

DESCRIPTIVE STUDY ON WORK STRESS LEVEL OF INDOMARET'S EMPLOYEES IN BENGKALIS SUBDISTRICT

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ABSTRACT

This study aims to determine the level of work stress of indomaret's employees in Bengkalis subdistrict, as well as to determine the most dominant and least dominant factors affecting the work stress level of Indomaret's employees. This study uses qualitative data. The population in this study were indomaret's employees who work in indomaret in Bengkalis subdistrict, while the samples of study are 43 samples (employees). The data collection technique of this research used a questionnaire technique. This research uses non-probability sampling technique and type of research is survey research. The results of this study indicate that the factors that influence the work stress level of indomaret's employees are Workload, Leader Attitude, Working Time, Conflict, Communication and Work authority. working time is the most dominant factor influencing the work stress level of indomaret's employees in Bengkalis subdistrict with a score of 4.33 and the least dominant factor is the communication factor with a score of 3.82.

Keywords: Indomaret's Employees, Work Stress level, Bengkalis subdistrict.

1. Introduction

PT. Indomarco Prismatama is a national private company that manages minimarket networks or better known as Indomaret. Indomaret with notarial deed No. 207 and SIUP No. 789/0902/PB/XII/88. The beginning of the formation of this company started from an Indomaret which provides basic needs and daily needs which was first opened in 1987. PT. Indomarco Prismatama began to introduce a partnership system for ownership and management of outlets by means of franchising and developed the first franchised outlet business in Indonesia. In 2003, the Indomaret franchise system has proven its success by receiving an award from the then president of the Republic of Indonesia, namely President Megawati Soekarno Putri as a National Franchise Company from 2003 to September 2010. The target market segment of Indomaret is consumers from all walks of life, so that the placement of outlet locations Indomaret outlets can be easily found anywhere such as housing, buildings, offices and public facilities. The strategic location of outlets in

accordance with Indomaret's motto, "Easy and Economical", is intended to make it easier for Indomaret to serve its demographic target, namely families.

Indomaret is one of the minimarket networks in Indonesia that provides basic needs and daily needs with a sales area of less than 200 m². And some of them are 7 Indomaret located in Bengkalis sub-district, precisely located on Jl. Pramuka, Jl. Panglima Minal, Jl. Between, Jl. Kelapapati, Jl. Bantan 3, Jl. Bengkalis Rimbas Sekampung and Jl. Sudirman 22. Indomaret Bengkalis provides a variety of daily necessities such as Food, Fruits, Vegetables, Milk, Snacks, Drinks, to cleaning equipment such as soap and shampoo. Indomaret in Bengkalis sub-district also provides many Indomaret discounts and promos every day.

As we know, Indomaret is one of the largest franchises in Indonesia, especially in Bengkalis, however, not a few Indomaret employees are stressed at work because when PT. Indomarco Prismatama supplies goods every month,

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employees will bear the loss from the difference in goods recorded in the Lost Goods Note (NBH) which charges workers up to 500,000/month. Based on the information obtained, the company stipulates that a monthly deduction not exceeding 30% of the salary received by the employee must be accumulated to reach millions of rupiah. With such rules, employees feel burdened or burdensome, causing work stress for Indomaret employees.

From the above phenomenon, the authors are interested in conducting research with the title "Descriptive Study on the Level of Work Stress of Indomaret's Employees in Bengkalis Subdistrict".

2. Problem Formulation

The formulation of the problem in this research is "How is a descriptive study on the work stress level of Indomaret employees in Bengkalis sub-district?"

3. Research Objectives

The objectives of this research are as follows:

1. To find out the factors that influence the work stress level of Indomaret's employees in Bengkalis subdistrict.
2. To find out the most dominant factors influencing the stress level of Indomaret's employees in Bengkalis sub-district.
3. To find out the factors that have the least influence on the stress level of Indomaret's employees in Bengkalis subdistrict.

4. Previous Researches

The first research was conducted by Engkus and Pramadista (2018) on "The Effect of Work Stress and Motivation on the Performance of Indomaret Nyomplong Sukabumi Employees". This study aims to analyze the effect of work stress and motivation on employee performance at Indomaret Nyomplong Sukabumi. In addition, this study also aims to analyze the significance of the two independent variables in explaining employee performance. The population in this study were employees of the Indomaret Nyomplong shop, Sukabumi. The analysis technique uses regression analysis.

