
THE EFFECT OF WORK STRESS AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE

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ABSTRACT

Many businesses operate in the same field, both small and large. Business competition, including catering services, is getting tighter and faster. High sales due to business competition indicate that performance will also be high, allowing employees to feel work stress and creating a less conducive work environment. This research examines the effect of work stress and work environment on employee performance at Duta Catering Batu City. This research uses quantitative methods with an Explanatory Research approach. The sample used was 70 people or the entire population, using a saturated sampling technique in nonprobability sampling, which was data collection using interviews and questionnaires. The questionnaire was administered using a Likert scale. At the same time, research data processing was carried out using SPSS (Statistical Program for Social Sciences) version 26 software and applying multiple linear regression analysis methods. The findings showed that work stress negatively and not significantly influenced employee performance at Duta Catering Batu City partially, while the work environment influenced employee performance positively and significantly. In addition, simultaneous testing shows that work stress and work environment jointly and significantly influenced employee performance.

Keywords: Work Stress; Work Environment; Employee Performance; Catering Sector

INTRODUCTION

In the Indonesian economy, economic actors and economic resources have valuable involvement in achieving a goal. Economic actors include all people who participate and interact in economic activities, whether in production, consumption, or exchange activities. Meanwhile, economic resources have a significant role in developing a country's economy. They can be seen through the availability of resources contained therein, both in quality and quantity (Putri, 2019). In activity, a micro approach must be taken to monitor employee performance. Human Resources is a precious element in an organization because their performance is needed to realize the company's vision and mission that has been decided. Maintaining a qualified workforce is the primary way for a company (Arianto, 2013). Similarly, the service and catering industry at Duta Catering Batu City makes its employees an essential aspect of its business activities.

Experts often refer to employee performance as work performance because every performance is a natural action that reflects what employees have done in the form of work performance. Employee performance as a result of work in quantity and quality, which has duties, is the same as the jobs and dependents charged to them in the form of tasks (Mangkunegara, 2017). Lousy stress will result in decreased performance than before they felt job stress. Good work results from employees cannot be separated from demands in their work (Robbins (2006).

When employees cannot carry out the job's demands, they will feel stressed when doing their work. Stress in the workplace affects how well employees perform. When employees face demands and burdens that they cannot handle, work stress cannot be appropriately managed in these conditions. Some things and factors can affect employee performance, such as the work environment. The state of the work environment can be labeled good or conducive so employees can carry out their work optimally, comfortably, and safely (Sedarmayanti, 2009). An appropriate work environment can be felt in the long run. Environments and working conditions that are not conducive make it possible to urge human resources to require additional time and do not support the high achievement of effective and efficient work processes.

Based on the order sales level at Duta Catering Batu City from January to November, sales show ups and downs. This shows that employee performance is low when the number of orders decreases or is small because they only work on a few orders. Employee performance is high when order sales experience a very drastic increase or spike. A low employee performance rating can reduce or even eliminate work-related stress and create a more comfortable environment. It is different when the employee's performance rating is high due to an increase in orders; it allows employees to feel stress due to work and creates a less conducive work environment.

When viewed from the side of the Catering Ambassador itself, according to the party concerned, most employees feel that the work environment at Duta Catering is adequate. This is reinforced through statements from administrative employees that the environment is conducive and supported by adequate facilities such as food for employees and additional salaries when working overtime. Based on the background that has been described, the authors intend to explain work stress and the work environment for employees at Duta Catering Batu City.

LITERATURE REVIEW

Work Stress

Stress is a stimulus. A stress stimulus is often considered an event that happens to someone. Some people may consider the event a regular event because they can control it (Lazarus & Folkman, 1984). stress that exceeds the limits of a person's ability can threaten his ability to deal with circumstances in his environment (Handoko, 2001). Previous research by Kurniawan et al. (2022) on how work-related stress affects performance stated that job stress influences employee performance negatively and significantly. This means that higher levels of job stress can lead to dissatisfied job completion and lower employee performance. Job stress can increase or decrease employee performance, depending on the stress level. This is caused by pressure due to the tasks they are charged with and cannot complete. Work stress comes from heavy workloads, lack of supervision, busy work schedules, ineffective work environment conditions, workplace conflicts, and differences in judgment among workers (Mangkunegara, 2017).

