 3.09, and the significance level of 0.000 is less than 0.05, so the hypothesis is accepted. It can be concluded that the variables of work stress (X1) and work environment (X2) together influence the dependent variable, which is employee performance (Y).

CONCLUSION

Research findings indicate that work stress and the work environment have a positive and significant impact on employee performance at Aido Supermarket in Sibolga City. These findings have significant implications for Aido Supermarket management, namely that employee performance cannot be separated from efficient work stress management and the creation of a supportive work environment. If both factors are managed effectively together, the effects will be highly beneficial for productivity and the achievement of organizational goals.

Suggestion

1. Companies are advised to pay more attention to sources of work-related stress experienced by employees, particularly pressure from superiors, which is the main cause of stress according to research findings. To reduce the impact of stress, companies can conduct stress management training, adjust workloads appropriately, and foster open communication between superiors and subordinates so that employees feel more valued and understood.
2. The findings of this study indicate that a pleasant and comfortable working environment plays a major role in improving employee performance. Therefore, companies should continue to maintain and improve the quality of employee performance by ensuring the quality of the physical environment (such as cleanliness, lighting, and air circulation) as well as interactions between employees and a harmonious working atmosphere. Creating a work area that supports comfort and safety will help increase employee satisfaction and productivity.
3. In order to improve employee performance, companies must manage work-related stress and create a supportive work environment. In addition, it is very important for companies to reward employee success, set realistic work goals, and provide regular feedback. These steps can motivate employees and increase their enthusiasm and sense of responsibility in achieving company goals.

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