The second research conducted by Sudiarditha, Mardi, Margaretha (2019) entitled "Study Of Employee Performance: Workload On Job Satisfaction And Work Stress" With research is This study aims to describe the effect of workload on job satisfaction and job stress well on employee performance . Staff from East Jakarta Integrated Services Implementation Unit, 65 respondents were sampled. Data were collected using a questionnaire and analyzed using Structural Equation Modeling (SEM). Hypothesis testing results show positive and insignificant workload on job satisfaction on performance, the positive and significant workload on job satisfaction. This study shows an important influence on research on job satisfaction and job stress; this also shows that job satisfaction and job stress function as intervening variables between workload and employee performance. The findings of this study prove that the workload needs to be indirect to employ-

ee performance through job satisfaction and better work pressure. The next researcher can study deeper by using other and similar objects.

The third research conducted by Syafei and Wiranawata (2020) entitled "Pengaruh Konflik Dan stres Kerja Terhadap Produktivitas Kerja Karyawan Pada PT.Indomarco Prismaatama". This study aims to determine the effect of conflict and stress on employee productivity at PT. Indomarco Prismaatama. The data used is secondary data. The analysis used is the classical assumption analysis, multiple linear regression analysis, t-test, F-test and analysis of the coefficient of determination. The results of the t-test indicate that conflict (X1) affects employee work productivity and work stress (X2) also affects employee productivity (Y) employees at PT. Indomarco Prismaatama Baturaja. The results of the F test found that work conflict and stress simultaneously affect productivity (Y) at PP. Indomarco Prismaatama Baturaja. The magnitude of the contribution of conflict (X1) and work stress (X2) of 11.5% is influenced by other variables that are not included in the research model.

5. General Description Of Indomaret

Starting from the idea of making it easier to provide employees with daily basic needs, in 1988 an outlet named Indomaret was established. In line with the development of store operations, the company is interested in further exploring and understanding the various needs and behavior of consumers in shopping. In order to accommodate this goal, several employees were assigned to observe and research people's spending behavior. The conclusion obtained is that people tend to choose shopping at modern outlets based on the reasons for the complete selection of quality products, definite and competitive prices, and a comfortable atmosphere. Armed with knowledge of consumer needs, store operation skills and the shift in people's shopping behavior to modern outlets, a noble desire arises to serve further for the homeland and nation. This intention was realized by establishing Indomaret, with the legal entity PT. Indomarco Prismaatama.

PT. Indomarco Prismaatama is a group of Salim Group companies which was founded on June 20, 1988 by Mr. Soedono Salim. In accordance with the Company's Deed of Establishment No. 207, the aims and objectives of the company are:

1. Engaged in the business of trading goods/retails (minimarkets), the types of merchandise are: agricultural products (agriculture, livestock), medicines, grocery, cosmetics, medical devices and others.
2. Conduct joint ventures with the public and business entities who wish to open a business in the field of trade (business retail) with a franchise system.

At first, Indomaret formed the concept of operating outlets located near consumer residences, providing various basic needs and daily needs, serving the heterogenous community, and has a shop area of about 200 m². Along with the passage of time and market needs, Indomaret continues to add outlets in various residential, office, commercial, tourist and apartment areas. In this case, there is a learning process for operating a large-scale retail network, complete with various complex and varied experiences. After mastering the knowledge and skills to operate retail networks on a large scale, Management is committed to making Indomaret a national asset. This is inseparable from the fact that the entire thinking and operation of the company is handled entirely by the Indonesian youths. As a national asset, Indomaret wants to share with the Indonesian people through a franchise business and is also able to compete in global competition.