Work Environment

The work environment is a factor that influences employees in carrying out their tasks to be submitted (Nitisemito, 2000). The conditions around employees significantly affect their quality and attitude in doing work and quality if employees can perform their duties and responsibilities efficiently, effectively, and optimally. An optimal work environment can foster individual encouragement for organizational performance (Anam & Rahardja, 2017). Employees will achieve optimal performance in a comfortable environment because they feel satisfied with their working conditions (Robbins & Judge, 2010). Hidayati et al. (2021) stated that work environment as a conducive working environment providing a safe and comfortable employee can lead them to work more optimally. Previous research by Qoyyimah et al. (2019) stated that the work environment positively and significantly impacts employee performance. These results mean that the work environment is suitable if human resources can work by feeling safe, comfortable, effective, efficient, and optimal. If employees feel a positive and motivating work atmosphere, they may provide good work results in response to the favorable treatment received from their organization. Conversely, the presence of a hostile workplace environment, where staff experiences negative behaviors and excessive pressure from workplace bullying, will negatively impact organizational outcomes (Teo, 2020).

Employee Performance

Performance is a work achievement of company employees that they can achieve and can be assessed in terms of quality and quantity in carrying out their responsibilities

(Mangkunegara, 2017). performance is a contribution from employees to the company where they work (Robert, 2006). Effective employee performance in carrying out their duties and responsibilities significantly impacts an organization's skills to achieve its goals. Each employee must achieve work performance by carrying out their responsibilities and part of the task within the company; a good employee performance assessment can be measured and assessed by how much influence their performance has on the company (Widayat, 2010). It is necessary to measure employee performance as evaluation material for employees and companies to develop the company in a better direction. On the other hand, measuring employee performance can also determine the strategies and stages the company needs to carry out next (Adhari, 2021). This statement is in line with Kahn's (1990) opinion, which states that performance can be described through involvement as a unique and essential motivational concept: utilizing all employee potential, physical, cognitive, and emotional, reflecting a concept that not only draws a link between engagement and work performance but also adopts an inclusive view of the individual.

HYPOTHESIS

The Effect of Work Stress on Employee Performance

Previous research on how work-related stress affects employee performance proves that work stress significantly affects employee performance (Heriyanti et al., 2021). This research states that work stress can create a competitive advantage for the company, but if the work stress experienced by employees is too high, employee performance will be disrupted. These results are relevant to Heruwanto et al. (2020), which discusses the work environment and work stress on employee performance, explaining that work-related stress can cause dissatisfaction at work. This means that higher levels of work stress can lead to dissatisfaction with completing work and reduce employee performance. In line with the research of Rahmawati et al (2022) about how work-related stress affects performance, they state that work stress has a negative and significant effect on employee performance.

H1: Work stress has a negative and significant effect on employee performance.

The Effect of Work Environment on Employee Performance

The effect of the work environment on employee performance was discussed in previous research by Ameilia et al. (2022), which states that the work environment has a positive and significant effect on employee performance. The statement from the results of this study is evidenced by the fact that one of the factors, namely security, is very influential on the feeling of calm employees feel at work. Thus, research in the literature shows that the work environment positively and significantly influences employee performance (Kristanti et al., 2019). This means that the environment that makes the workplace better will impact performance improvement and productivity. According to Christi et al. (2020), research results show that the work environment positively and significantly influences employee performance.

H2: Work environment has a positive and significant effect on employee performance.