The Indomaret franchise business concept is the first and is a pioneer in the minimarket sector in Indonesia. The response from the community was very positive, as evidenced by the increase in the number of Indomaret franchisees from time to time. PT. Indomarco Prismatama began to introduce a partnership system for ownership and management of outlets by means of franchising and developed the first franchised outlet business in Indonesia. In May 2003, Indomaret's franchise system has proven its success by receiving an award from the then President of the Republic of Indonesia, namely President Megawati Soekarno Putri as a 2003 National Franchise Company. In December 2010 the number of Indomaret reached 4,955 outlets. Of the total, 3,058 outlets are self-owned and the remaining 1,897 are franchised outlets owned by the community, spread across cities in Greater Jakarta, West Java, East Java, Central Java, Jogjakarta, Bali and Lampung. Indomaret is easy to find in residential areas, office buildings and public facilities because the location of outlets is based on the motto "Easy and Economical". The advantages that have been owned by Indomaret did not dampen the spirit of PT. Indomarco Prismatama to continue to develop Indomaret as the best minimarket network in Indonesia.

Indomaret's marketing strategy is also integrated with promotional activities carried out so that Indomaret can periodically run various promotional programs such as providing special price offers, raffle prizes and direct prizes. The rapid growth rate of Indomaret outlets with a total transaction of 14.99 million transactions per month is also supported by a reliable technology system. Indomaret's information technology system at each point of sales in each outlet includes a system of sales, inventory and receipt of goods. This system is designed to meet current needs by taking into account the development of the number of outlets and the number of transactions in the fu-

ture. Indomaret strives to improve service and convenience of consumer shopping by implementing a check out system that uses a scanner at each cashier and installation of Debit BCA payment facilities.

Indomaret has now grown rapidly to various areas, including in Bengkalis District.

6. Research Methodology

6.1. Location and Time of Research

Location of this research was in Indomaret in Bengkalis subdistrict. The time of this research was carried out from October to December 2021.

6.2. Objects of Research

The object of this research is the level of work stress of employees at Indomaret minimarkets in Bengkalis subdistrict.

6.3. Population And Samples

The population in this study was Indomaret's employees who work in indomaret in Bengkalis subdistrict, while the sample of study amounted to 43 employees which are all of employees of Indomaret In Bengkalis subdistrict in October 2021.

6.4. Sampling Technique

In this research, the sampling technique used is the saturated sampling technique. "The saturated sampling technique is a sampling technique when all members of the population are used as samples (Sugiyono, 2014)." This is because the population used in this study is relatively small, less than 50 people. So the samples studied were all Indomaret employees in the Bengkalis sub-district as many as 43 employees.

6.5. Data collection technique

In this study, the data collection techniques carried out by the researcher were as follows:

1. Interview

An interview is a meeting conducted by two people to exchange information or an idea by means of question and answer, so that it can be reduced to a conclusion or meaning in a particular topic.

2. Observation

Observation is a research process by observing the situation and condition of the observation object.

3. Questionnaire

The questionnaire is a data collection technique by using a list of statements regarding matters relating to the variables studied.

6.6. Scale Measurement

In this study, researchers used a Likert scale measurement, which is a scale used to measure attitudes and opinions as well as the perception of a person or group of people about the phenomena that occur. With a Likert scale, the variables to be measured will be translated into varia-

ble indicators. Then these indicators are used as a starting point for compiling instruments which can be in the form of questions or statements.

To expand the quantitative analysis, the answer will be given a score (value) as follows:

1. For answers strongly agree are given a score of 5
2. For answers agree are given a score of 4
3. For doubtful answers, a score of 3 are given
4. For answers that do not agree are given a score of 2
5. For answers strongly disagree are given a score of 1

While the value (score) can be seen by calculating the lowest value=1, namely the respondent's answer is "Strongly Disagree", and the highest value=5 is the respondent's answer is "Strongly Agree". The scale category or identification given for the answers obtained for each question is obtained through the following calculations:

$$i = \frac{r}{k} \dots\dots\dots(1)$$

i = class interval
 r = Highest score – lowest score
 k = Number of classes

Based on the score identification formula, the following are the calculations for this study:

$$i = \frac{r}{k} = \frac{5 - 1}{5} = 0,8 \dots\dots\dots(2)$$

The scores on the answer choices for the questionnaire submitted for the positive and negative statements were as follows: very high, high, medium, low, very low.

Table 1. Score Identification

No	Class score	class	Average score
1	5	very high	4,20 – 5
2	4	high	3,40 – 4,19
3	3	medium	2,60 – 3,39
4	2	low	1,80 – 2,59
5	1	very low	1,00 – 1,79

Source: Processed Data 2019

Table 1 will be used as a reference for analyzing each of the variables and indicators in this study. Thus, the categories of respondents' responses to each of these variables and indicators will be known.

6.7. Data Processing Techniques

All data obtained will be processed first and then presented in tabular form and analyzed according to the code given. The stages of data processing are as follows, namely by examining the data that has been processed and then the data is compiled into the form of a frequency distribution table to perform a descriptive analysis of the work stress level of Indomaret employees in Bengkulu District.

6.8.data analysis technique

The data analysis technique used in this study is a perception analysis technique, namely to determine the level of respondents' perceptions of the research questionnaire.

6.9.Concept Definition

Concept definitions are the limitations contained in the hypothesis, the purpose of which is to ensure that in the discussion later there are no deviations or lack of explanation of the limits of understanding of each variable in this study. The definition of the concept of the variables in this study is to examine the level of work stress of Indomaret employees in Bengkulu sub-district.

6.10.Operational definition

The operational definition of a variable is to find out how to measure a variable in research. The operational definition contains indicators of a variable that allows researchers to collect relevant data for that variable.

In this study the operational definition of each variable is as follows:

Table 2. Operational Definition of Research, Indicators and Research Scale.

Variable	Operational Definition	Indicator	Scale
Work stress levels	Hasibuan (2014) Work stress is a tension that results in an imbalance in the psychological state of employees which can affect the way of thinking, emotions and conditions.	1. Workload 2. Leader attitude 3. Working time 4. Conflict 5. Communication 6. Work authority	5 point Likert scale

Source : Hasibuan (2014)

7.Characteristics/Profile of Research Respondents

Each respondent has its own characteristics and reasons for each aspect according to their needs and desires for something they want. Characteristics of respondents is an overview of the state of all respondents in this study. Characteristics of respondents in this study were classified by gender, age, and position of Indomaret employees in Bengkulu sub-district.

7.1. Characteristics of Respondents Based on Gender

Gender can show different needs, wants, and tastes in how to choose and buy what they want. The results of research data processing through the distribution of questionnaires to 43 respondents, then obtained data regarding the characteristics of respondents based on gender which is presented in Table 3 below:

Table 3. Characteristics of Respondents by Gender.

No.	Gender	Frequency	Percentage (%)
1	men	28	65 %
2	women	15	35 %
Total		43	100 %

Source: Processed Data 2021

Based on the data in Table 3, it can be illustrated that the number of Indomaret employees who are male as many as 28 respondents or the mastermind percent is 65% of the total respondents, while the female gender in this study are 15 respondents or in percentage terms, namely 3%. This can represent employees in Indomaret, Bengkalis sub-district, that the number of male employees is more than the number of female employees. This shows that Indomaret in Bengkalis District requires more male employees in its operational activities.

7.2 Characteristics of Respondents by Age

Age can show different needs, wants and tastes in how to choose and buy what they want. The results of research data processing through the distribution of questionnaires to 43 respondents, then obtained data regarding the characteristics of respondents based on age which is presented in Table 4 below:

Table 4. Characteristics of Respondents by Age.

No.	age	Frequency	Percentage (%)
1	<20	8	19 %
2	21-30	35	81 %
Total		43	100 %

Source: Processed Data 2021

Based on the data in Table 5.2 which describes the characteristics of the respondents by age, information was obtained that respondents aged <20 years were 8 people or 19%, aged 21-30 years or 81%. The data above can be concluded that Indomaret employees are dominated by employees aged 21-30 years.