The Effect of Work Stress and Work Environment on Employee Performance

According to Gunawan (2022) his research examines how work stress and the work environment can influence the performance of employees. The results of his research show that work stress and work environment have a significant impact on employee performance. These results align with research from Triwidyati et al. (2022), which states that the work environment and work stress jointly affect employee performance. This indicates that the higher the level of work stress and the better the working environment conditions will affect employees' good and bad performance and satisfaction with the implementation of employee duties. This is in line with Widarta's research (2019), which also explained the effect of work stress and work environment on employee performance, with results showing that work stress and work environment together affect employee performance.

H3: Work stress and work environment together affect employee performance.

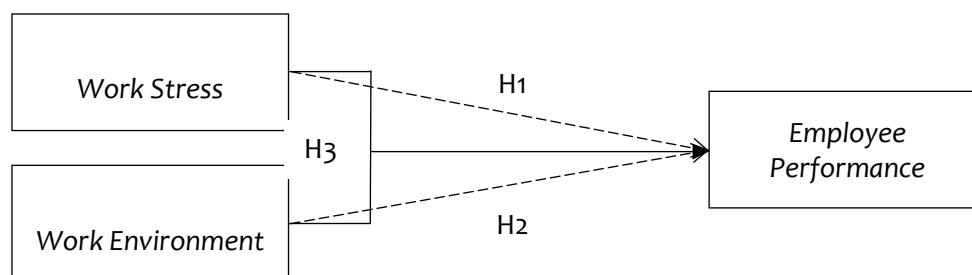


Figure 1. Hypotheses Model
Source: Author Analysis (2024)

METHOD

The research method used in this research is the quantitative method with an Explanatory Research approach. Quantitative research tests theories and hypotheses through data obtained using statistical analysis. This research is located in Batu City with the research object Duta Catering Batu City, which involves all permanent employees as participants. The population in this study was all permanent employees of Duta Catering Batu City, totaling 70 people. Because the population in this study is relatively small, it uses a sampling technique, saturated sampling (census), which is used in nonprobability sampling.

This research uses two data types: primary data obtained directly from Duta Catering Batu City employees by filling out a questionnaire. The data collection technique in this research uses questionnaire distribution techniques. Questionnaires were distributed offline to all Duta Catering Batu City permanent employees with various divisions. The data analysis technique used in this research is multiple linear regression analysis and data processing with the help of SPSS (Statistical Program for Social Sciences) software version 26. The results of hypothesis testing can be seen through the t-statistic and f-statistic tests, which can show the significance level of the existing hypothesis.

RESULTS

Respondent Description

Respondents in this study were predominantly female, totaling 50 people or 71.43%. This is very suitable for the tasks carried out at Duta Catering because women are more tenacious in kitchen matters and more dexterous than men based on divisional duties; the kitchen division has as many as 46 respondents with a percentage of 65.72%, the office division as many as 12 respondents with a percentage of 17.14%, and the security & cleaning division as many as 12 respondents with a percentage of 17.14%. This means that the respondents have been given tasks according to their expertise. Most respondents are > 45 years old, with a percentage of 61.43%, which is the age of maturity needed for work here. The results of the latest education data state that most respondents are graduates. The results of the latest education data state that most respondents are graduates of SMA/SMK/MA/Equivalent, with a percentage of 78.57%. The data calculation based on employee domicile states that most respondents live in Junrejo District, namely 62, with a percentage of 88.57%. This makes it easier for respondents because the distance between the workplace and the place of residence is pretty close. The majority of respondents have a married status, namely 64 employees who are dominated by elderly employees, with a percentage of 91.43%. The majority of respondents, as many as 47 employees, have worked for > 10 years with a percentage of 67.15%, and this has also proven the expertise of employees in the fields they work in.

Validity Test and Reliability Test

There is a measurement of the similarity between the power collected, so the calculation uses the Pearson Product Moment formula (Umar, 2003). If the validity test results have a correlation value < 0.30 , then the conclusion is that the statement items are invalid, so they must be corrected and redistributed to respondents or eliminated (Sugiyono, 2016). The reliability test in this research used the Cronbach Alpha statistical test measuring instrument. A research variable can be reliable if the Cronbach Alpha correlation value is > 0.60 .