7.3 Characteristics of Respondents by Position

Positions can show different needs, wants and tastes in how to choose and buy what they want. The results of research data processing through the distribution of questionnaires to 43 respondents, then obtained data regarding the characteristics of respondents based on positions which are presented in Table 5 below:

Table 5. Characteristics of Position Respondents

No.	Jabatan	Frequency	Percentage (%)
1	Shop Head	6	14 %
2	Assistant Head of Shop	2	5 %
3	Cashier	4	9 %
4	Store Crew	18	42 %
5	Merchandise	12	28 %
6	Deliverymen	1	2 %
	Total	43	100 %

Source: Processed Data 2021

8. Descriptive Results of Respondents' Responses About Work Stress Levels of Indomaret Employees in Bengkalis District.

To find out about respondents' responses to the level of work stress of Indoamret employees in Bengkalis sub-district, in this section the author presents data that has been obtained from a number of respondent statements taken from Indomaret employees in Bengkalis sub-district.

Descriptive results of respondents' responses to the level of work stress of Indomaret employees in Bengkalis sub-district can be seen in Table 6 below:

Table 6. Summary of Descriptive Responses of Respondents Regarding Work Stress Levels of Indomaret employees.

Indikator	Stres Kerja	Distribusi Frekuensi					Total	Mean	Ket
		S	S	R	T	S			
		5	4	3	2	1			
Beban Kerja	1	Fr ek S ko r	6 7 3	1 3 9	1 3 0	1 1 0	43 14 9	3,	Tin ggi
	2	Fr ek S ko r	1 1 5 6	2 9 1 6	3 0 9 0	0 0 0 0	43 18 0	4,	Tin ggi
Total		Fr ek S ko r	1 7 8 5	4 6 8 4	1 6 8 8	5 2 1 0	86 33 0	3,	Tin ggi
		Fr ek S ko r	1 9 5	2 8 8	2 6 0	0 0 0	43 18 9	4,	Sa ng at Tin ggi
Sikap Pemimpin	3	Fr ek S ko r	8 9	2 8	6 0	0 0	43 17 4	4,	Tin ggi
	4	Fr ek S ko r	2 1 4 6	9 1 1 6	6 8 0	0 0 0	43 17 4	4,	Tin ggi
Total		Fr ek S ko r	2 7 1	5 1	8 2	0 0	86 36 3	4,	Sa ng at Tin ggi
		Fr ek S ko r	3 2 1	1 3	0 3	0 0	43 19 3	4,	Sa ng at Tin ggi
Waktu Kerja	5	Fr ek S ko r	1 3	2 0	0 0	0 0	43 18	4,	Tin ggi
	6	Fr ek	0 1	3 1	2 0	0 0	43	4,	Tin ggi

	Skor	50	24	60	00	180		
Total	Frekuensi	42	42	20	00	86	4,33	Sangat Tinggi
Konflik	7	Fr	12	21	00	43	4,02	Tinggi
	8	Skor	58	30	00	173		
Total	Frekuensi	24	43	19	00	86	4,05	Tinggi
	Skor	12	77	57	00	349		
Komunikasi	9	Fr	18	41	00	43	4,39	Sangat Tinggi
	10	Skor	99	30	00	189		
Total	Frekuensi	17	46	16	52	86	3,82	Tinggi
	Skor	85	84	80	22	329		
Otoritas Kerja	11	Fr	12	15	00	43	3,93	Tinggi
	12	Skor	66	45	00	169		
Total	Frekuensi	20	45	21	00	86	3,98	Tinggi
	Skor	10	83	63	00	343		

Source: Processed Data 2021

In accordance with the processed data in Table 6 from the variable level of work stress of Indomaret employees for the statement of the workload indicator, the total mean score is 3.83 with a high level of information. For the statement of the leader's attitude indicator, the total mean is 4.22 with a very high level of information. For the statement of the working time indicator, the total mean is 4.33 with a very high level of information. For statements of conflict indicators, the total mean is 4.05 with a high level of information. For statements of communication indicators, the total mean is 3.82 with a high level of information. For the statement of the last indicator, namely the work authority, the total mean is 3.98 with a high level of information.

5.4 The Most Dominant Factors About Work Stress Levels of Indomaret Employees in Bengkalis District

To find out about the most dominant level of work stress of Indomaret employees, it can be seen in Table 7 below:

Table 7 Recapitulation of Respondents' Responses to the level of work stress of employees in Indomaret in Bengkalis sub-district.

9.The Most Dominant Factors About Work Stress Levels of Indomaret Employees in Bengkalis District

To find out about the most dominant level of work stress of Indomaret employees, it can be seen in Table7 below:

Table 7 Recapitulation of Respondents' Responses to the level of work stress of employees in Indomaret in Bengkalis sub-district.

No	Indicator	Mean	Rank
1	Workload	3,83	5
2	Leader's Attitude	4,22	2
3	Working time	4,33	1
4	Conflict	4,05	3
5	Communication	3,82	6
6	Work Authority	3,98	4

Source: Processed Data 2021

Based on Table 7, it can be concluded that from the respondents' responses to the statement about the work stress level of employees in Indomaret, the most dominant indicator is Working Time, with a mean value of 4.33 being in the first rank. So the conclusion is that the most dominant level of work stress is an indicator of working time. This shows that the level of work stress of Indomaret employees in Bengkalis sub-district is dominantly influenced by working time indicators, which factor is obtained from employees' perceptions of excessive working time, causing employees to perceive that working time is one of the causes of employee work stress levels. Indomaret in Bengkalis sub-district.

10.The lowest factor regarding the work stress level of Indomaret employees in Bengkalis sub-district.

Based on Table 7 it can be concluded that the respondents' responses to statements about the lowest level of employee work stress are Communication, with a score of 3.82 being ranked sixth. So the conclusion is the lowest level of work stress is an indicator of communication. This means that communication does not really affect the work stress level of Indomaret employees in Bengkalis sub-district. Which indicator factors are obtained from communication between colleagues and superiors who are Indomaret, Bengkalis sub-district.

11. Research Limitations

This research is inseparable from limitations that require the development of further research. The limitations of this study are:

- 1 This research was only conducted among Indomaret employees in Bengkalis sub-district with a total of 43 employees as respondents, not covering the entire wider area of the research location. So that this research is only about Indomaret which is located in the Bengkalis sub-district and cannot be generalized.
- 2 This research is only for 2022, so the results of this study only know about the work stress level of Indomaret employees in Bengkalis sub-district, so it cannot be seen and compared from year to year.
3. In this study it took a lot of time to distribute the questionnaires because the respondents from the study were Indomaret employees, so it was a little more difficult because Indomaret employees also had to carry out their work and might feel disturbed.

(Online), (<http://e-journal.unmas.ac.id>), diakses 17 Juni 2021 Pukul 21.20.

12. Results

12.1. Conclusion

Based on the results of the discussions that have been described in previous chapters, the researchers' findings are as following:

1. The factors that influence the work stress level of Indomaret employees in Bengkalis subdistrict, according to this study there are 6 indicators, namely Workload with a score of 3.83, then Leader Attitude with a score of 4.22, Working Time with a score of 4.22 of 4.33, Conflict with a score of 4.05, Work authority with a score of 3.98, and finally Communication with a score of 3.82.
2. The most dominant factor influencing the work stress level of Indomaret employees in Bengkalis subdistrict is working time with a score of 4.33. This shows that the stress level of Indomaret employees in the Bengkalis subdistrict is dominantly influenced by the working time indicator, where this indicator factor is obtained from the employee's perception of excessive time.
3. The smallest factor that affects the work stress level of Indomaret employees in Bengkalis subdistrict is communication with a mean value of 3.82, although it is not much different from other indicators. it means that the communication indicator is not very influential on the work stress level of Indomaret employees in Bengkalis subdistrict.

12.2 Suggestions

Based on the conclusions above, the authors can present some suggestions as follows:

1. In descriptive study research on the level of work stress of Indomaret employees, there were several obstacles that I faced, namely having difficulty finding and distributing questionnaires which were carried out by directly meeting Indomaret employees during the covid-19 pandemic condition. Therefore, it is hoped for further research to better prepare what things are needed, for example, such as the working hours of Indomaret employees because maybe when distributing questionnaires will greatly disrupt their working time. So the next researcher should be able to better understand where the right situation or situation is when distributing the questionnaire.
2. This research can be further developed by expanding the scope of respondents and adding other variables besides the level of employee work stress. Further researchers can also use other methods in conducting research, for example through in-depth interviews with respondents. So that the information obtained can be more varied than a questionnaire whose answers are already available.

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