Based on the calculation results, all of the statement items in each research variable, namely work stress, work environment, and employee performance, have a correlation value > 0.30 . The results of the validity test on all variables in the study can be valid. Based on the reliability testing results, all research variables, namely work stress, work environment, and employee performance, have Cronbach's Alpha Correlations > 0.60 . It can be proven that the reliability test results on all variables in the study above have met the reliability standards and can be said to be reliable.

Multiple Linear Regression Analysis

Multiple linear regression analysis is a statistical method that develops a simultaneous mathematical relationship between two or more independent variables and one dependent variable on an interval scale (Malhotra, 2010). Multiple linear regression analysis aims to evaluate the effect of two or more independent variables on one dependent variable.

Table 1. Result of Multiple Linear Regression Analysis

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig |
|------------------|-----------------------------|------------|---------------------------|--------|------|
| | B | Std. Error | Beta | | |
| 1 (Constant) | 34.666 | 6.357 | | 5.453 | .000 |
| Work Stress | -.237 | .129 | -.237 | -1.843 | .070 |
| Work Environment | .308 | .119 | .333 | 2.588 | .012 |

Source: Data Processed (2024)

Based on Table 1, the first analysis result is obtained, $a = 34.666$, which is constant and proves that the value of the employee performance variable has not been influenced by other variables, namely work stress and work environment. Second, β_1 (Regression Coefficient Value X_1) = -0.237 , which proves that work stress is harmful. This means that work stress hurts employee performance. If work stress gets higher, employee performance will decrease. Third, β_2 (Regression Coefficient X_2) = 0.308 , showing the favorable work environment. These results prove that the work environment positively affects employee performance. Employee performance and productivity will increase if the work environment is more conducive and comfortable. Each unit increases the work environment variable, which can affect employee performance by 0.308 .

Based on Table 2, the Adjusted R Square value is 0.237 , which means that work stress and work environment variables influence 23.7% of changes in employee performance variables. In contrast, the remaining 76.3% is the performance of Duta Catering Batu City employees, which is influenced by other variables not examined in this research.

Table 2. Result of Coefficient of Determination Test

| Model Summary | | | | | |
|---------------|-------------------|-----------|-------------------|------------------------|--|
| Model | R | R. Square | Adjusted R Square | Std. Error of Estimate | |
| 1 | .509 ^a | .259 | .237 | 3.91038 | |

Source: Data Processed (2024)

Hypothesis Test

There are two kinds of hypothesis testing. The first is the F-test. The F-test assesses the extent to which independent variables affect the dependent variable, either jointly or separately. This concept is explained by Malhotra (2010). The second is the t-test. The purpose of the t-test is to determine the significance of the partial influence of the independent variable on the dependent variable (Sugiyono, 2016). When the significance value is ≥ 0.05 , the independent variable is considered to have no partial effect on the dependent variable; however, if the significance value is ≤ 0.05 , the independent variable has only a limited effect on the dependent variable.

Based on Table 2 shows that the significance value of the work stress variable on employee performance is $0.070 \geq 0.05$, and the t_{count} value (-1.843) \leq the t_{table} value (1.99601). This means that the work stress variable has a negative and insignificant effect on employee performance. With this, the first hypothesis states that work stress has a negative and significant effect on employee performance, which is "rejected."

The significance value of the work environment on employee performance in Table 8 is $0.012 \leq 0.05$, and the t_{count} value (2.588) \geq t_{table} value (1.99601), then H_0 is rejected, or H_1 is accepted. This means that the work stress variable has a positive and significant effect on employee performance because the t_{count} value \geq the t_{table} value, which is (4.396) \geq (1.99601). With this, the second hypothesis, which says that the work environment positively and significantly affects employee performance, is "accepted."

Table 3. Result of F-Test (Simultaneously)

| ANOVA ^a | | | | | | |
|--------------------|------------|---------------|----|-------------|--------|-------------------|
| Model | | Sum of Square | df | Mean Square | F | Sig. |
| 1 | Regression | 357.838 | 2 | 178.919 | 11.701 | .000 ^b |
| | Residual | 1024.504 | 67 | 15.291 | | |
| | Total | 1382.343 | 69 | | | |

Source: Data Processed (2024)

Table 3 shows that the significance value is $0.000 \leq 0.05$, which the significance value is following the F test criteria, namely ≤ 0.05 , and has a value of $t_{count} \geq t_{table}$, which is $11.701 \geq 3.13$. Therefore, it means that H_0 is rejected and H_1 is accepted. These results prove that the independent variables, namely work stress and work environment, have a significant and simultaneous influence on the dependent variable, namely employee performance.

DISCUSSION

The Effect of Work Stress on Employee Performance

In this study, the analysis results show that the count value of work stress is $-1.843 \leq$ the table value, 1.99601, with a significance level of $0.070 \leq 0.05$. These results prove that the work stress has a partially negative and insignificant effect on employee performance. This means that the work stress felt by all permanent employees of Duta Catering Kota Batu can be influenced by conditions such as inadequate work facilities and infrastructure, company targets and demands that increase the workload, unclear work orders, and too much work pressure. The occurrence of work stress is also influenced by the condition of the increase/number of orders being worked on. However, work stress is still low, so it does not interfere with employee performance and employee job duties can still be carried out and accounted for properly. This supports previous research by Kumala et al. (2023) and Kaat et al. (2023), which prove that work stress has a negative and insignificant effect on employee performance.

The Effect of Work Environment on Employee Performance

It is known that the work environment variable has a count value \geq the stable value, which is equal to (2.588) \geq (1.99601) with a significance value of $0.012 \leq 0.05$. These results prove that the work environment variable has a positive and significant effect on employee performance because the count value (2.588) \geq the table value (1.99601).

When employees feel comfortable with their work environment, employee performance will be more optimal, improving employee performance and productivity. This research's results align with previous research by Triwidyati et al. (2022) and Qoyyimah et al. (2019). The results state that the work environment significantly positively affects employee performance. The increased performance of Duta Catering Batu City employees is due to comfortable environmental conditions such as appropriate workspace layout, guaranteed employee safety, good relations with coworkers, adequate temperature and air circulation, and comfortable workspace coloring. That means the worker's work environment will significantly impact the quality and attitude of a job.

The Effect of Work Stress and Work Environment on Employee Performance

Based on the results of statistical data processing in this research, it is known that the value of $\text{count} \geq \text{table}$ is $11.701 \geq 3.13$, and a significance value of $0.000 \leq 0.05$ is obtained. This means the significance value follows the F test criteria, namely ≤ 0.05 . Therefore, H_0 is rejected, and H_1 is accepted. These results prove that the work stress and work environment variables simultaneously and significantly affect employee performance because of the value of $\text{count} (11.701) \geq \text{table} (3.13)$. These results state that the research hypothesis is "accepted" because the independent variables have a significant and simultaneous influence on the dependent variable. The results of previous research by Gunawan (2022), Widarta (2019), and Triwidyati et al. (2022) also show that work stress and work environment together have a significant influence on employee performance. Employee performance is directly related to the level of work stress and the quality of the work environment, which can also impact how satisfied employees are with their duties. High stress and a better work environment will affect employees' good and bad performance and satisfaction with task implementation.

CONCLUSION

The following research conclusions can be drawn from the research results and discussion of the results of statistical data analysis tests: (1) Work stress has a negative and insignificant effect on employee performance at Duta Catering Batu City. (2) The work environment positively and significantly influences employee performance at Duta Catering Batu City. (3) Work stress and work environment jointly and significantly influence employee performance at Duta Catering Batu City.

Based on the research results that have been presented, the researcher suggests that the Batu City Catering Ambassador should conduct regular evaluations to minimize and find out about what things cause work stress experienced by employees so that they can change work stress into something more positive, even though work stress has insignificant results. Future researchers should be able to develop other variables besides the variables used in this study to get a better explanation.

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